**CITY CLERK**

**DIVISION SERVICE EFFORTS**

***STRATEGIC INITIATIVES***

**Identify and implement technological solutions to streamline administrative processes.**

**Implement initiatives to enhance customer service and engagement, aiming to provide responsive and efficient assistance to residents and stakeholders.**

**Promote collaboration and information sharing among different departments to improve efficiency and coordination of services.**

**Develop and implement strategies to enhance transparency.**

**Enhance training and professional development opportunities for staff to ensure compliance with relevant laws, regulations, and ethical standards.**

**Develop and implement a streamlined process for dispersing executed documents following council meetings.**

**Improve the response time for open record requests by implementing efficient request tracking systems, optimizing document retrieval processes, and providing training to staff.**

**Establish an e-signature process for eligible documents handled by the City Clerk's Office to streamline approval processes and reduce paperwork.**

**Digitize all paper-based documents and records within the City Clerk's Office to improve accessibility, efficiency, and security of information.**

***GOALS***