

## City Clerk's Office

### Mission

It is the mission of the City Clerk's Office to conduct elections with the highest integrity, fairly administer over 100 types of city licenses and permits, support city agencies through Legistar training and administration, prepare Common Council agendas and proceedings, act as the custodian of city records, and assist the public in accessing city records, agendas, and minutes.

### Objectives

The City Clerk's Office is committed to providing these services in a courteous, efficient, fair, and professional manner. The office strives to continually improve the quality of the services it provides.

### Strategies

The City Clerk's Office makes it a priority to provide the most up-to-date information on its website. The office has increased its participation in customer service, elections administration, and municipal clerk training programs.

## Description of Benchmarks, Data and Results

### Licensing

1999-2000	'00-'01	'01-'02	02-'03	'03-'04	'04-'05	'05-'06	'06-'07	'07-'08	'08-'09
Number of Active Licenses									
----- Data not available for previous years. -----									9,196
Revenue from Licenses Administered by the City Clerk's Office									
\$869,361	\$921,487	\$1,039,764	\$1,062,543	\$1,229,673	\$1,493,716	\$1,481,323	\$1,647,521	\$1,841,492	\$2,662,687

These benchmarks track the amount of licensing activity in the City Clerk's Office for each license year (July 1 – June 30). The City Clerk's Office administers the licensure of liquor sales, fire hazards, taxi cabs, secondhand dealers, solicitors, street vendors, special events, and many other activities within the city. The office also processes the applications for all health licensing in Dane County. Most of our day-to-day interactions with the public relate to licensing.

Of the 9,196 licenses administered by the City Clerk's Office this license year, 695 were liquor licenses, 3,187 were Health licenses, and 1,300 were Fire licenses.

## Rejected Absentee Ballots

Election	November 2008	February 2009	April 2009
Percentage of Absentees Rejected (not counted)	11%	15%	3%

This benchmark tracks the effectiveness of our efforts to educate absentee voters about absentee voting laws. Our goal is to have every vote counted, and 0% of absentee ballots rejected. We saw a dramatic reduction in the percentage of absentee ballots rejected at the polls when we started including this data in our absentee ballot instruction letter, and we started highlighting the sections of the absentee ballot certificate envelope that require signatures.

## Accuracy of Election Day Paperwork

Election	November 2008	February 2009	April 2009
Percentage of polling places submitting 100% complete & accurate paperwork	23%	86%	94%

This benchmark tracks the percentage of polling places that turn in completely flawless Election Day paperwork. This includes Election Day voter registration forms, Inspectors' Statements, write-in tally sheets, poll books, results tapes, and the documentation and use of security seals. Our goal is to have 100% flawless paperwork submitted for every election. This benchmark measures how effective we are at providing election officials with the training and tools needed to stay up-to-date on state and federal changes to election forms and procedures.