

SHEBOYGAN COUNTY PROGRAM WORKSHEET
February 16, 2005

Department: COUNTY CLERK

Date: May 10, 2005

Program	Description	Mandated	Priority	Service Level Required	2004 Actual Expense	2005 Budgeted Expense	2005 Budgeted Grants/Fees Revenue	2005 Tax Levy
Elections	File papers for County candidates, prepare ballots, publish notices, program election equipment, assist municipalities, compile results election night, & canvass results. *Serves candidates, the municipalities, and voters in the Sheboygan County.	Yes	1	100%	\$ 103,327	\$ 54,276	\$ 11,051	\$ 43,225
County Board	Prepare agendas and minutes for County Board, maintain records of the board, process per-diem reports, file committee minutes and agendas, compile and print proceedings book, and publish legal notices. * Serves all County Board Supervisors and the general public.	Yes	2	100%	\$ 87,120	\$ 94,075	\$ 1,523	\$ 92,552
Telephones	Pay telephone bills and allocate costs to departments, oversee cabling and line changes, oversee contracts, maintain voice mail system, make feature changes as required by departments, handle telephone problems, and order equipment. * Serves all County Departments & Employees.	No	3	N/A	\$ 273,500	\$ 265,492	\$ 212,167	\$ 53,325
Property & Liability Insurance	Oversee insurance policies, pay premiums, allocate costs back to the departments, process claims, administer the self-insurance accounts, maintain building and equipment lists. * Serves all County Departments.	No	4	N/A	\$ 567,410	\$ 589,118	\$ 649,875	\$ (60,757)
Marriage Licenses	Issue Licenses and maintain records. * Serves all residents of the County wishing to get married as well as couples from out of state getting married in Sheboygan County. Approximately 1,500 people a year.	Yes	5	100%	\$ 22,607	\$ 23,934	\$ 23,623	\$ 311

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Web Site	Maintain and update web pages for County Board, County Clerk, and Elections. * Serves all County Departments and the general public.	No	6	N/A	\$ 9,845	\$ 10,106	\$ -	\$ 10,106
Directory of Officials	Compile the Directory of Officials Booklet annually and distribute copies as requested. * Serves all County Departments and the general public.	No	7	N/A	\$ 8,229	\$ 8,758	\$ 800	\$ 7,958
Passports	Process Passport Applications and forward them to the U.S. Department of State. * Estimated to serve 500 people this year.	No	8	N/A	\$ 3,526	\$ 3,513	\$ 6,056	\$ (2,543)
Repository for County Records / Processing Miscellaneous Filings & Postings	The County Clerk's Office is the repository for many miscellaneous records. We also process probate claims, foreclosure notices, wood cutting permits, and other items required by the Statutes. * Difficult to determine number of people impacted by this service.	Yes	9	100%	\$ 16,447	\$ 18,414	\$ 342	\$ 18,072
Dog Licenses	Distribute dog licenses to the Municipalities, collect fees, administer the dog license fund, process dog damage claims, and maintain license records. * Serves the municipalities and dog owners.	Yes	10	100%	\$ 45,145	\$ 42,667	\$ 40,032	\$ 2,635
Conservation Licenses	Issue Hunting and Fishing Licenses to the public. * Serve approximately 450 people a year.	No	11	N/A	\$ 1,807	\$ 1,853	\$ 734	\$ 1,119
Taylor Park Reservations	Take reservations for Taylor Park, process applications, and distribute keys. * Serves the Building Services Department and the public, approximately 9 groups a year.	No	12	N/A	\$ 44	\$ 113	\$ 2	\$ 111
					\$ 1,139,007	\$ 1,112,319	\$ 946,205	\$ 166,114

SHEBOYGAN COUNTY PROGRAM EVALUATION QUESTIONNAIRE
February 16, 2005

- A. **INSTRUCTIONS:** For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

SCHEDULED REVIEW DATE: May 10, 2005

DEPARTMENT: COUNTY CLERK

DEPARTMENT MISSION STATEMENT:

"To go beyond the services required by the Statutes in order to serve the public and other units of government in the most courteous, efficient, and cost-effective manner possible"

PROGRAM: Elections

1. Describe the program, its purpose and goals.

The County Clerk's Office administers the election process for Sheboygan County. This includes: registering candidates for county offices, preparing election ads, programming the election tabulation equipment, preparing and ordering ballots, tabulating election results on election night, canvassing election results for all federal, state and county offices, conducting or assisting in recounts, maintaining records of elections and county candidates, providing forms and supplies, providing training to municipal clerks and poll workers, and assisting local units of government and school districts.

