



# ANNUAL REPORT

*City of Los Angeles, Office of the City Clerk*

*Year One:*  
**FY 2022-2023**  
**(5-Year Strategic Plan)**



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## An Updated 5-Year Strategic Plan

The Office of the City Clerk has released a new and updated Five-Year Strategic Plan (Plan), which highlights our top priorities and establishes an updated service delivery framework that emphasizes Transparency, Access to City Governance, Civic Engagement, Operational Resilience, and Equitable Service Delivery. The Plan was developed collaboratively between our six Divisions and addresses the Department's various needs and aspirations.

Over the next five years, we intend to complete a variety of objectives under this framework that best serve our overall mission, meet the needs of our stakeholders, and satisfy our legal obligations and the mandatory functions required by City, State, and Federal law. These objectives include, but are not limited to:



### **Online Service Expansion**

(i.e., Improving and expanding on existing internet-based and mobile applications, such as our Legislative Management System and Business Improvement District Portal);



### **Administrative Efficiency**

(i.e., Introducing new services to our stakeholders, such as U.S. Passport Application Acceptance Services)



### **Workforce Sustainability**

(i.e., Improving our administrative duties, such as City Council and Mayoral Staff Onboarding)



### **An Informed Public**

(i.e., Increasing the frequency and accessibility of NC Funding Training to improve NC administrative operations and quality of Neighborhood Purpose Grant processes)

Each year, our office will evaluate our progress on meeting these objectives and provide updates in our Annual Reports.

### Operational Resilience - Workforce Sustainability

#### Administrative Services Division: City Council and Mayoral Staff Onboarding

Our Administrative Division's Personnel Section provides support for nearly 800 employees within the City Clerk, the Mayor, the City Council, the Chief Legislative Analyst, and six other City departments. This year, the Personnel Section onboarded elected officials and staff in the election year cyclical rollover in the Mayor's Office and Council Districts 1, 5, 10, 11, 13 and 15. The onboarding process included, but was not limited to, payroll processing, new hire and exit orientations, family medical leave orientations, interviews, pertinent document intake, and personnel investigations. While this is a familiar function for the City Clerk, the high transition of staff from elected offices required a streamlined and focused process to ensure that incoming staff were successfully prepared to conduct the City's business.

#### Systems Division: Laptop/Docking Stations

The Systems Division provides critical support to the entire department by utilizing a variety of technological resources to develop mobile and web-enabled applications that allow the staff to provide effective services to all its stakeholders. In FY 2022-2023, the Systems Division took steps to improve in-office/telecommuting flexibility and application/file accessibility by acquiring laptop computers with docking stations. These stations will replace in-office PCs and allow City Clerk staff to access their desktop remotely, in the office, or out in the field when necessary. To date, the Systems Division has deployed these laptop/ docking stations to 80% of staff.





## Operational Resilience - Administrative Efficiency

### Business Improvement District Division: BID Portal Expansion

The Business Improvement District (BID) Division, with support from the City Clerk’s Systems Division, maintains and operates the Business Improvement District Portal, a multifaceted platform that individual BID administrators and BID Division staff use for a variety of reporting, accounting, and informational purposes. The BID Portal was developed in-house and launched in early 2020, much to the approval of the nearly 40 BIDs across the City. Since then, the BID Division has been modifying the Portal to improve its overall performance. In FY 2022-2023, staff made critical updates and improvements to the Portal’s Annual Planning Report (APR) functionality and overall integration into the Portal’s other features. Annual Planning Reports are submitted annually by all property-based BIDs through the BID Portal, and are reviewed by the City Clerk and approved, or made official, by the City Council. The improvements made to the APR interface and function will not only allow for easier use for the City’s BID administrators but will improve the overall effectiveness of the BID Portal.

### Records Management: In-House Storage Expansion & Archival Collection Processing and Digitization

The Records Management Division (RMD) administers the citywide records management program and operates the City Records Center for the offsite storage of inactive departmental records. Records Management also maintains the City Archives for the permanent retention and preservation of the City’s historical records that date back to 1827. In FY 2022-2023, RMD has secured donated warehouse shelving from LAPD, a solution that allows RMD to properly store records and reduce commercial storage costs. In addition, RMD coordinated with the LAPD’s Homicide Library (HL) to update an inventory of 1,048 boxes of Murder Books at the Westchester Training Center in partnership with the FBI.



## Civic Engagement - Administrative Efficiency

### Council and Public Services: U.S. Passport Application Services

Council and Public Services (CPS) provides services to the public, Mayor, the Council and its Committees, as well as other City departments and agencies. In FY 2022-2023, CPS took critical steps to expand its services to include providing U.S. Passport Application Services. On January 27, 2023, the City Council authorized the City Clerk to submit an application to the U.S. Department of State to be designated as a Passport Acceptance Facility (Council File 23-0067). Following this authorization, CPS staff identified and prepared office space where passport application services will be located. This includes the installation of cubicles, desks, and a dedicated service area at the City Clerk's public counter.

### Election Division: NC Election Innovation and Improvement

In FY 2022-2023, the City Clerk's Election Division conducted 55 neighborhood council (NC) board member elections that featured both at-polls and vote-by-mail voting for the first time in the City's NC history. Election Division staff, in consultation with NCs, designed a citywide election program, prepared NC stakeholders, and trained City staff to effectively perform this function without major error. Over the next five years, Division staff will work closely with NCs to evaluate and develop NC election voting innovations and improvements for each NC Election cycle to expand voting access and/or voting materials.

