

OFFICE OF THE CITY CLERK

Midyear REVIEW

All figures through June 30, 2013

Significant 2013 Events:

During the first half of 2013, we administered two scheduled elections: 1) the February 19th Spring Primary Election and 2) the April 2nd Spring General Election. At the June 19, 2013 Council meeting, the Common Council ordered a Special Election, as soon as statutorily possible, to fill the vacant seat for Aldermanic District 1 because Alderperson Teege Mettille tendered his resignation effective June 20, 2013 due to relocating out of the City. At the close of accepting nomination papers on June 25th, there were three candidates who filed for the office. This triggered the Special Primary Election on July 23, 2013 and the Special Election is scheduled for August 20, 2013.

In February, the Election Clerk and City Clerk conducted a training session for all the Election Officials which staff each of the polling Districts in the City in preparation for the February Election. In March, one training session was conducted for Chief Election Inspectors in charge at each of the 15 polling places in preparation for the April Election.

On March 4, 2013, we received the Polling Place Onsite Accessibility Compliance Audit Report for the 15 City of Appleton Polling Places with findings and recommendations. The Clerk requested and was granted an extension by the State to complete the Action Plan. On June 3, 2013, the Clerk completed the Action Plan for the polling places and the state will conduct a follow-up assessment to ensure we are in compliance with state and federal election law, regarding voters with disabilities. The audit showed the following issues that needed to be addressed at some of the polling locations: the off-street parking did not meet requirements for accessible parking spaces; did not have the proper number of van-accessible spaces based upon the number of regular parking spaces; the accessible entrance was not clearly marked at the door; the off-street accessible parking sign was not high enough to be visible when a vehicle was parked in the space; and the off-street parking area did not have accessible spaces designated by clearly visible signs bearing the proper symbol of accessibility.

The office is going through a time of transition with the departure of the Deputy Clerk. The short notice has placed an unexpected hardship on the Clerk's Office. The Deputy's last day was June 26th so we were unable to fill the position and have cross training with the new employee before her departure as originally anticipated. To keep afloat, for the months of July and August, it was necessary to cancel staff's attendance at the Clerk Institute, the Master Academy, Annual WMCA Conference and scheduled vacations to ensure the basic needs of the Department and City are continued to be met until the position can be filled. We also have a temporary part-time person to help us during this time.

The renewal of the operator licenses was changed back from a one-year to a two-year

license in 2013 after experiencing a major strain on the Clerk's Office resources as well as the Police Department for conducting the background checks in a timely manner. The licenses expire June 30, with the process beginning in April.

This is the third year of the 6th floor customer service area as a result of the 2011 Budget adoption. The 6th floor customer service area provides an open welcoming experience for all visitors. However, security & safety does continue to remain an issue at times. All customers of the City Clerk's Office are now able to pay their fees at the same location they complete their application, which has been very positively received by our citizens.

The office utilized the internet to report the April election results which allowed the results to be displayed shortly after the polls had closed.

Information on the city's website continues to be updated to better reflect services provided, especially on the election pages.

The license renewal processes were completed for all licenses issued by this office that expire on June 30.

The waiting list for "Class B" beer/liquor licenses was updated. The number of persons on this list is 14. No licenses were issued from the waiting list in the first half of 2013.

The Board of Review was held on June 4, 2013 with 10 objections presented. They will reconvene on August 19, 2013 to review four properties that were subpoenaed and 1 additional objection that was submitted after the initial meeting.

The Official 2013-2014 Directory is being prepared and is anticipated to be printed and distributed the latter part of July or in early August. A reduction in the number of copies was made last year from 760 to 600 due to more people seeking information from the internet. However, we ran out this year but plan on ordering the same number of copies this year. The directory still remains a very highly sought out piece of information and hard copies will continue to be printed.

