

C.L.

Sherrie Swensen

Salt Lake County Clerk

Presented October 17, 2017

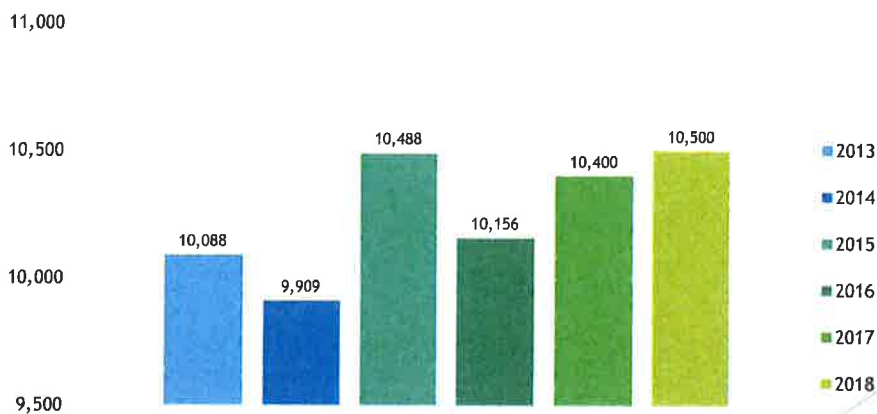


MISSION AND PERFORMANCE MEASURES MARRIAGE & PASSPORT DIVISION

- ▶ The mission of the Salt Lake County Clerk, Marriage and Passport Division is to serve the public with integrity, respect and an unwavering commitment to providing exceptional customer service.
- ▶ We treat each marriage and passport applicant with respect. We realize that their experience in applying for their marriage license or passport is a memorable part of their wedding or travel event.



MARRIAGE LICENSES ISSUED



MISSION AND PERFORMANCE MEASURES COUNCIL CLERK DIVISION

- ▶ Prepares minutes and correspondence with accuracy and professionalism for the Salt Lake County Council, Committee of the Whole, Redevelopment Agency, Municipal Building Authority, Legislative Audit Committee, Board of Canvassers, Redistricting Commission meetings and Budget Hearings and minutes for the Municipal Service District Meetings and five metro townships.

MISSION AND PERFORMANCE MEASURES ELECTION DIVISION

- ▶ To conduct all elections in a fair, transparent, accurate, and efficient manner.
- ▶ To educate the public and encourage voter participation and to maintain accurate election records.



Marriage & Passport Division 2017 Accomplishments

Implementation of Helion Software in the Marriage & Passport Division

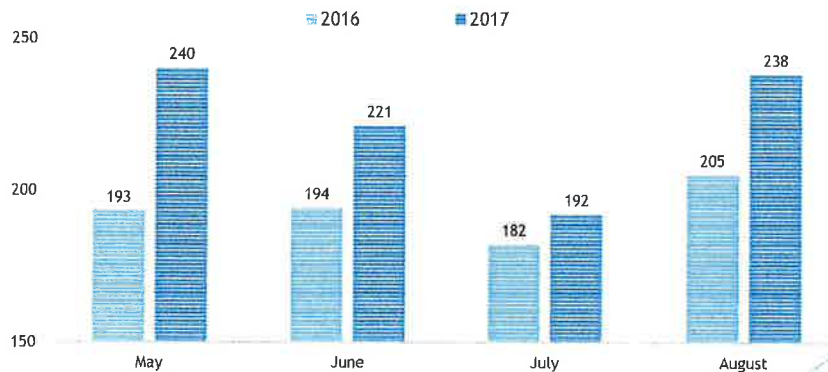
- ▶ One system for searching and recording marriage license information
- ▶ Assists with the numbering and issuing of marriage licenses and passports
- ▶ Creates transmittal cover sheet for each passport application automatically
- ▶ Daily and monthly reports are easier to generate and access
- ▶ Scanning licenses is done daily, keeping the system current
- ▶ Individual cashiering system allows each cashier to be responsible for their own cashier drawer
- ▶ FileNet duties have been eliminated (entering marriage information three months after the fact)
- ▶ The online marriage license application. Applicants have the option to enter their information in advance before appearing in person



2017 ACCOMPLISHMENTS (cont'd)

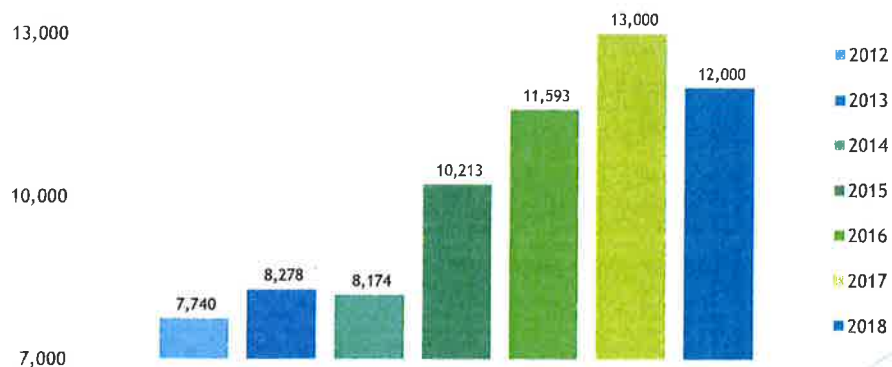
Began performing marriage ceremonies during lunch time and extended afternoon hours. Increased revenue by \$11,450 in a four-month period. This decreased the appointment waiting time.

Marriage Ceremonies Performed



60% INCREASE IN PASSPORT APPLICATIONS FROM 2012 THRU 2017

Passport Applications Received



2017 ACCOMPLISHMENTS (cont'd)

- ▶ Implemented a process to have marriage licenses issued in the Election Division when the wait in the Marriage/Passport Division is lengthy due to walk-in passport applications
- ▶ Successfully met the statutory requirement of providing recorder services to five new metro township councils
 - Five metro township meetings were staffed, agendas posted, minutes recorded and transcribed by council clerk
- ▶ Conducted the US Representative Third Congressional District special elections in conjunction with municipal elections
 - Provided contract services for 18 municipalities, two school districts and ten local districts.
- ▶ Metro township candidate filings
 - Implemented online financial disclosure filing for these candidates



2018 CHALLENGES TO CONSIDER

- ▶ Passport applications experienced record high levels in 2017
 - External walk-in passport services available in few locations with limited hours
 - Downtown Post Office eliminated passport services entirely
- ▶ Five Statewide Initiative Petitions
 - (1) - Utah Patients Coalition (2) - Our Schools Now (3) - Better Boundaries
(4) - Count My Vote (5) Utah Decides Healthcare
- ▶ Cashier System for Election Division
- ▶ Find solution (with the assistance of the Surveyor's Office) to accurately and expediently plot voter addresses



BUDGETING

2018 BUDGET CONSIDERATIONS

- ▶ Performance level funding for Marriage/Passport Specialists
- ▶ Passport postage increase due to increase in applications
- ▶ Laptops and software needfor Council Clerk
- ▶ Overtime and mileage increase needed for metro township meetings
- ▶ Voting equipment licensing costs
 - ❑ State is no longer providing with Federal HAVA funding
- ▶ High speed scanner rental for General Election
 - ❑ Possible 2-card ballot
- ▶ Development advertising
- ▶ Global Mobile application - Text *SALT LAKE* to 28683
- ▶ Ballot on demand system



