



SEVENTH ANNUAL PERFORMANCE REPORT ON DELIVERY OF CITY SERVICES FOR FY 2010

City of Saco City Clerk and General Assistance Office

Contact info - Lucette Pellerin, City Clerk

Email: lpellerin@sacomaine.org Phone: (207) 284-4831

Mission: *The office of the City Clerk will strive to deliver the highest level of professionalism and customer service to the residents of Saco. We will through dedicated employees continue to be stewards of Municipal records providing reasonable access to said records, conduct elections enabling our residents to exercise their Constitutional rights and provide financial assistance to indigent people from our community.*

SCOPE OF OPERATIONS:

- Maintains all municipal records, including Vital Statistics: births, marriages and deaths; dog licenses; and those relating to City of Saco requirements: business licenses, Camp Ellis permits, permits for miscellaneous vendors, moorings, taxi drivers and taxi businesses, and victualers.
- Maintains records of Annual Reports and City Council Meeting minutes.
- Maintains permanent records of the City, such as the easements it holds, titles to City owned vehicles, contracts the City has with vendors, etc.
- Oversees all Voter Registration efforts and all elections for the City.
- Responsible for administering the General Assistance Office, which provides assistance to community members requiring financial aid from the City.

Use of Resources: 2 full time employees, 1 part-time employee (Voter Registration), and approximately 45 paid temporary helpers to man polls during elections.

Comparison to City Clerk departments in neighboring towns of similar size and overall budget: Biddeford has 6 FT employees (the department handles all vehicle registration and tax payments, however), while Scarborough has 2.5 FT.

YEAR	FY05	FY06	FY07	FY08	FY09	FY10
% OF CITY SERVICES BUDGET UTILIZED BY THE CITY CLERK'S OFFICE ANNUALLY	.44%	.53%*	.56%*	.45%*	.59%*	.78%*

*this figure now includes employee benefits

Two Examples of Impact on Citizens

YEAR	(A) PER CAPITA COST TO CITIZENS	(B) TAX BILL BASED ON AVERAGE HOME VALUE OF \$230,000	(B) PORTION OF TAX BILL TO FUND CLERKS DEPARTMENT
FY05	\$10.90	\$2,385	\$10.49
FY06	\$13.00*	\$2,981	\$15.80*
FY07	\$13.70*	\$2,928	\$16.36*
FY08	\$11.07*	\$3,064	\$13.84*
FY09	\$16.96*	\$3,087	\$18.16*
FY10	\$15.81*	\$3,133	\$24.43*

HOW ARE WE DOING?



The impact of the City Clerk’s mission and three service delivery goals modestly influences the city’s Technological Innovation and Implementation strategic goal.



DEPARTMENT SERVICE DELIVERY GOALS AND PERFORMANCE DATA:



GOAL 1) To assure that the Vital Records, as well as permanent records in our care, meet State Required mandates in order to preserve the history for future generations.

As mandated by State law, archived records must be refurbished as needed in order to preserve them. The condition and age of the books where statistics are recorded determines the restoration process. Records date back to 1796, so there are numerous volumes of records where the ink and paper, as well as the bindings, are seriously deteriorated, and many cannot be scanned electronically in order to archive them. One book of such recorded statistics costs about \$2,000 to be permanently restored and about 4 months for an outside vendor to accomplish. Thus, this process is both costly and time consuming.

PERFORMANCE DATA: To have at least one volume of older Vital Records that requires restoration successfully restored per year, and to continue to capture all older records through the scanning process, such that all records are permanently archived electronically by 2015.

- Vital Records issued since 2001 (2001 - to date) have been 100% captured electronically, as well as permanently archived in hard copy.
- Vital Records issued between 1965 to 2001 have been 100% scanned into Laserfiche (document management software) as of FY09; this work was begun in FY08 but noted as not tracked or reported on. The Optical Character Recognition (OCR) component of the Laserfiche scanning process, however, was not 100% successful in that some records are not fully retrievable (due to poor character recognition). So, these hard copy records someday may have to be restored in order to ensure their continued access.
- Vital Records issued between 1802 and 1965 (60 volumes) can only be retained as hard copy: these documents cannot be scanned due to the paper fragility, the ink color, etc. These record books have been restored over the last 17 years with restoration data tracked since FY04 as follows: 38 volumes require no work at this time; of the remaining 22 volumes, 91% in FY10, or 20 volumes, are fully restored (20 in FY10, 19 in FY09, 17 in FY07, 10 in FY06, and 15 in FY05).

