

# Sherrie Swensen

## Salt Lake County Clerk

PRESENTED OCTOBER 8, 2019

# MISSION STATEMENT & DUTIES

## COUNCIL CLERK DIVISION



*The Council Clerk Division's mission is to support the County Council and Metro Townships by providing transparent, accurate, and timely legislative history and safeguard all official records. We are committed to delivering information and customer service efficiently and accurately to the public, other county agencies, the County Council, and the five Metro Township Councils.*

### DUTIES:

- Prepare and retain all minutes, recordings and correspondence for the following councils and boards and make these records available to the public, county agencies and County Council and Metro Townships :
  - ❑ County Council, Committee of the Whole, Redevelopment Agency, Municipal Building Authority, Legislative Audit Committee, Board of Canvassers, Redistricting Commission Meetings and Metro Townships
- As Council Clerk Office Manager, Gayelene Gudmundsen is the administrator for the Utah Public Notice Website and ensures County meeting notices are posted pursuant to the Open Meetings Act.
- Council Clerk Nichole Watt attends Metro Township Council Meetings, prepares and retains agendas, minutes and official records, documents and meeting recordings. Posts public notices in accordance with Open Meetings Act

# 2019 ACCOMPLISHMENTS

## COUNCIL CLERK DIVISION



- All ordinances back to 1950 have been scanned and transferred to archives
- Uploaded all minutes and recordings back to 2001 for Council and 2002 for COW making them easily searchable and available to the public.
- Oaths of office are indexed and retrievable
- Successfully switched to new format for minutes in Granicus
- Moved to the new Epi Server updated, user friendly website

# MISSION STATEMENT & DUTIES

## MARRIAGE/PASSPORT DIVISION

*The mission of the Marriage and Passport Division is to serve the public with integrity, respect and an unwavering commitment to providing exceptional customer service. We understand the significance of getting married and applying for a US Passport. We treat each marriage and passport applicant with respect and professionalism.*

### **DUTIES:**

- Maintain marriage license records dating back to 1857
- Issue over 10,000 marriage licenses per year
- Perform over 2,500 marriage ceremonies per year
- Process over 13,000 passport applications annually and transmit to federal passport agencies in compliance with US Department of State regulations
- Take passport photos - (generating nearly \$70,000 revenue annually and providing one-stop service for customers)
- Issue certified copies of marriage licenses
- Notarize documents



