

Department: County Management **Program Contact:** Tim Mercer
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Requested
Related Programs:
Program Characteristics: In Target

Executive Summary

The County Clerk Functions program consists of recording land related and other legal documents, issuance of Marriage Licenses and Domestic Partnership Registrations, acceptance of Passport Applications, creation and maintenance of permanent records, issuance of certified copies, and administration of the Board of Property Tax Appeals (BoPTA). BoPTA is responsible for hearing petitions from taxpayers who disagree with their property value. The Board makes decisions to reduce property values or waive personal property late filing fees based on evidence provided by the taxpayer.

Program Summary

For FY 2021, 202,561 documents were recorded, 4,555 Marriage Licenses were processed, and 160 Domestic Partnership Registrations were issued. For FY21, 538 BoPTA appeals were processed. Due to COVID and the Multnomah building being closed to the public, passport services were not operational, thus no Passport Applications and passport photos were processed. The Customer Service team adjusted to this situation by making the marriage license process, which is a mandated function, a mail in process. The team also, not only maintained, but increased Customer Service support through phone, emails, mail, and chat in order to accommodate the building being closed. For FY21, the clerk functions of the Board of Property Tax Appeals program were reimagined to an online format, but a need for in-office processing of certain appeals functions still existed, necessitating the need for a small number of the team to work in the Multnomah building.

The Recording staff received over 46,717 recordings via mail and provided customer support via phone and email. This program also makes available records for customer use and provided alternative ways for the public to access records during the period that the building, thus the Digital Research Room, was closed to the public. Electronic recording functionality was installed in 2012 and additional service providers were added in subsequent years, improving efficiency and customer service. Currently, more than 75% of recording transactions are completed electronically.

The office opened to the public for a limited duration in October and November of 2020 to ensure those community members who wanted to pay their property taxes in person were able to. Our services officially opened to the public in July 2021 and initially were by appointment only. At this time, marriage license applications and domestic partnership applications are by walk-in service only, passport applications and photos are taken by appointment only, tax payments continue to remain a walk-in function. The Digital Research Room is operational and available by appointment or walk-in service with a limited capacity. Teleworking continues on a daily basis for a percentage of the team who are responsible for answering incoming calls, chats, and emails.

Performance Measures

Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer
Output	Number of marriage licenses issued	4,555	7,500	4,680	4,900
Outcome	% of accurately processed licenses	95%	95%	95%	95%
Output	Number of documents recorded	202,561	160,000	165,000	160,000
Outcome	Average number of business days to return original recorded documents	2	2	2	2

Performance Measures Descriptions

The "% of Accurately Processed Licenses" is a measure to track errors on licenses internally. The "Average Number of Business Days to Return Original Recorded Documents" is a measure of compliance with the statutory requirement that documents be returned within 10 business days.

Legal / Contractual Obligation

The County Clerk functions are governed by Oregon Revised Statutes (ORS) Chapter 205. Multnomah County Ordinance 948 authorizes couples to voluntarily register as domestic partners. Additional statutes pertaining to this program are found in ORS 106, 107, 409, 432 (marriage/state domestic partnerships); ORS 86, 87, 93, 100 (requirements for recording); and ORS 306 and 309 (Board of Property Tax Appeals). Guidelines for the acceptance of Passports are set by the US Department of State. ORS 205.320(2) requires dedication of a portion of recording fees to the restricted County Clerk Fund for records storage and retrieval systems.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Requested General Fund	Requested Other Funds
Program Expenses	2022	2022	2023	2023
Personnel	\$1,265,127	\$0	\$1,333,457	\$0
Contractual Services	\$233,439	\$0	\$284,658	\$0
Materials & Supplies	\$98,135	\$0	\$105,804	\$0
Internal Services	\$264,819	\$0	\$206,589	\$0
Total GF/non-GF	\$1,861,520	\$0	\$1,930,508	\$0
Program Total:	\$1,861,520		\$1,930,508	
Program FTE	11.45	0.00	12.05	0.00

Program Revenues				
Fees, Permits & Charges	\$5,765,025	\$0	\$6,454,500	\$0
Intergovernmental	\$20,428	\$0	\$20,939	\$0
Other / Miscellaneous	\$230,000	\$0	\$250,000	\$0
Beginning Working Capital	\$141,100	\$0	\$200,400	\$0
Total Revenue	\$6,156,553	\$0	\$6,925,839	\$0

Explanation of Revenues

A \$60 fee is collected for each marriage license, State and County Domestic Partnership (DP) registration: \$25 to the County General Fund, \$25 to State Domestic Violence fund (for licenses and State DP), \$25 to County Community and Family Services for domestic violence victims (for County DP), and \$10 to Court Conciliation Services. Estimated fees of \$168,300 for marriage licenses, domestic partnerships, marriage record copies, amendments to marriage and DP records, and waivers of a 3-day waiting period for a marriage license. Passport acceptance fees \$140,000, Passport photo fees \$30,000; Document Recording fees \$5,950,500. Recording copy fees \$250,000. County Clerk Restricted Fund Carryover Revenue \$200,400 and Fees \$150,000 pursuant to ORS 205.320(2). Fees for filing a Board of Property Tax (BoPTA) Appeal \$16,200. BoPTA is allocated \$20,939 of the \$3,079,265 County Assessment Function Funding Assistance (CAFFA) Grant.

Significant Program Changes

Last Year this program was: FY 2022: 72025A DART County Clerk Functions

In FY23, an Assessment & Taxation Technician 1 added to the Recording team as the need of additional support to reliably deliver results was apparent. The recording numbers have remained consistently high, 180,000+ for both 2020 and 2021 calendar years. Ownership transfers also increased 20% in the calendar year 2021. Since August 2020 the team has relied on a full-time temporary position to help fill the gaps in coverage. The permanent position allows the team to perform all duties, not only fill the gaps, as a temp position is only delegated specific tasks due to the temporary nature of the position. This position is funded within existing general fund allocation by shifting available DART resources, with .60 FTE allocated to Program Offer 72025 County Clerk Functions and .40 FTE to Program Offer 72026 Ownership & Parcel Management.