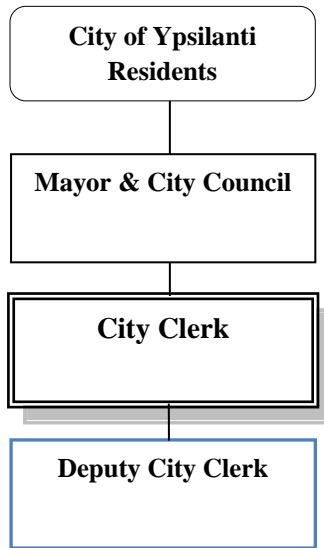


City Clerk

One South Huron Street, Ypsilanti, MI 48197
 Phone: (734) 483-1100 Fax: (734) 487-8742

<p style="text-align: center;">Our Mission</p> <p>To serve as the Clerk of the Council, Chief Elections Officer of the City and Custodian of the Corporate Seal; to certify all official documents and provide custody of official City documents; to administer oaths and to exercise other powers and duties as provided by law.</p>	<p style="text-align: center;">Our Vision</p> <p>To provide excellent customer service to internal and external customers by creating a customer friendly atmosphere, fostering positive relationships with the community, and utilizing technology to create greater efficiencies.</p>
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How We Are Structured



Services We Provide (Programs)	
CITY CLERK	
Custodian of Records/Records Management	Ensures safe and accurate filing/storage of city records, i.e. Ordinances, Resolutions, Contracts, Agreements, and Bids. Completes FOIA requests. Notary Public. Signatory for agreements. Conduct research of city files for internal and external customers. Provides certified copies of records. Responsible for ordinance codification and website update.
Voter Registration	Qualified Voter File (QVF) maintenance (maintain up-to- date QVF voter data and process all changes); Support voter registration activities; Inform the community of elections/voting related issues.
Elections	Conduct fair and accurate elections. Issue and process absent voter applications and ballots. Prepare poll books. Recruit, hire and train election inspectors. Provide candidate information. Maintain master file and up-to-date voter information. Prepare supply boxes for each precinct. Coordinate setup of polling locations and facility usage. Publish notices. Maintain election supplies. Payroll for Election staff. Proofs ballots. Efficiently report election results to Washtenaw County.

City of Ypsilanti – City Clerk

Customer Service/Call Center	First point of contact for customers. Provide confident, courteous and prompt service. Serve as information center for walk-in inquiries. Answer primary phone line for incoming queries. Provide information to general public and assistance in locating proper departments.
Clerk of the Council	Attendance at Council Meetings. Coordination of Council Agenda and Packet; Minutes; Publication of notices and adopted ordinances; Scheduling of Council-Related Meetings; Assist Mayor and Council in Council-Related business. Maintain Mayor’s Calendar. Maintain the Mayor and Council Boards and Commissions. Administers the Oath of Office.
Liquor License/Taxicab Licenses/Peddler & Solicitor License	Process and coordinate Liquor License requests. Correspond with Michigan Liquor Control Commission. Process taxicab licenses and renewals. Issue taxicab bond plates. Process peddler, solicitor and vendor licenses.
Boards/Commissions Insurance Miscellaneous	Staff Human Relations and Civil Service Commissions. Serve on Safety Committee and Chairman of Election Commission. Manage City’s liability insurance program. Processes claims and incident reports. Manages Advance Notice of Permitted Activity in the State Trunk-line Right-of-Way with MDOT for street closures for parades and special events.

What We Do - - - - - ▶	What We Produce - - - - - ▶
(Process and Activities)	(Outputs)
(Show Process And Activities Here and Under)	(Show Outputs Accordingly Here and Under)
Coordinate Elections	Accurate, fair, and fully-staffed elections
Record Management	Information readily on-hand and accessible
Voter Registration	Accurate records. Right to vote supported
Customer Service	Courteous and efficient service to all.
Clerk of the Council	Meet the needs of Council, research and produce documents as needed. Update website as directed.
Administer Oaths	Oaths administered to Police, Fire, Commissioners and staff.
Issue licenses (solicitors, taxicab, vendor)	Licenses issued/denied promptly and properly investigated.
Notary Public	Prompt and courteous service

City of Ypsilanti – City Clerk

Who We Serve - - - - - ▶		What We Are Accomplishing	
(Customers)		(Outcomes)	
(Type in Customers here and under)		(Type in Outcomes here and under)	
City Council		Council packets, minutes, agendas, resolutions, proclamations. Arrangement of special meetings, research.	
Residents and General Public		Coordination of Elections. Provide customer service at counter and on phone. Providing information on website. Voter registration and information updates. FOIA requests. Process licenses. Process incident reports. Provide notary public service.	
City staff/Boards and Commissions		Manage insurance program. Research. Keeper of records. Signatory of contracts. Staff Human Relations Commission, Civil Service Commission, and Election Commission.	
Who we are working with - - - - - ▶			
(Partners)			
(Type in Partner here and under)		(Type in Outcomes here and under)	
Washtenaw County		Comply with Election directives and best practices. Facilitate election inspector and other trainings. Mutual support.	
General Public		Informed citizens. Two-way communication between Administration and public.	
Neighborhood Associations		Informed citizens. Voter information distributed widely and quickly.	
City Staff		Cooperation in delivering quality service to all customers (internal and external).	