2. Who is the program intended to serve? How many are served?

All eligible voters in Sheboygan County, candidates for public office, and municipal and school officials. The number served varies by election.

3. Are the program benefits long-lasting and essential to the service populations?

Yes - what we do enables candidates to run for office and electors to vote.

4. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

This program is directly related to the County Board, the Sheriff, the Clerk of Courts, the County Treasurer, the Register of Deeds, the Coroner, and the District Attorney in addition to the County Clerk's Office. The election process is how the County Board and other officials are chosen.

5. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

The program provides the mechanism by which the County Board and other county elected officials are chosen. We provide services to all local units of government including the school districts and in doing so help to reduce costs for those entities.

6. How do you determine/measure if this program has been effectively provided and implemented?

There are several measures that can be used; correctness of the ballots, timeliness and completeness of the advertising, sufficient ballot quantities, accuracy of forms and information, and the number of problems on Election Day. Another test of the integrity of an election is a recount, when all the aspects of an election are scrutinized. The number of errors uncovered in this process, and changes in the vote totals, can be an indicator of how well the original election was conducted.

7. Could the county cost-effectively subcontract this program?

No – The Statutes require the County Clerk or Municipal Clerk to perform these services. The only portion of the program that could be subcontracted is the programming of the election equipment, however, that would result in thousands of dollars in additional cost to the County and to the municipalities.

8. State the numerical ranking of this program compared to all programs in your department and briefly explain.

This program is ranked number 1 of 12 because it has a tremendous impact on all levels of government and impacts every voter in Sheboygan County.

9. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers?

No – This is a mandated program, which must be provided by a government office.

10. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?

First of all, if this program were eliminated we would be in violation of the State Statutes and Federal Legislation. Secondly, without elections County and Local Governments would cease to exist.

11. What is the program impact and effectiveness related to the program cost? (Provide data if available.)

Except for telephones and insurance, which are countywide expenses, elections generate the highest operating expenses in the County Clerk's Office. The majority of that expense is for ballot printing. Ballot printing costs for 2004, for example, were just over \$40,000.00. Optical scan ballots, although expensive, are the most accurate method of voting and the integrity of this voting system insures that the elections in Sheboygan County are as accurate as possible. Recounts have shown that the vote totals reported on election night are very accurate.

12. Is this program currently duplicated by another county department or provider in the community?

No – We work with the municipal clerks to ensure that as much of the work as possible is done without duplication.

6. How do you determine/measure if this program has been effectively provided and implemented?

Our measure of effectiveness is accuracy, compliance with the statutes, and ease in the location of information. We are successful, for example, when we are able to quickly assist someone in locating the records they need or when we are sure that all of our meetings are posted in compliance with the open meeting law.

7. Could the county cost-effectively subcontract this program?

No – this program could not be subcontracted at this time. The Statutes require the County Clerk to maintain these records. In addition, this information needs to be readily accessible and maintained in a secure location.

8. State the numerical ranking of this program compared to all programs in your department and briefly explain.

This program is ranked 2 of 12; it is second only to elections. The maintenance of these records is vital to all units of government.

9. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers?

No – again, the Statutes require the County Clerk to maintain these records. There are copies of some of these records in other departments and locations, such as the Corporation Counsel; however, the official original records are located in the County Clerk's Office.

10. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?

As this is the basis of all county government, it would not be possible to eliminate this program without disbanding the county.

11. What is the program impact and effectiveness related to the program cost? (Provide data if available.)

The cost of this program is primarily wages and benefits. While this program makes up the largest share of employee time in this department, it should be noted that the amount of employee time for this program has not increased for over 20 years despite the increased demands of open meeting laws and the increased expectations of web access to the records. We have been very successful in utilizing computer technology to keep pace with the increased demands.

12. Is this program currently duplicated by another county department or provider in the community?

No – again, the Statutes require the County Clerk to maintain these records. While there may be copies of some of these records in other departments and locations, the official original records are only located in the County Clerk's Office.

