



SIXTH ANNUAL PERFORMANCE REPORT ON DELIVERY OF CITY SERVICES FOR FY 2009

City of Saco City Clerk and General Assistance Office

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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, 2 part-time employees (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.

Percent of city services budget utilized by the City Clerk's Office annually: .48% FY04 .44% FY05 .53% FY 06 56%* FY07 .45%* FY08 .59%* FY09

Here are two other ways to consider this cost to citizens:

YEAR	PER CAPITA COST TO CITIZENS	YEAR	TAX BILL BASED ON AVERAGE HOME VALUE OF \$230,000	PORTION OF TAX BILL TO FUND CLERKS OFFICE
FY04	\$10.65	FY04		
FY05	\$10.90	FY05	\$2,385	\$10.49
FY06	\$13.00*	FY06	\$2,981	\$15.80*
FY07	\$13.70*	FY07	\$2,928	\$16.36*
FY08	\$11.07*	FY08	\$3,064	\$13.84*
FY09	\$16.96*	FY09	\$3,087	\$18.16*

** this figure now includes employee benefits*

HOW ARE WE DOING?



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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, 87% in FY09 (same as prior year due to budget constraints), or 19 volumes, are fully restored (19 in FY08, 17 in FY07, 10 in FY06, 15 in FY05 and 12 in FY04).

>>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 ours as needed on Mondays, Wednesdays and Fridays, for those seeking financial assistance.

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.

Table with 4 columns: Clients Seen, Clients Qualified, Clients Seen, Clients Qualified. Rows for FY04, FY05, FY06, FY07, FY08, FY09.

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

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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 coordinates with the School Department as a majority of all voting places are in local schools.

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.

Table with 5 columns: Year, Average Wait Times, Parking Complaints, Child Safety Issues, Absentee Ballots Mailing Times. Rows include data for FY01 through FY09.

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

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

Next Steps: To further the prior year's pilot program, in FY09 laptops were used at the Middle School Gymnasium for voter registration and registration inquiries. The ability to have laptops at the Middle School eliminated having to enter new voter information in the Central Voter Registry after the election.

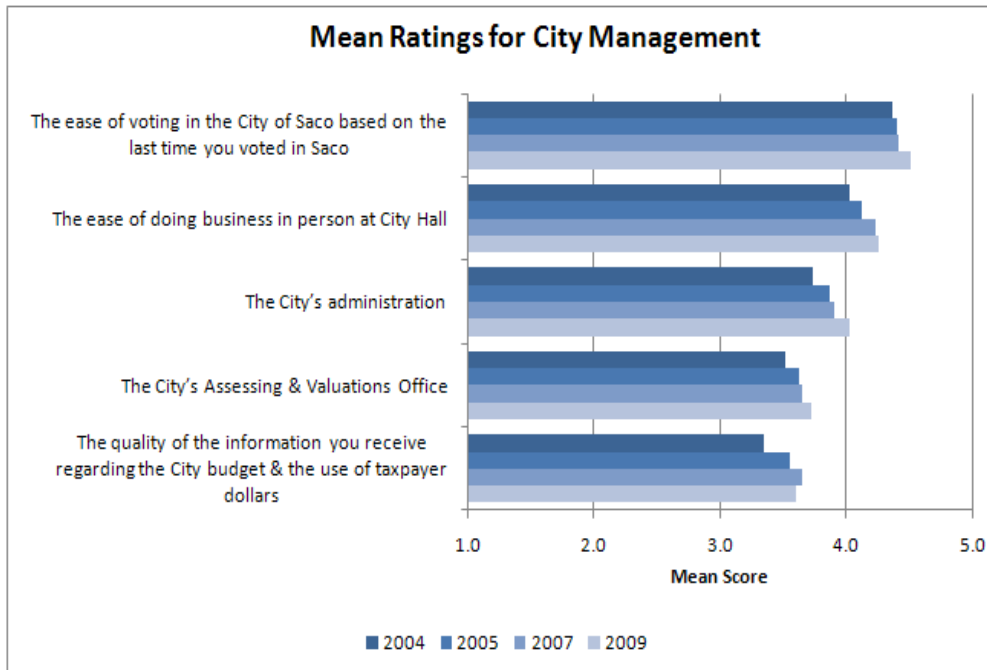


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CITIZEN INPUT/SURVEY: Citizens rated the elections process positively for FY09: over 80% of respondents were “very satisfied” (57%) or “somewhat satisfied” (27.5%), with a mean rating of 4.5 on the scale of 1 to 5 where 1 means “very dissatisfied” and 5 means “very satisfied.” These results are significant considering voter turnout for the November 2008 presidential election.

		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

As well, for 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 show continued improvement over FY07, FY05 and FY04 survey results.



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.

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