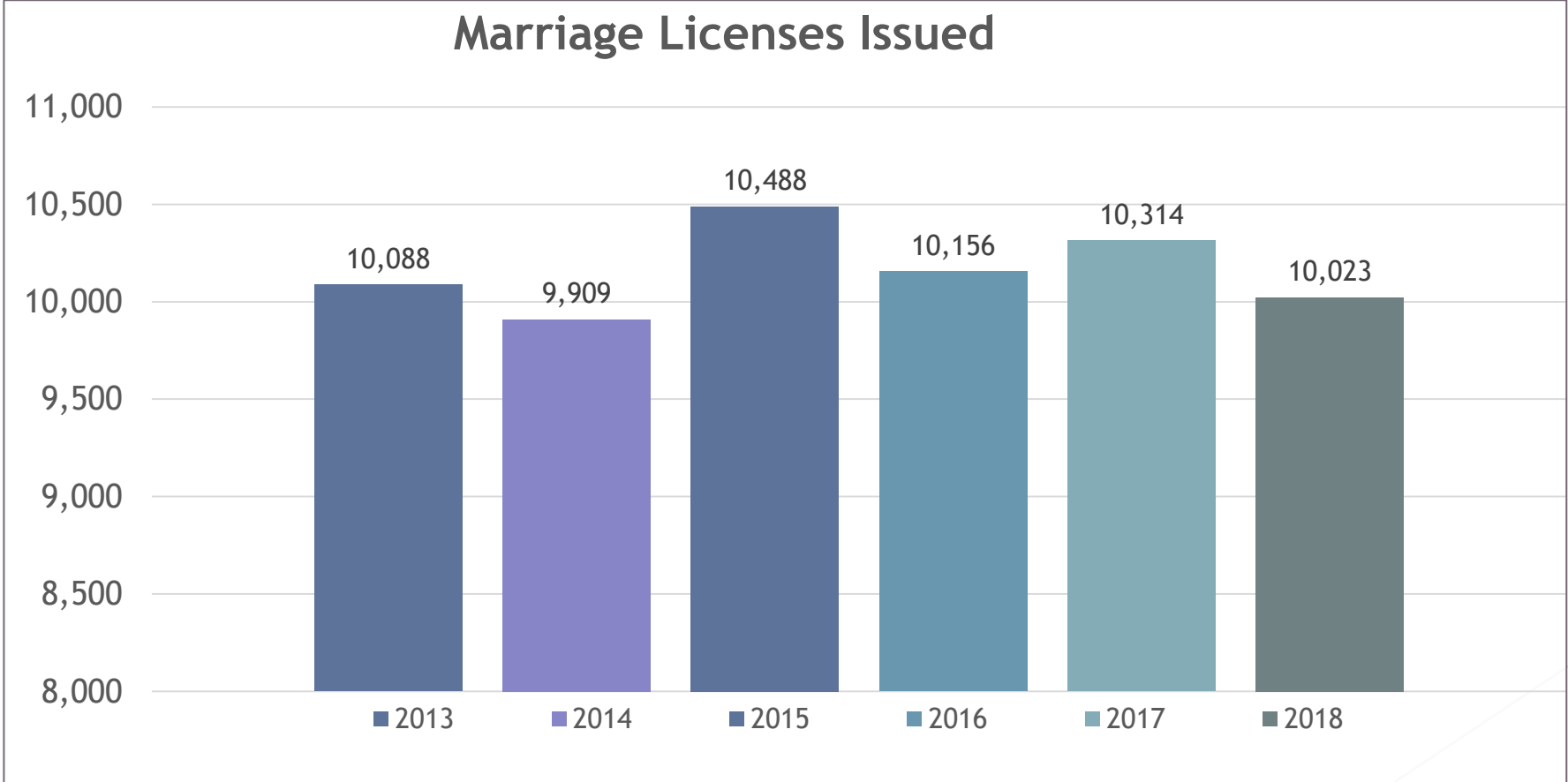
# 2019 ACCOMPLISHMENTS

## MARRIAGE/PASSPORT DIVISION



- Remodel of Marriage/Passport Division
  - ❑ Will allow customers to sit while being assisted instead of standing at the front counter
  - ❑ Will decrease fatigue and injury for staff by using ergonomically correct workstations
  - ❑ Larger waiting room will help minimize crowds waiting in the hall
  - ❑ Created a larger, nicer ceremony room to accommodate larger wedding parties
  - ❑ Dedicated previous storage room to passport photo area to provide improved passport photos. Assists in avoiding delayed passports due to photo rejections from US Passport Agencies.
    - Convenient one-stop service for customers, plus generates revenue
- Implemented a new updated user-friendly Epi Server website

