

Department: County Management

Program Contact: Tim Mercer

Program Offer Type: Existing Operating Program

Program Offer Stage: As Proposed

Related Programs:
Program Characteristics:
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 2020, 157,576 documents were recorded, 5,889 Marriage Licenses were processed, 167 Domestic Partnership Registrations were issued and 6,549 Passport Applications were accepted. For FY20, 546 BoPTA appeals were processed. 3,880 passport photos were taken. All areas within the County Clerk Functions program provide direct customer service through the organization's soft phone system, at the public counter, through mail, by email, and via online chat. The Recording staff received over 37,000 recordings via mail and assisted 500 customers at the counter. This program also makes available records for customer use. Electronic recording functionality was installed in 2012 and additional service providers were added in subsequent years, improving efficiency and customer service. Currently, more than 74% of recording transactions are completed electronically.

Due to COVID-19, the majority of the team telework and will continue so going forward at a level that ensures all services are provided in a timely and equitable manner. The Digital Research Room is currently closed, but is equipped to open to the public on an appointment only basis with limited capacity once the pandemic situation improves. Work continues with our software vendor to make this functionality available online with the hope of having this functional within FY22. An office presence is essential for duties that cannot be accomplished remotely. Since in person service is currently closed, a process had to be created for processing marriage licenses and domestic partnerships in order to accommodate this service. The new process achieves our goal, but additional steps add to the workload and processing time. Work continues to further automate this process in order to serve the community in a more efficient manner going forward. The acceptance and processing of passports and passport photos have ceased since the Multnomah building has been closed to the public. Employee photo ID service continues to function on an appointment basis. The clerk functions of the Board of Property Tax Appeals program have been reimagined to an online format, but a need for in-office processing of certain appeals functions still exists. Teleworking will continue for a percentage of the team who will be responsible for answering incoming calls, chats, and emails. In person services will recommence when it is safe to do so with the understanding that our services may look different going forward, but will continue to focus on providing equitable, excellent service.

Performance Measures

Measure Type	Primary Measure	FY20 Actual	FY21 Budgeted	FY21 Estimate	FY22 Offer
Output	Number of marriage licenses issued	5,889	7,500	5,000	5,500
Outcome	% of accurately processed licenses	95%	95%	95%	95%
Output	Number of documents recorded	157,576	160,000	160,000	155,000
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.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2021	2021	2022	2022
Personnel	\$1,226,497	\$0	\$1,251,638	\$0
Contractual Services	\$61,179	\$0	\$92,339	\$0
Materials & Supplies	\$99,287	\$0	\$98,135	\$0
Internal Services	\$249,429	\$0	\$264,819	\$0
Total GF/non-GF	\$1,636,392	\$0	\$1,706,931	\$0
Program Total:	\$1,636,392		\$1,706,931	
Program FTE	11.90	0.00	11.45	0.00

Program Revenues				
Fees, Permits & Charges	\$4,981,985	\$0	\$5,765,025	\$0
Intergovernmental	\$28,429	\$0	\$20,428	\$0
Other / Miscellaneous	\$195,000	\$0	\$230,000	\$0
Total Revenue	\$5,205,414	\$0	\$6,015,453	\$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 \$228,825 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 \$5,200,000. Recording copy fees \$230,000. County Clerk Fund Fees pursuant to ORS 205.320(2) \$150,000. Fees for filing a Board of Property Tax (BoPTA) Appeal \$16,200. BoPTA is allocated \$20,428 of the \$3,004,161 County Assessment Function Funding Assistance (CAFFA) Grant.

Significant Program Changes

Last Year this program was: FY 2021: 72025A DART County Clerk Functions

A decrease of .45 FTE is due to reallocation and realignment of staffing between DART Customer Service Program (72024) and DART County Clerk Functions (72025A).