

Re: Board of Representatives April 17, 2018

Requested: 1,232,511

Variance: + 33,746

City and Town Clerk's Office

Introduction.

Since the tenure of the current City and Town Clerk's started just a few months ago, we've opted to describe just a few salient features of the services of our Department, and to focus on some of the most essential needs to start bringing the Department in line with current standards in the State of CT.

Quantitative:

The following are just a few numbers to illustrate the high demand of our Department, and the variety of the services provided.

- Number of **phone transactions**
during the previous three (3) months: **10,593** (incoming and outgoing)

- Number of **liens/release of liens recorded:** **4598**
(Since July 1, 2017 through March 13, 2018)

- Number of **Claims Against the City** **156**
Recorded and Processed (2018 until 3/13/18)

Request 1. Half time Deputy Clerk position.

Justification:

The first goal of the City and Town Clerk's Office is to continue to provide high quality customer service.

The C&T Clerk's Office is in dire need to start developing processes and procedures for the myriad of tasks that are being performed in this Office. Establishing a manual containing an inventory of the major processes and procedures regularly handled in our office is crucial in order to increase reliability, efficiency, continuity and security. Standardizing processes and procedures facilitates supervision, and enables compliance with state and city rules and regulations. An inventory of

processes and procedures would reduce the learning curve for new hires and allow for cross-training. It would be a first step in bringing the Stamford office in line with the other City and Town Clerks' offices in the state.

To start working on this goal, a Deputy for the C&T Clerk is necessary. In consideration of the current budget constraints in the city, our request is for a *half time* clerk. The Deputy will handle weekly HR duties, supervise the office, aid in customer relations and with daily operations and organizational matters. The Deputy can also be a back-up for the account clerk. It's necessary for the C&T Clerk to have a back-up in order to attend meetings within city government, throughout the state, to attend conferences, serve on boards, meet with vendors, evaluate and negotiate contracts. The C&T Clerk's office requires a person with the authority to sign documents and receive official notifications when the C&T Clerk is away from the office. The Deputy will also be able to offer additional assistance during peak hours.

Other large cities in CT, such as Norwalk, Waterbury, and Bridgeport, have two offices, one for Town Clerk and another one for City Clerk, each with their own deputy and staff. Stamford is alone in lacking a Deputy.

Request2: Additional Hourly Staff

Justification:

The demand for hourly workers is year-round, and complements the experienced clerks with customer relations, filings and organization of the office.

It's not appropriate for our office to rely on seasonal staff with short term assignments. Our office needs to depend on the same employees for an extended period of time to build expertise and reliability, and to reduce repeated training. Our Office handles large amounts of money requiring all of our staff to be reliable, dependable, including the hourly employees. The modest increase in hourly rate for the hourly workers is necessary to attract staff with adequate skills and technological ability to perform their tasks, and to limit turnover.

Request3: additional overtime hours.

Justification:

This increase would bring it in line with overtime hours during previous years. The Vital Statistics Department has a continual backlog which can be handled by staff working a few additional hours regularly. Overtime hours are necessary to handle peaks of demand throughout the year, for instance

during dog licensing in late spring or bi-annual recordings of large amounts of WPCA liens. The coming year is expected to be a busy election season with multiple primaries in August and active elections in November requiring additional staffing and overtime.

Request 3: Education and Training

Justification:

It's highly recommended that both the C&T Clerk as well as some of the clerks to participate in biannual training and conferences to increase expertise, learn about new developments in technology and be up to date on changes in the state legislation that affects the office.