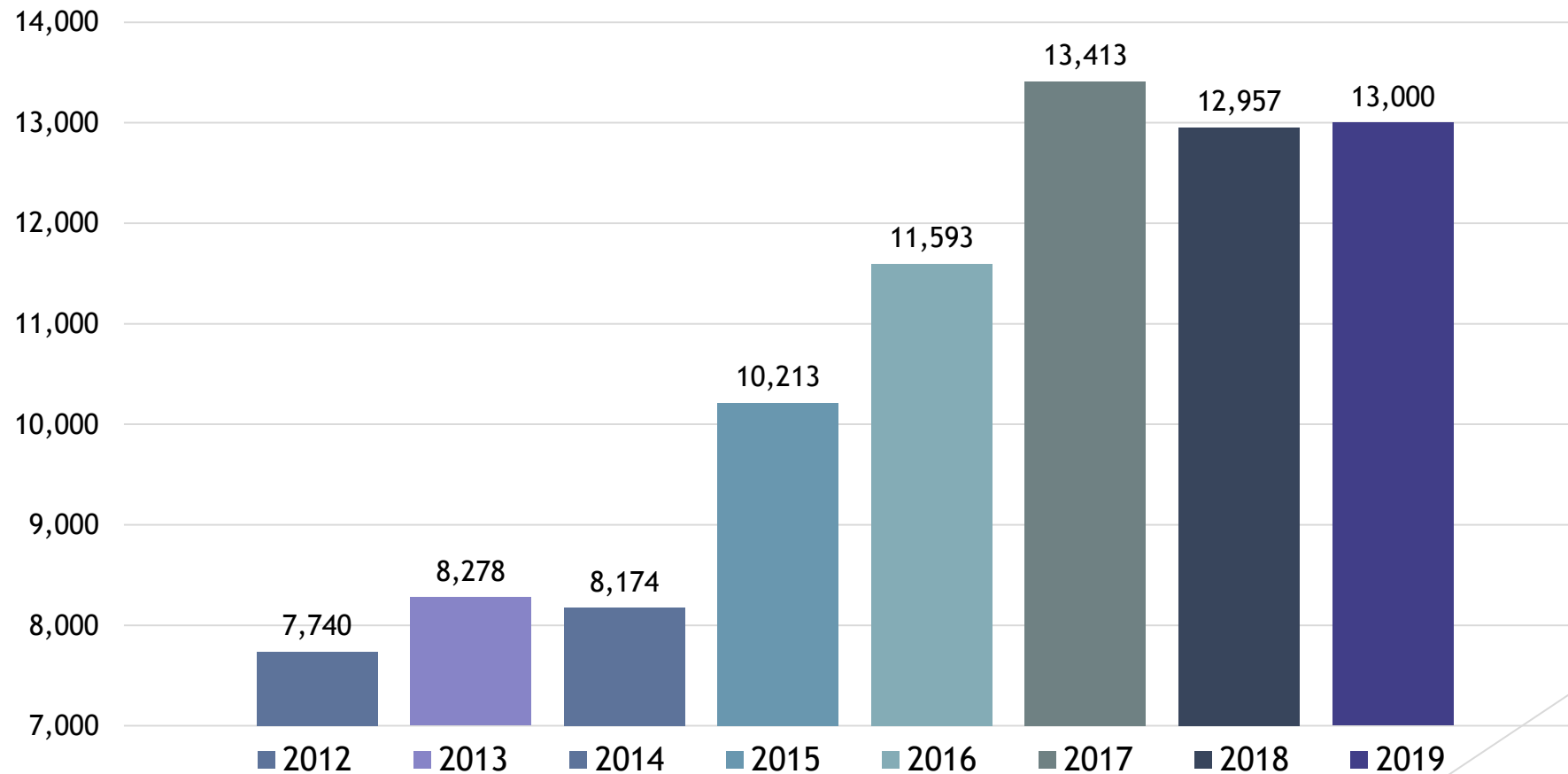
# MARRIAGE LICENSE PERFORMANCE MEASURES



# PASSPORT APPLICATIONS ACCEPTED ON TARGET TO MEET EXPECTATIONS



Passport Applications Received



# MISSION STATEMENT & DUTIES

## ELECTION DIVISION



*To conduct all elections in a fair, transparent, accurate, and efficient manner. To educate and encourage voter participation and maintain accurate election records.*

### DUTIES:

- Manage over 601,000 net voter registration records (523,000 active)
- Oversee the configuration 846 voting precincts and accurately plot addresses of voters
- Administer federal, state and county elections per statutory requirements in even-numbered years
- Oversee candidate filing and campaign finance disclosures for county, local school board and metro township candidates
- Contract election services to administer elections for municipalities, local districts and metro townships in odd-numbered years
  - ❑ We are conducting elections for 18 cities, 9 services district & 5 metro townships in 2019
- Verify petition signatures for initiatives, referendums, candidates, incorporations, etc.