7. Could the county cost-effectively subcontract this program?

I don't see how. The majority of the expense of this program is the cost of the telephone contacts and line charges. This would not change with an outside vendor. The cost in staff time is approximately \$50,000 a year; subcontracting the work performed by the staff would most likely be more costly.

8. State the numerical ranking of this program compared to all programs in your department and briefly explain.

This program is 3 of 12. It is ranked number three because of its direct impact on the operations of all county departments.

9. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers?

While there are many alternatives in vendors for telephone service, there are currently no alternatives for providing the in-house service that we provide. Consultants could be hired to do some of the work, however, the cost would be prohibitive.

10. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?

If the telephone system were eliminated, departments and the public would have to depend on personal contact, the mail, and the internet to do their business. The result would more than likely cripple county operations.

11. What is the program impact and effectiveness related to the program cost? (Provide data if available.)

We currently operate under the State contract with SBC for telephone service which provides us with the lowest possible cost for this service. The total program cost is approximately \$270,000 a year or just over \$300.00 per line. This equates to approximately \$1.00 per day. Given the impact the telephone system has on every county department and employee, a dollar a day is an economical form of communication.

12. Is this program currently duplicated by another county department or provider in the community?

No – not for Sheboygan County.

SHEBOYGAN COUNTY PROGRAM EVALUATION QUESTIONNAIRE
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SCHEDULED REVIEW DATE: May 10, 2005

DEPARTMENT: COUNTY CLERK

DEPARTMENT MISSION STATEMENT:

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PROGRAM: Property and Liability Insurance

1. Describe the program, its purpose and goals.

The County Clerk's Office oversees the property and liability insurance for Sheboygan County. We oversee the policies, pay premiums, allocate premium costs to the departments, process claims, administer the self-insurance accounts, maintain lists of buildings and equipment, and process notary applications and bonding. Our goal is to provide adequate insurance coverage to the county for liability and property damage claims.

2. Who is the program intended to serve? How many are served?

The program serves all county departments and employees. The number served would technically be the number of employees.

3. Are the program benefits long-lasting and essential to the service populations?

Most of the liability insurance is occurrence based, so the county is covered for past actions as well as current activities. The insurance prevents the county from having to absorb the costs associated with major liability claims or property losses.

4. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

This program indirectly supports all other county programs. It provides a mechanism for departments to keep their expenses level from year to year, rather than have to react to fluctuations caused by liability or property claims.

5. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

The program makes the County more effective and efficient by channeling all claims through one department and by having one department secure insurance coverage. Many years ago, departments secured their own insurance for specialized coverages such as law enforcement. By placing that responsibility in one department, the county is able to realize cost savings and eliminate duplications in insurance coverage.

6. How do you determine/measure if this program has been effectively provided and implemented?

This program is successful if the claims filed against Sheboygan County are covered by insurance and when property damage losses are covered in a cost effective manner.

7. Could the county cost-effectively subcontract this program?

No – The cost for administering this program are relatively minor, less than \$10,000.00 a year, not including the cost of the insurance policies. For this amount we process all claims, pay and allocate premiums, and maintain lists of equipment and buildings.

8. State the numerical ranking of this program compared to all programs in your department and briefly explain.

This program is 4 of 12. It is ranked number 4 because of its importance to the County and its potential impact on the County's financial wellbeing. It is par with program 3 – telephones – in that it has an impact on all county departments.

9. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers?

No – there are no alternatives to the administration of insurance for Sheboygan County in the community. Insurance could be purchased from different providers who may offer additional services, however, the current carriers offer the most cost effective coverage for the county.

10. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?

If insurance were eliminated, the Corporation Counsel would have to handle all claims filed against Sheboygan County. The County would have to pay the full cost of any liability claims and the legal defense required. In addition, departments would have to pay for the full cost of repairing or replacing damaged equipment and buildings most likely resulting in additional use of fund balance.

11. What is the program impact and effectiveness related to the program cost? (Provide data if available.)

Again, with the exception of the premium related expense, this program costs less than \$10,000.00 to administer. The administrative costs are more than offset by the dividends from the Wisconsin County Mutual.

12. Is this program currently duplicated by another county department or provider in the community?

No – the County Clerk's Office administers insurance claims for all the other departments. The Corporation Counsel, however, does provide legal services for many of the claims on behalf of Sheboygan County.

