

WELCOME TO THE OFFICE OF THE CITY CLERK AND CLERK OF THE COUNCIL

The Office of the City Clerk is committed to providing the highest level of service at all times. We are here to serve you, whether you are a member of the community, a public official or a government employee. Utilizing traditional paper files as well as the Legislative Information System (LIS) and Legistar, our staff researches data, provides copies, and responds to your inquiries. We take pride in our ability to provide you with the most up-to-date, accurate information concerning our local legislative process, and we encourage you to make use of our resources.

THE ROLE OF THE CITY CLERK

The appointed City Clerk is responsible to the City Council, the City Administrator, and the general public. The City Clerk is required to accomplish certain duties as prescribed in Government Code Section 40800 and statutes of the State of California. The City Clerk is a member of the Municipal Corporation, whose duties are the custodian of official city records, performing functions comparable to those of the Secretary of State, and similar to the combined functions of the County Clerk, Registrar of Voters, and the Clerk of the Board of Supervisors for Alameda County.

MISSION STATEMENT

The mission of the Office of the City Clerk is to enable the public to fully participate in the governmental process, by providing accurate information and services in a professional manner, and to assist residents in making informed decisions affecting the quality of their lives.

The following documents are available for public viewing/access:

- Agreements / Contracts
- Annexations*
- Audio-Visual Tapes of Council Proceedings
- Campaign Disclosures for Public Officials and City Employees
- Certifications
- City Budget
- City Charter*
- City Council Agendas*
- City Council Minutes*
- City Ordinances & Resolutions*
- Deeds & Related Documents for City-Owned Properties*
- Election Information*
- Leases*
- Master Fee Schedules
- Municipal Codes/Administrative Codes
- Notices of Hearings of Appeals
- Notices of Openings on Boards and Commissions
- Oakland Redevelopment Agency Minutes*
- Office Administration for Appointed Officials/Sworn Personnel
- Official Advertising of Legal Notices
- Official Notices
- Openings of Bids for Public Works Projects
- Resolutions*
- Street Vacations*
- Subdivision Information Maps*
- Voter Registration Applications

*From the date of incorporation, 1852.



How did we do?

THE OFFICE OF THE CITY CLERK



- Agenda Management Services
- Political Compliance Services
- City-Wide Records Management Services
- Domestic Partnership Registration
- Boards and Commissions Notices
- United States Passport Application Acceptance

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Dear Customer,

As part of our continuing effort to provide timely, accurate, and courteous customer service, the Office of the City Clerk requests that you please take a few minutes to complete the customer satisfaction survey and return the form to us.

Thank you in advance for your response.

Sincerely,

LaTonda Simmons
City Clerk and Clerk of the Council

GENERAL INFORMATION

Date: _____

What was the purpose of your contact with the Office of the City Clerk?

Service(s) provided by (Please check those that apply):

- Agenda Management Unit
- Customer Service / Public Relations Unit
- Elections / Political Compliance Unit
- Records Management Unit

Internal Customer (City Department)

Name of Staff Person, if known:

Contact information (Optional):

Name: _____

Phone: _____

HOW DID WE DO?

Please check the most appropriate number for each question below. **5=Outstanding, 4=Better than expected, 3=As expected, 2=Less than expected, 1=Unacceptable**

1. How was the level of professionalism of our staff?
5 4 3 2 1
2. How was the level of knowledge of our staff?
5 4 3 2 1
3. How was the timeliness of our response to your request?
5 4 3 2 1
4. How would you rate the accuracy of information provided to you?
5 4 3 2 1
5. Overall, how satisfied are you with the service provided by the Office of the City Clerk?
5 4 3 2 1
6. Additional compliments, comments, or suggestions:

