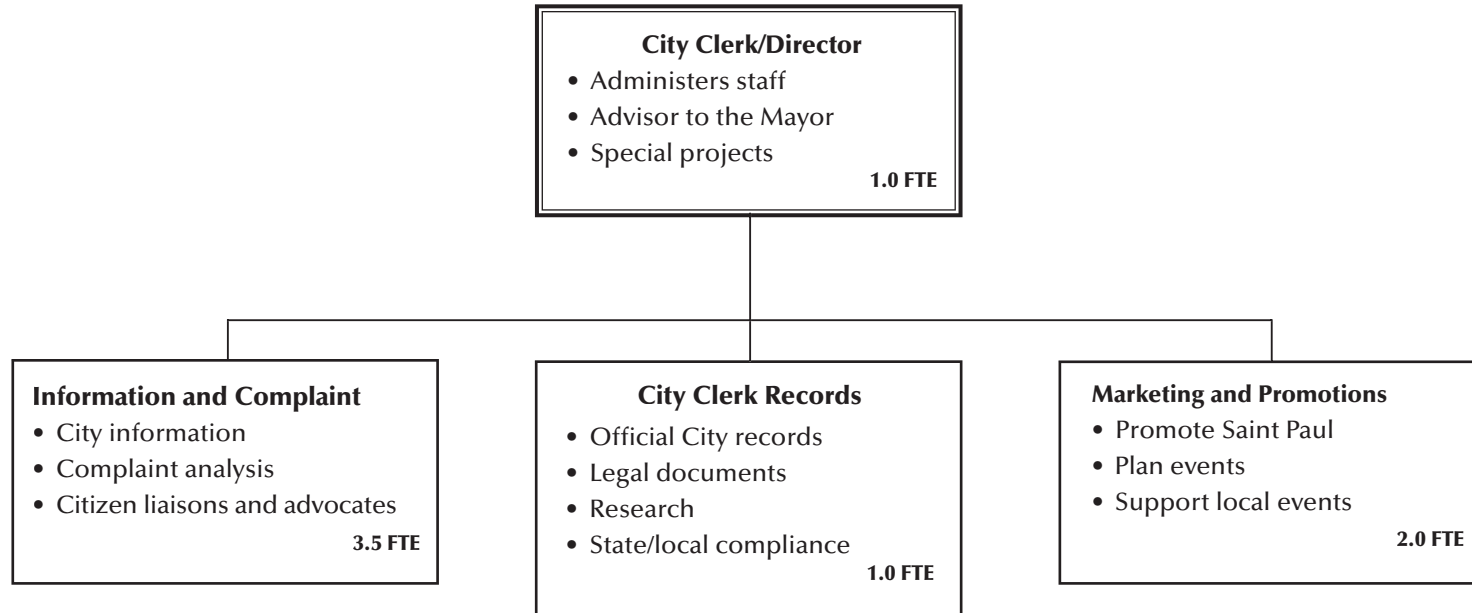


Citizen Service Office

Together, the employees of the Citizen Service Office maintain Saint Paul's official recorded history, promote its vitality and diversity, and help resolve citizen issues related to city services by serving as advocates and liaisons.



(Total 7.5 FTEs)

About the Citizen Service Office

What We Do (Description of Services)

The Citizen Service Office maintains Saint Paul's official recorded history, helps resolve citizen issues, and promotes the city's vitality and diversity. The employees of CSO:

- Serve as advocates for citizens by responding to requests and complaints as they pertain to city services and ordinance violations.
- Maintain and preserve all the records of the Saint Paul City Council from 1854 to the present.
- Administer legal documents and follow city and state laws to ensure compliance by the city.
- Work in partnership with organizations to market the City as a great place to live, work and play.
- Perform simple and complex forms of research.
- Act as the Responsible Authority regarding the Data Practices Act.
- Attract events and festivals to Saint Paul.
- Act as the primary liaison for film crews and movie producers for permits, licenses, locations, promotions, and general questions and concerns.
- Streamline the event process and act as the liaison between city departments for major Saint Paul events like Music and Movies, Sommerfest, Hmong Soccer Fest, Flint Hills, and many more.

Statistical Profile

- Over 39,000 calls were handled by CSO in 2004.
- Almost 3000 letters were sent to violators of city ordinances regarding grass, snow, graffiti and alley debris.
- 1237 City Council files were processed and preserved.

2004-2005 Accomplishments

The Citizen Service Office employees are proud of the following accomplishments:

- The Saint Paul City Clerk was the host and local planning chair of the 2005 International Institute of Municipal Clerks 59th Annual Conference which brought an estimated \$1.3 million in revenue to the city and surrounding area.
- CSO maintained productivity while experiencing reductions in staffing levels.
- Successfully moved the office to a smaller space while continuing to serve the public and other city departments.
- Co-project manager of Ask Saint Paul, coordinating the questions/answers from all city departments.
- Negotiated a new election services contract with Ramsey County.
- Worked with NHPI to implement new policies for quicker removal of alley trash and junk.
- Successfully helped organizations with the planning and implementation of their public events.
- The Marketing Department co-produced Melaleuca Memorial Day which drew over 100,000 to the City of Saint Paul and made us a destination for this National Holiday.
- The Marketing Department developed a Saint Paul Summer Passport Promotion with the Convention and Visitors Bureau which will help promote Saint Paul as a summer destination.
- The Marketing Department successfully worked with the Production Company for the Prairie Home Companion Movie which is very high profile for Saint Paul and resulted in the attraction of dozens of additional films and movies and extensive media coverage.
- Worked with Selby Avenue Business Association for sponsorship and implementation of street pole banners in their branding effort and is beginning branding process with University Avenue and Midway United.