Performance Data:

Program 1- Administration	Criteria	Actual 2008	Actual 2009	Actual 2010	Actual 2011	Actual 2012	Target 2013	Actual 2013	Projected 2013
	Client Benefit								
	Positive Survey Response	99%	100%	100%	100%	100%	100%	99%	99%
	# of Surveys	58	109	86	48	61	90	49	90
	Outcome								
	Prompt service rating	100%	100%	100%	100%	100%	100%	100%	100%
	Outputs								
	# of hours staff training	101.5	134.5	92	127	115	150	204	204
Program 2 – Record keeping	Criteria	Actual 2008	Actual 2009	Actual 2010	Actual 2011	Actual 2012	Target 2013	Actual 2013	Projected 2013
	Client Benefit								
	Information Retrieval - % of same day response	88%	95%	94%	94%	94%	95%	95%	95%
	Information Retrieval - % less than 1 week	12%	5%	6%	6%	5%	5%	5%	5%
	Outputs								
	Hours maintaining official Documents	1486	1565.75	1638	398	1554	1500	731.5	1500
	# of requests for information	371	291	252	340	345	300	136	300
	# of publication notices	416	454	430	466	327	400	123	400
	# of ordinances	181	194	187	243	132	175	38	175

Program 3 – Licensing	Criteria	Actual 2008	Actual 2009	Actual 2010	Actual 2011	Actual 2012	Target 2013	Actual 2013	Projected 2013
	Client Benefit								
	% processed on same day	95%	100%	95%	95%	95%	100%	100%	100%
	% issued within 90 days of approval	100%	100%	100%	100%	100%	100%	100%	100%
	Outcomes – statutory and ordinance compliance of all licenses issued								
	# of legal challenges	0	0	0	0	0	0	0	0
	Outputs								
	# of beer/liquor licenses issued	229	181	235	224	225	225	143	225
	# of operator licenses issued	780	843	647	923	2148	1,100	960	1100
	# of general licenses issued	599	419	571	585	329	500	224	500
Program 4 – Elections	Criteria	Actual 2008	Actual 2009	Actual 2010	Actual 2011	Actual 2012	Target 2013	Actual 2013	Projected 2013
	Client Benefit								
	# changes, adds & deletes to voter lists	10,530	7,288	11,891	5,940	13,918	6,000	1,255	1,500
	# of voters purged from list	2,445	3,286	0	2,562	0	7,500	3,587	4,500
	Outcome								
	# of legal challenges	0	0	0	0	0	0	0	0
	Outputs								
	# of election votes cast – entire year	71,688	16,427	41,813	23,327	116,938	23,000	12,532	18,000
	# of registered voters – all elections	172,385	90,613	125,721	84,202	168,183	90,000	89,421	93,500
	# candidates filing nomination papers	25	10	20	20	36	10	26	35
	# of elections administered	4	2	4	4	6	2	2	4
	# of ballot styles	216	108	220	136	220	118	130	210
	% of staff trained at each election	98%	100%	98%	98%	98%	100%	98%	98%

Program 5 – Mail/Copy	Criteria	Actual 2008	Actual 2009	Actual 2010	Actual 2011	Actual 2012	Target 2013	Actual 2013	Projected 2013
	Client Benefit								
	Mail delivery on schedule	100%	100%	N/A	N/A	N/A	N/A	N/A	N/A
	Accurate services – remake requests	2%	1%	1%	1%	1%	1%	1%	1%
	Outcomes								
	Efficient mail processing - # of pieces of mail returned for correction	212	13	25	13	12	25	1	15
	Outputs								
	# of pieces of outgoing mail	215,658	194,409	178,916	149,848	152,980	225,000	75,861	155,000
	# of packages handled	509	526	467	296	377	500	183	400
	# of copies made in mail center	1,646,580	1,412,047	1,259,319	1,050,588	1,303,248	1,500,000	498,296	1,050,000

Budget Performance Summary

Description	Year to date Expense	Full Year Amended Budget	Percent of Amended Budget
11010 Administration	136,285	295,323	46.1
11020 Recordkeeping	48,203	99,063	48.7
11030 Licensing	37,769	70,594	53.5
11040 Elections	127,741	182,522	70.0
11050 Mail/Copy Center	100,274	169,186	59.3
Total	450,272	816,688	55.5

Areas of Primary Concentration for remainder of 2013:

- Administer the July 23, 2013 Special Primary Election for Aldermanic District 1 Vacant Seat.
- Administer the August 20, 2013 Special Election.
- Continue to work out the kinks with the new Document Management System and ensure open transparency and accountability as well as office efficiency and cost effectiveness.
- Continue to study our processes in our office to ensure the most efficient and cost effective.
- Prepare for replacement/training of the Deputy Clerk position with the retirement of the Deputy Clerk on June 26, 2013.