>>Data from actual count of books of Vital Records.

GOAL 2) To provide timely financial assistance to all people who apply for and are determined eligible for the assistance. The General Assistance Office will give referrals to other organizations that may also be able to provide financial assistance or services.

The General Assistance Office has regular hours on Tuesdays and Thursdays, and offers emergency hours as needed on Mondays, Wednesdays and Fridays for those seeking financial assistance.

Clients Seen		Clients Qualified
FY05	109	85
FY06	121	106
FY07	148	130
FY08	136	123
FY09	251	217
FY10	250	222

PERFORMANCE DATA: Tracking the time from when a qualified applicant enters the general assistance system to when their application is processed, with a goal of within 24 hours, per state law.

Note: There was no violation of state law in processing GA applications.

>>>data from records maintained for the State of Maine

HOW ARE WE DOING?



GOAL 3) To conduct elections in a manner that will enable our residents to exercise their Constitutional rights in a timely manner, while avoiding parking issues and ensuring child safety at polling places.

The City Clerk began in FY10 to use the new Community Center to hold elections, so all wards were processed in one location. The single location provided benefits (more streamlined process) but also challenges (traffic).

PERFORMANCE DATA:

- (a) In years with no presidential election, no one voting waits more than two minutes to cast their ballot, and in years with presidential elections, no one voting waits more than ten minutes to cast their ballot per election;
- (b) to have no more than 2 parking complaints per election;
- (c) to have no complaints involving child safety at the polls per election; and
- (d) to have absentee ballots mailed out the same day as requested each election.

Year	Average Wait Times	Parking Complaints	Child Safety Issues	Absentee Ballots Mailing Times
FY03	<2 minutes	0	0	Same day
FY04	<10 minutes	0	0	Same day
FY05	<2 minutes	0	0	Same day
FY06	< 2 minutes	0	0	1 absentee ballot request lost & sent out late
FY07	<2 minutes	0	0	1 complaint related to waiting for absentee ballot
FY08	<4 minutes	0	0	Same day
FY09	<7 minutes	0	0	Same day *
FY10	<2 minutes	1	0	Same day* *

*Included 2 additional elections for new Regional School Unit and Budget Process

**Included additional election for a local bond issue.

>>>>Data from anecdotal records of complaints kept by City Clerk.

Next Steps: With the new Community Center as the sole location for Election Day voting in FY10, the information for registering voters and where they were to vote was readily available to all poll workers, and made it easier for voters to be in the right place and issues handled efficiently. Therefore, the need for the laptop initiative undertaken in prior years was reduced accordingly. In the meantime, there has been a rise in Absentee Voting, due to state law changes allowing any registered voter to be able to request an absentee ballot for any reason. So, heavier use of the absentee voting option has created additional demand on the department, which has responded by setting up additional facilities for absentee voting processing at City Hall for one week prior to Election Day. Further work on