# 2019 ACCOMPLISHMENTS

## ELECTION DIVISION

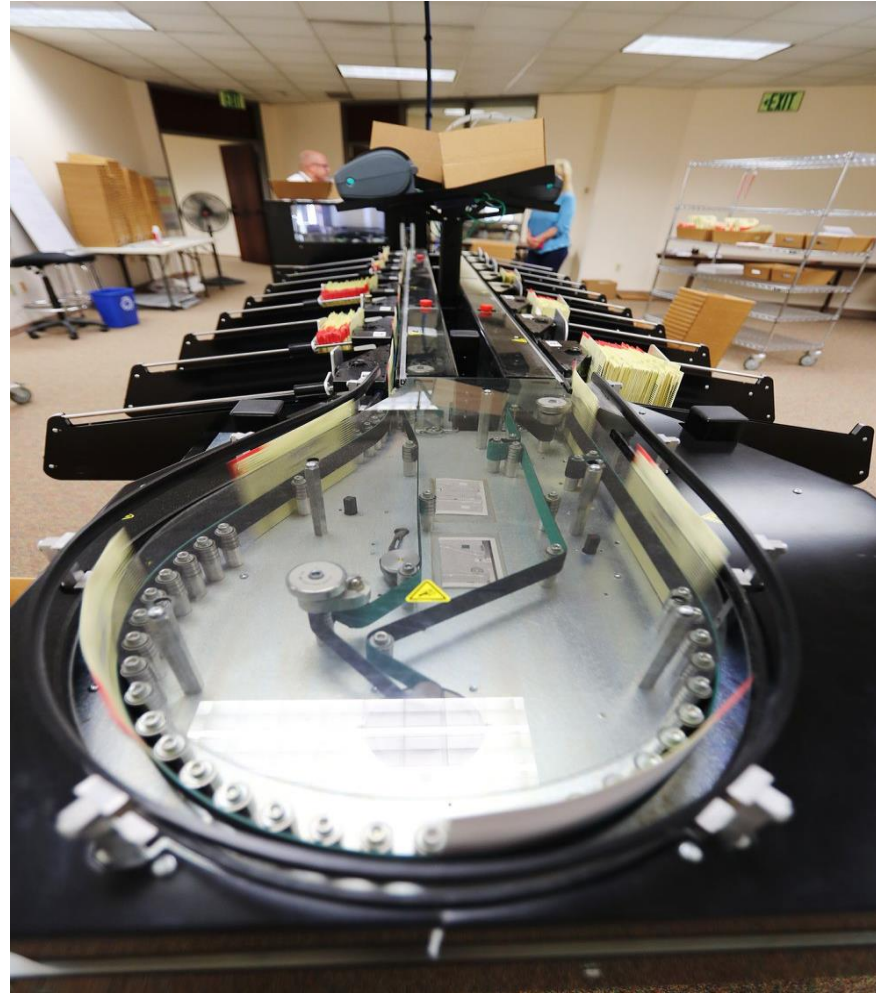


- Consolidated off-site warehouse, tabulation room and ballot center to one location in the North Building basement (**Election Management Center**)- moved into remodeled previous IS space in North Building basement
  - ❑ Lease savings for off-site warehouse \$10,418 per month = \$125,016 per year
  - ❑ Utilities savings for off-site warehouse \$42,662 (based on 2018 costs).
  - ❑ More secure location
- Implementation of KnowInk Poll Pads replaced VISTA Local (electronic poll books)
  - ❑ More efficient method of checking in voters at voter centers
  - ❑ Reimbursed by State with Federal HAVA funds
- Contracted to administer elections for 18 municipalities, 9 local districts and 5 metro townships
- New updated website with Epi Server making it more user-friendly (Tamara Pike designed and oversaw the implementation of the website)
- Using GIS, a number of apps have been developed to improve voter experience with collaboration between the Surveyor and Clerk's Office. (Charlotte Kuhn - Clerk's Office and Rachel Manko - Surveyor's Office Submitted Online Presentation of apps at ESRI Users Conference. It was accepted and is currently displayed on the ESRI website.)

# Testing of KnowInk Electronic Poll Pads



# Primary Ballots are Processed with AGILIS Machine



# Primary Election Ballots Tabulated in New Election Management Center



# US Department of State International Visitor Leadership Program - Hosted 21 Visitors from 17 Countries



# International Visitors Toured Our New Election Management Center (EMC)

1. Antigua and Barbuda
2. Armenia
3. Czech Republic
4. India
5. Liberia
6. Malawi
7. Mexico
8. Moldova
9. Nepal
10. Nigeria
11. North Macedonia
12. Pakistan
13. Romania
14. Slovenia
15. South Africa
16. Tunisia
17. Ukraine



