



# City of San Antonio

## Agenda Memorandum

**File Number:**

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**Agenda Item Number:** {{item.number}}

**Agenda Date:** February 21, 2024

**In Control:** City Council B Session

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**DEPARTMENT:** Office of the City Clerk

**DEPARTMENT HEAD:** Debbie Racca-Sittre

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Office of the City Clerk 5-year Strategic Plan

**SUMMARY:**

Briefing on the Office of the City Clerk 2024-2029 Strategic Plan

**BACKGROUND INFORMATION:**

The 2024-2029 Office of the City Clerk Strategic Plan is designed to set the foundation for success through a structured approach to navigate the multifaceted responsibilities of this crucial municipal department. The strategic planning process has charted a course that aligns with the city's mission and core values and addresses the diverse needs of residents through the setting of short and long-term goals.

Commencing with a reset of the Mission Statement by the staff on November 28, 2023 and concluding with a staff retreat February 19, 2024, teamwork was a key component of the process. Through benchmarking, the Office reviewed industry standards and identified areas of strength and opportunities for enhancement. A professionally administered, statistically significant survey gathered insights from residents in all 10 city council districts facilitating an understanding of community preferences and priorities to set goals and inform strategic initiatives. Additionally, 12

stakeholder meetings provided a platform for collaboration and dialogue among city officials, community leaders, experts, and residents, ensuring that the strategic plan would reflect a collective vision for the city's future. Importantly, soliciting input from Office staff leveraged their expertise and frontline experience, fostering a culture of engagement to develop the strategies that they will ultimately implement.

In essence, strategic planning within the Office of the City Clerk is essential for fostering transparent, accountable, and responsive governance that serves the best interests of the community. I am happy to be leading this effort after officially serving as City Clerk for the past two years. During that time, we have undertaken significant changes to streamline processes and create efficient, effective services. However, while those efforts have been very successful, input from the community and stakeholders was lacking. This 5-Year Strategic plan will set the roadmap for future innovation and growth.

Through this process, the overarching finding was that the Office of the City Clerk needed to develop strategies to meet three overall goals: Increase Accessibility, Improve Communication, and Provide Education and Training. The plan outlines those strategies.

**ISSUE:**

The City Clerk is requesting City Council feedback on the Office of the City Clerk's 5-Year Strategic Plan.

**ALTERNATIVES:**

City Council could recommend more planning and outreach.

**FISCAL IMPACT:**

Recommendations to improve Information Technology and Digitize Records will be included in future budget requests through the annual budget process.

**RECOMMENDATION:**

City Clerk is requesting feedback on the 5-year strategic plan.