Citizen Service Office Key Performance Measures

Performance Objective: Respond to emails and phone messages on the same day as they are received.

Performance Indicator: Citizens receive a response to inquiries in a timely manner.

MEASURES:	2003 Actual	2004 Actual	2005 Estimated	2006 Projected
Measures under development				

Performance Objective: Provide public information to callers, walk-ins and email regarding city services and events.

Performance Indicator: Recorded in Amanda under CSO Information Request.

MEASURES:	2003 Actual	2004 Actual	2005 Estimated	2006 Projected
Recorded public information requests	13,869	18,973	13,000	13,000

Performance Objective: Respond to requests and complaints that pertain to city services and ordinance violations.

Performance Indicator: Recorded in Amanda.

MEASURES:	2003 Actual	2004 Actual	2005 Estimated	2006 Projected
Recorded complaint requests.	18,066	20,185	20,000	20,000

Citizen Services

Department/Office Director: **SHARI A MOORE**

	2003 2nd Prior Exp. & Enc.	2004 Last Year Exp. & Enc.	2005 Adopted	2006 Mayor's Proposed	2006 Council Adopted	Change from Mayor's Proposed	2005 Adopted
<u>Spending By Unit</u>							
001 GENERAL FUND	1,000,021	1,039,182	834,862	624,921	639,130	14,209	-195,732
Total Spending by Unit	1,000,021	1,039,182	834,862	624,921	639,130	14,209	-195,732
<u>Spending By Major Object</u>							
SALARIES	438,381	378,671	406,133	336,165	354,308	18,143	-51,825
SERVICES	367,993	455,648	258,099	154,098	154,098		-104,001
MATERIALS AND SUPPLIES	22,191	36,665	34,905	11,405	11,405		-23,500
EMPLOYER FRINGE BENEFITS	134,648	126,350	130,817	118,345	114,411	-3,934	-16,406
MISC TRANSFER CONTINGENCY ETC	36,808	35,477	700	700	700		
DEBT							
STREET SEWER BRIDGE ETC IMPROVEMENT			2,984	2,984	2,984		
EQUIPMENT LAND AND BUILDINGS		6,371	1,224	1,224	1,224		
Total Spending by Object	1,000,021	1,039,182	834,862	624,921	639,130	14,209	-195,732
Percent Change from Previous Year		3.9%	-19.7%	-25.1%	2.3%	2.3%	-23.4%
<u>Financing By Major Object</u>							
GENERAL FUND	1,000,021	1,039,182	834,862	624,921	639,130	14,209	-195,732
SPECIAL FUND							
TAXES							
LICENSES AND PERMITS							
INTERGOVERNMENTAL REVENUE							
FEES, SALES AND SERVICES							
ENTERPRISE AND UTILITY REVENUES							
MISCELLANEOUS REVENUE							
TRANSFERS							
FUND BALANCES							
Total Financing by Object	1,000,021	1,039,182	834,862	624,921	639,130	14,209	-195,732
Percent Change from Previous Year		3.9%	-19.7%	-25.1%	2.3%	2.3%	-23.4%

2006 Budget Plan

2006 Priorities

- Continue to work with other city departments to make Saint Paul the best city in the nation for getting garbage off the ground the quickly.
- Continue to find ways to become more efficient and responsive to citizens.
- Develop innovative ways to preserve and research the city's official recorded history.
- Improve acquisition and implementation of films, festivals and public events.

2006 Budget Explanation

Base Adjustments

The 2005 adopted budget was adjusted to set the budget base for 2006. The base includes the anticipated growth in salaries and fringes for 2006 for employees related to the bargaining process. It also includes 2% inflation growth applied to utilities.

Mayor's Recommendations

The Citizen Service Office proposed budget for 2006 is \$624,921, a decrease of \$209,941 or 25.2% from the 2005 adopted budget. The proposed budget includes the elimination of a vacant full-time position in City Clerk Records and a general reduction of \$18,143 based on projected vacant positions. The balance of the decrease occurs as the result of eliminating all non-personnel spending, totaling \$131,415, in the Marketing and Promotions activity. These funds are proposed to be replaced by Cultural STAR grants.

Council Actions

The City Council adopted the Citizen Services Office budget and recommendations as proposed by the Mayor, and approved the following changes:

- Restore the general reduction of \$18,143 based on additional projected vacancies. The restored funding will enable CSO to fill a currently vacant .5 FTE Clerk-Typist III position.
- Decrease in fringe benefit costs resulting from retiree insurance savings.