DEPARTMENT GOALS, OBJECTIVES, STRATEGIC OUTCOMES AND KEY PERFORMANCE INDICATORS

Town Clerk's Office

Goal/Objectives:

1 Provide timely information to all stakeholders to ensure that informed decisions are made in a participitative process.
2 Maintain and provide access to public records as mandated by Florida Statute, and the Florida Administrative Code.
3 Ensure the provision of legal opinions requested of the Town Attorney by other departments and Town Council.
4 Ensure democratic process of representing the public interest by conducting municipal elections in compliance with State Law and Town Charter.

Strategic Outcomes:

1a Publish and post agenda for ample review (min. 5 days) by Town Council and the public. **SP 2**
2a Promptly route and respond to public records requests. **SP 1 & 2**
2b Process and complete all records management requests. **SP 1 & 2**
2c Process lien requests within 6 business days for regular requests and within 24 hours for rush requests. **SP 1 & 2**
3a Process Town Attorney requests and distributes completed responses in a timely manner. **SP 1 & 2**
4a Conduct cost effective March elections in compliance with State law. **SP 1, 2, 4, & 5**
4b Promptly provide election related information via the web. **SP 1, 2, 4, & 5**

Key Performance Indicators

FY 2013 – 3rd Quarter	FY12 Goal	FY12 Actual	FY13 Goal	FY13 Actual	FY14 Goal
1a) % of agendas web published 3 business days before Town Council meeting	100%	98%	100%	100%	
2a) % of Town Clerk's Office records requests completed within 3 business days	71%	71%	75%	71%	
2b) % of records sent offsite eligible for destruction	<16%	2%	<15%	2%	
2c) % of lien requests completed within 6 business days for regular searches	100%	99%	100%	99%	
2c) % of lien requests completed within 24 hours for expedited searches	100%	100%	100%	100%	
3a) % of Town Attorney control # requests processed within 1 business day	98%	100%	98%	100%	

4a) Average cost per vote cast	$18.39	$18.56	13.56	*	*
4a) % of approved budget expended for municipal election	98%	98%	98%	*	*
4b) % of election related reports web published within 2 business days of receipt	100%	100%	100%	100%	*

* Not Applicable