CITY OF CHARLOTTE

MEMORANDUM

June 4, 2021

TO: Charlotte City Council

FROM: Ed Driggs, Budget and Effectiveness Committee Chair

SUBJECT: Ad Hoc Committee – City Clerk's Office Operations

The Mayor commissioned an Ad Hoc Committee to review all operational functions within the Office of the City Clerk to inform Council on how to develop evaluation criteria for the City Clerk, specifically to:

- Review specific roles and responsibilities of the City Clerk
- Review technology enhancements of the City Clerk's Office
- Provide comparative data for both
- Develop a 3- to 5-year process for the evaluation and assessment of the City Clerk
- Report back to City Council by the June 7 Strategy Session

The Ad Hoc Committee (CM Ajmera, CM Phipps, and myself) convened on May 24, 2021, to review the research gathered by city staff regarding the duties and role of the City Clerk, and who conducts the performance evaluation of the City Clerk and Office of the City Clerk. A summary of the key findings was:

1. The Charlotte City Charter declares that the Council must appoint the City Clerk.
2. Consensus of cities across NC and other larger Council-Manager forms of government cities across the nation, demonstrate that the body that appoints or hires is the body that conducts the performance evaluation.

The committee recommends the following actions to the full Council.

1. City Council should continue to conduct the performance evaluation of the City Clerk.

   In 2020, the performance evaluation process was enhanced to include feedback from the Boards and Commissions and the Civil Service Board.

2. We recommend that the City Manager's feedback become part of that process as well. The City Manager is asked to annually provide a memorandum to the Council regarding the performance of administration services provided by the City Clerk's office.

3. We recommend that the city continue to explore enhancements to public records management systems which will be a benefit to all departments. This enhancement was recommended by the City Clerk, and the Council has heard on various occasions that response time to fulfill public records request is longer than expected.