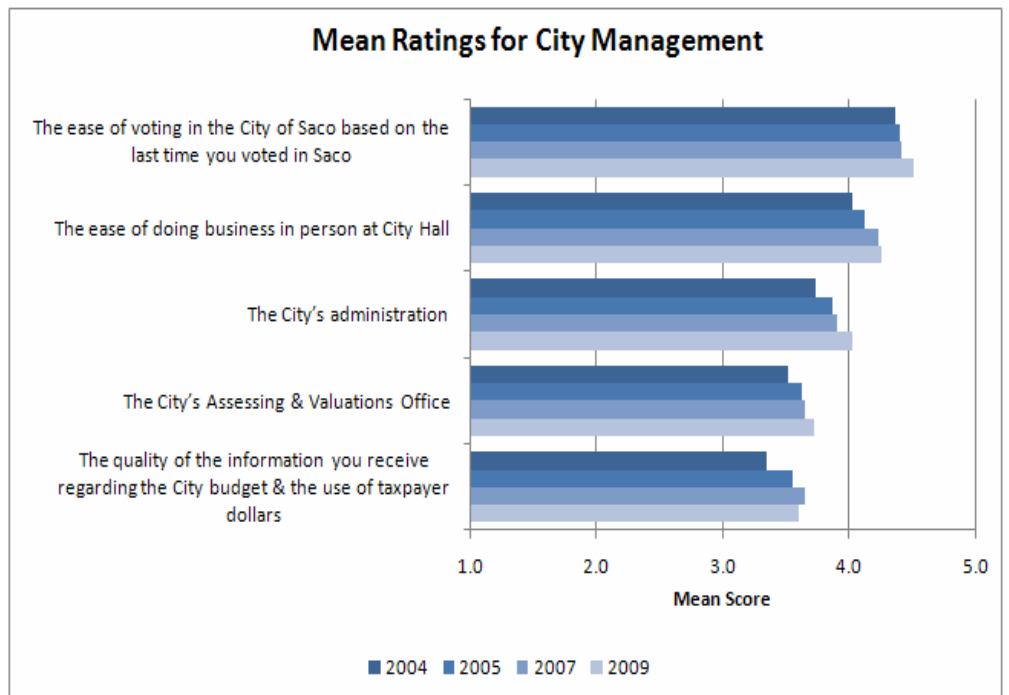
SEVENTH ANNUAL PERFORMANCE REPORT ON DELIVERY OF CITY SERVICES FOR FY 2010

CITIZEN INPUT/SURVEY: IN FY09, Citizens rated the elections process positively: over 80% of respondents noted as “very satisfied” (57%) or “somewhat satisfied” (27.5%), and with a mean rating of 4.5 on the scale of 1 to 5 where 1 means “very dissatisfied” and 5 means “very satisfied.” The 2010 survey should provide insight on voter perspective of the use of one polling location..

		1 – Very dissatis- fied	2 – Some- what dis- satisfied	3 – Neutral	4 – Some- what satisfied	5 – Very satis- fied	Don't know or N/ A	Mean
The quality of the information you receive regarding the City budget and the use of taxpayer dollars	2004	6.0%	14.0%	27.8%	28.8%	14.0%	9.5%	3.34
	2005	4.5%	10.0%	24.8%	32.0%	18.0%	10.8%	3.55
	2007	3.5%	9.8%	18.3%	32.5%	18.5%	17.5%	3.64
	2009	2.8%	11.8%	23.3%	29.5%	19.3%	13.5%	3.59
The ease of voting in the City of Saco based on your experience the last time you voted in Saco	2004	0.5%	2.0%	9.0%	33.8%	47.8%	7.0%	4.36
	2005	1.5%	2.5%	8.3%	26.8%	55.8%	5.3%	4.40
	2007	0.5%	0.5%	8.8%	32.0%	48.5%	9.8%	4.41
	2009	0.0%	2.0%	6.3%	27.5%	57.0%	7.3%	4.50

In FY09, 79% of citizens surveyed responding that they are “somewhat satisfied” (32.8%) or “very satisfied” (46.3%), with the “ease of doing business in person at City Hall,” which included transactions at the Clerk’s office. These ratings showed continued improvement over FY07, FY05 and FY04 survey results, and the next survey will provide further information on this trend.

Citizen rating of the Administrator’s Office, Finance Department and City Clerk’s Office combined for a mean rating of 4.02 in FY09 (up from 3.9 in FY07, 3.86 in FY05 and 3.73 in FY04) on the scale of 1 to 5 where 1 means “very dissatisfied” and 5 means “very satisfied.” However, a large percent of respondents (16.5%) remain “neutral,” neither satisfied nor dissatisfied, with the overall performance of City Administration and another 9% “don’t know” how to rate their satisfaction level. This indicates citizens feel there is room for improvement., so the next survey will be important to see if the positive trend continues.



HOW ARE WE DOING?