

County Clerk

The county clerk's office provides a wide range of services. One primary responsibility is the administration of elections within Eau Claire County to ensure we have fair elections, including the preparation of ballots, programming of election equipment, preparing required publications, and updating voter records in WisVote for 15 of the 18 county municipalities. The county clerk also serves as clerk for the county board by taking minutes, enrolling and publishing legislation, and compiling the journal of proceedings each session year. This office is also responsible for the tax deed process, which includes researching and notifying all owners of tax parcels that are at least three and one-half years delinquent as well as conducting tax deed public sales on properties that have been taken due to nonpayment of taxes. Other duties include issuing marriage licenses and domestic partnerships, distributing dog licenses to the municipalities and administering the dog license fund, compiling and distributing the county official directory and in-house telephone book, and the filing of highway relocation maps and timber-cutting notices.

Accomplishments in 2018

In 2018, the county acquired through tax deed 11 properties and sold 14 properties; 129 tax deed notices were researched and sent. The tax deed activity has slowed down in the last few years in terms of number of delinquent properties, but the fact remains that the ones the county is taking are often homes that require more time to be dedicated to dealing with eviction, utilities, and maintenance until the properties are sold.

The county clerk coordinated the purchase of new election equipment in 2017, and delivery and training were completed in January 2018; over two hundred clerks and poll workers attended the training to be ready for the February Spring Primary. The Deputy County Clerk was trained to do the programming, which creates the layout of the ballot and program that is used to run equipment. Many efficiencies were gained with the new system versus the old such as:

- one program creates the ballot layout and equipment versus the old system we needed to do programming for two different voting equipment and work with the ballot printer for the ballot layout, which resulted in us having to proof three times
- election night results can now be modemed to the county, so results are gathered much quicker versus the municipalities having to come the courthouse and us manually having to add the results from the two pieces of equipment
- we upload a report to our website, so election results are posted on the website, which reduces the number of phone calls requesting results on election night and the following days and fewer visitors to the courthouse because election results are available on the website
- staff does not have to work long hours on election nights

All staff had to complete a 6-video series to maintain access to work within the WisVote system and they have added multifactor authentication security to work within the system.

Alignment with Strategic Plan

Ensure Financial Stability

The county clerk's office purchased and has learned to program the new election equipment, thereby effecting cost savings for us and the municipalities. We also work with the municipalities to coordinate combined required election notices, which reduces cost as well as improves collaboration.

Innovate and Adapt

-In 2018, the county clerk's office completed the purchase and implementation of new voting equipment. The new system enables poll sites to send, via modem, their election night results directly to the county clerk's office, thereby eliminating the need to hand deliver results that evening. This improves efficiency by providing election results faster and by reducing costs. Cost savings result from only one test deck needed, which saves each clerk time in preparing and conducting the public test. There is now one total tape per reporting unit versus two with the old system, so the canvassing process is quicker, and we need to do only one program that can be used for both machines.

-The Wisconsin Elections Board has initiated additional security for us to work within the WisVote System by having a multifactor authentication process and users needing a security certification

-credit card payments are now accepted from marriage applicants, which has been well accepted

-we now have a fillable "Timber Cutting Notice" on our website

Improve Collaboration

The county clerk's office continues to work with 15 county municipalities in all aspects in WisVote, which is the statewide voter database. The state continues to make software improvements to WisVote, which we need to stay abreast of in order to give direction to the municipalities.

2019 Future Opportunities

- The County Clerk will maintain and support the new election program and equipment in a manner that benefits all the municipalities, by working with them to generate new ideas for streamlining the process and understanding their needs and wants we can make the whole election process more efficient from the beginning to the end.
- The County Clerk's office continues to look objectively at what we do and the way we do it and continue to improve processes to maintain the 2004 staffing levels.