# Agilis Ballot Processing Machine Demonstrated to International Visitors



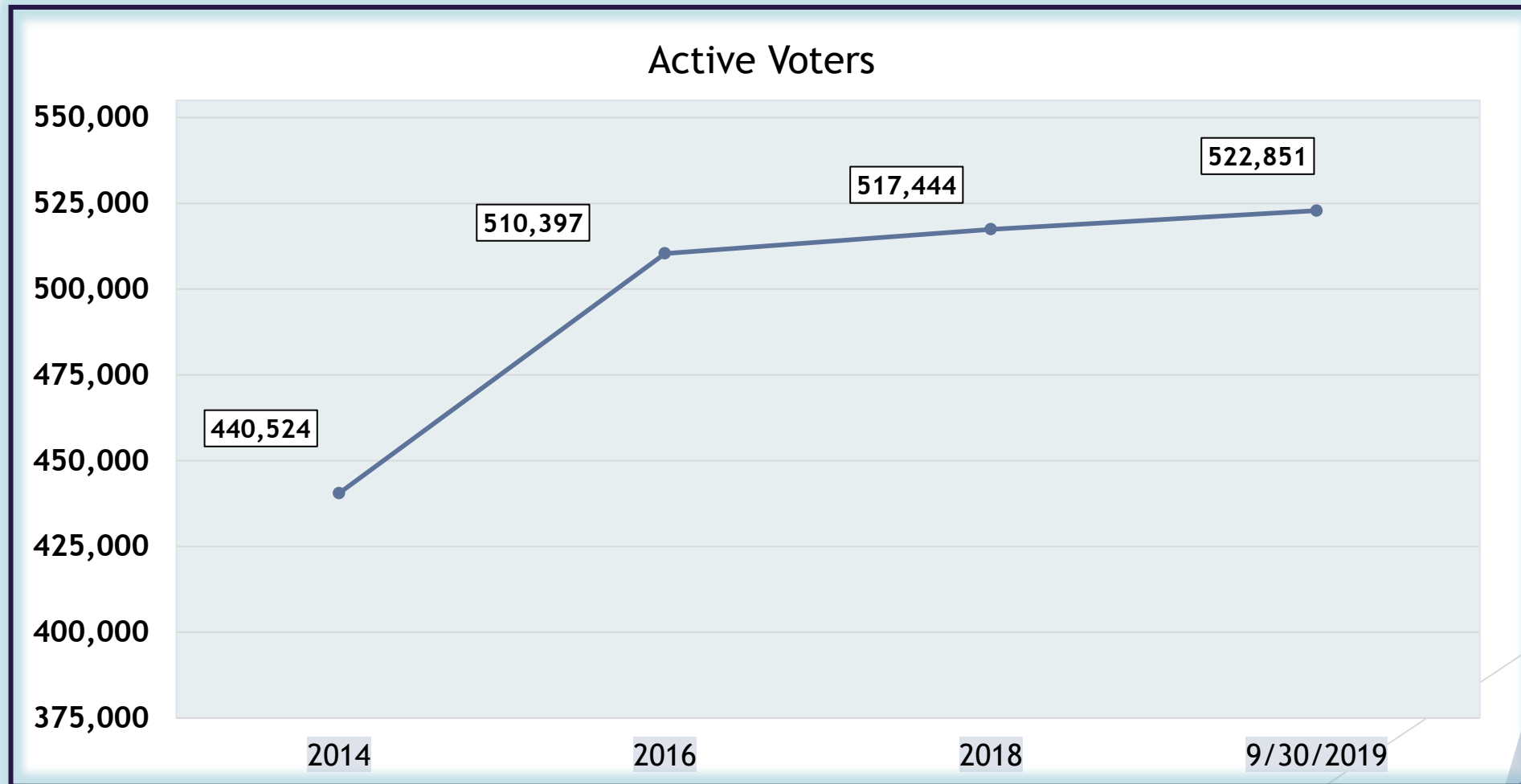
# 2020 CHALLENGES TO CONSIDER

- Demand for marriage ceremonies exceeds current staffing and ceremony room availability
- Ongoing demand for services in Marriage/Passport Division
- Implementation of new voting system equipment in 2021
- Expected population growth of registered voters
- Election Division FTEs needed to supervise larger temp staff due to voter population increase
- Presidential Primary will take number of elections in 2020 from 2 to 3
- VISTA (Statewide Voter Registration Database) will be obsolete at end of 2020
  - ❑ State may rewrite a new program
  - ❑ State may purchase off-the-shelf program





## INCREASED NUMBER OF ACTIVE REGISTERED VOTERS (2014 - September 30, 2019)



# Challenges Hiring and Retaining Employees in Current Labor Market

- Recently posted two Election Coordinator positions - Only 5 applicants
- Posted temp notices for 2019 General Election - (Need 12 and have only found 7)
- It is difficult to fill positions, especially for temporary short-term
- Sometimes interviews are conducted, but applicants have accepted other positions before ours are available
- Employees in entry-level positions leave for other opportunities outside and inside the County.