Performance Management Summary by Program

#1 Elections		Actual 153,147	Levy 147,972		FTEs 1.30
Administer elections within Eau Claire County, including the preparation of ballots and programming of election equipment, ensuring all required publications are made in a timely manner, and updating WisVote with voter participation and registrations along with electable races and candidates.					
OUTPUTS					
		<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Number of paper ballots created for jurisdiction combinations:		58	144	55	152
Pieces of election equipment that were programmed to read ballots:		72	153	72	288
Number of election night results and reports:		1	4	2	4
Performance Goal					
Outcome Measures		<u>Benchmark</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
To create ballots according to geographical boundaries with the information listed in correct order of offices and spelling of candidate names.	100% of ballots are correct and available to voters by state statute deadline.	100%	100%	100%	100%
To accurately and timely update the SVRS system.	100% of the programming for both types of equipment have the correct information for election boundaries and delivered to the municipal clerk by the state statute deadline.	100%	100%	100%	100%
To timely report election results within the prescribed manner.	100% of new voter registrations and voter participation has been entered into the SVRS system within the state statute time requirement.	100%	100%	100%	100%
#2 Tax Deeds		Actual 65,300	Levy 22,937		FTEs 0.90
Administer the tax deed program, from research to determining ownership, through having a tax deed sale.					
OUTPUTS					
		<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Tax deed notices:		199	153	144	129
Quit claim deeds if sold:		19	7	5	14
Taxes, interest, and penalties collected:		\$317,519	\$302,979	\$278,844	\$261,698
Performance Goal		<u>Benchmark</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
To accurately research and notify parties on delinquent tax parcels.	90% of delinquent taxes are paid within 90 days after receiving a tax deed notice.	90%	95%	95%	90%
	100% of people delinquent in payment of property taxes are properly noticed.	100%	100%	100%	100%
To process tax deeds according to State Statute 75.14 and county code.	80% of properties acquired because of delinquent taxes are sold at a Tax Deed Sale.	80%	85%	90%	90%

#3 Marriage Licenses		Actual 36,052	Levy 2,456		FTEs 0.49
A couple wishing to marry in Wisconsin must obtain a license from the County in which one of them lives. The required information that each applicant needs to supply is stated in the State Statutes.					
OUTPUTS					
Number of applications and licenses:		2015 681	2016 667	2017 651	2018 603
Performance Goal	Outcome Measures	Benchmark	2016	2017	2018
Applicants are serviced in a professional manner.	98% of licenses processed will result in no complaints from the applicants.	98%	100%	100%	100%
County Clerk staff will correctly fill out marriage license applications.	98% of returned licensees are not due to errors by the County Clerk staff.	98%	99.6%	99.6%	99.6%
Applicants will have an increased awareness of the information that is required.	80% of all applicants will bring in all necessary information to complete the application process in one visit.	80%	95%	95%	95%
#4 County Board		Actual 31,209	Levy 31,209		FTEs 0.57
Act as records custodian for and liaison to the county board, its committees, boards and councils, including publication of meeting notices, verifying attendance sheets and compilation and publication of the Journal of Proceedings.					
OUTPUTS					
Number of meeting minutes produced:		2015 17	2016 17	2017 17	2018 17
Number of enrolled legislation:		138	102	103	102
Journal of proceedings publication:		1	1	1	1
Performance Goal	Outcome Measures	Benchmark	2016	2017	2018
To meet county board publication deadlines.	100% of ordinances and minutes are published in local newspaper following each meeting within the time frame required by county code.	100%	100%	100%	100%
To serve as a custodian of records of committees, boards and councils.	100% of all standing committee agendas and minutes are retained for six years.	100%	98%	100%	100%
To accurately document the legislative process.	90% of meeting minutes are accurate and error free.	90%	100%	100%	100%
	100% of legislation is prepared for publication in Journal of Proceedings.	100%	100%	100%	100%

#5 Other Services		Actual	Levy		FTEs
		16,971	16,971		0.24
Process timber cutting notices and all claims against the county in accordance with state law. Act as the state's conduit to local municipalities for dog licenses and tags and payments. Compile and update the Official Directory and the in-house telephone directory.					
OUTPUTS					
		2015	2016	2017	2018
Timber cutting notices sent to proper parties:		195	168	153	160
Dog licenses and tags distributed to the municipal treasurer and reconciled:		7421	7351	6997	6847
In-house phone directory books created:		830	830	750	750
Official Directory books created:		950	925	925	925
<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
To process timber cutting notices and all claims against the county in accordance with state law.	100% of timber cutting notices are sent to proper parties within 24 hours of receipt.	100%	100%	100%	100%
To act as the state's conduit to local municipalities for dog licenses and tags.	99% of all dog tags are paid or returned.	99%	100%	100%	100%
Update and compile the official and in-house telephone directories and distribute.	97% of information contained in the annual Official Directory and the In-House telephone directory is accurate.	97%	99%	99%	99%
Totals		Actual	Levy		FTEs
		302,679	221,545		3.50