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PROGRAM: Marriage Licenses

1. Describe the program, its purpose and goals.

The County Clerk's Office processes applications for Marriage Licenses, issues the licenses to the couples and maintains records of the applications. The purpose of the program is to provide legal documentation of marriages and insure that persons applying for legal status as married couples are able to do so. Our goal is to ensure that the applications are completed correctly, that the applicants have provided proper documentation, and the applications are recorded for future reference.

2. Who is the program intended to serve? How many are served?

The program serves all residents of Sheboygan County desiring to be married in Wisconsin and residents of other states intending to be married in Sheboygan County. We issue an average of 750 marriage licenses a year, serving 1,500 individuals.

3. Are the program benefits long-lasting and essential to the service populations?

The long lasting benefit of this program could be debated, however, it is absolutely essential to those individuals seeking legal status as husband and wife.

4. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

This program is not related to any other program in the County Clerk's Office. It does, however, provide revenue to this department and the Family Court Commissioner. It also supports the vital records component of the Register of Deeds Office.

5. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

The program itself does not make county government more effective or efficient. It does, however, provide a mechanism to track the legal relationship of husband and wife for various governmental, insurance, and probate purposes. Again, it also provides revenue to the County.

6. How do you determine/measure if this program has been effectively provided and implemented?

The measure of this program is the accuracy of the records themselves and feedback from the couples regarding the information and service provided.

7. Could the county cost-effectively subcontract this program?

No – Statutorily this program must be done by the County Clerk's Office.

8. **State the numerical ranking of this program compared to all programs in your department and briefly explain.**

This program is ranked 5 of 12 for our department. While it is an important component of the County Clerk's Office, there are other programs that have a larger impact on the County as a whole and the general public.

9. **Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers?**

No – This is a mandated program that must be performed by a government office.

10. **If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?**

If the county were to eliminate this program we would be in violation of the State Statutes. In addition, couples would be unable to marry and therefore would not be able to claim legal status as a married person.

11. **What is the program impact and effectiveness related to the program cost? (Provide data if available.)**

The fees charged for this program cover the costs involved. The County Clerk's Office receives \$30.00 for each marriage application; in addition, the Family Court Commissioner receives \$20.00 for each application to support their family service programs.

12. **Is this program currently duplicated by another county department or provider in the community?**

No – Statutorily the County Clerk must provide the service.

7. Could the county cost-effectively subcontract this program?

No - The web pages, especially for the County Board, are an on-going project. They contain meeting agendas and minutes as well as resolutions and ordinances that have to be updated daily, sometimes hourly. This is very time sensitive information much of which would be useless if it was not timely, therefore it would be impractical to subcontract this service.

8. State the numerical ranking of this program compared to all programs in your department and briefly explain.

This program is 6 of 12. While it provides valuable information to the county departments and the public, it is not a mandatory program.

9. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers?

No – Most of the information provided on these web pages is only available through the County. There are no alternative service providers for this program.

10. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?

There would be no legal ramifications for the County if this program were eliminated, however, the web site provides a great deal of information to the departments and the public which would have to be provided in some other format should this program be eliminated.

11. What is the program impact and effectiveness related to the program cost? (Provide data if available.)

The web site provides a very cost effective method of disseminating information. The cost to this department for the web site is primarily staff time and while keeping the web site up to date is a time consuming job, the cost to disseminate this information without the web site would be just as great in terms of staff time, photocopy costs, and mailing costs; and the information would be available to fewer individuals.

12. Is this program currently duplicated by another county department or provider in the community?

While the Information Systems Department maintains most of the web site and provides the framework for all the County web pages, the web pages for County Board, the County Clerk's Office, and Elections are maintained solely by this department. The Information Systems Department simply lacks the staff time to make the numerous daily changes required to keep these pages up to date.

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PROGRAM: Directory of Officials

1. Describe the program, its purpose and goals.

The County Clerk's Office compiles information regarding the county, the local municipal governments, some state and federal officials, and the school districts. That information is published in a booklet called the Directory of Officials. The purpose of this book is to provide information to county employees, municipalities, and the public in a concise format. Our goal is to provide information that is accurate and timely.

2. Who is the program intended to serve? How many are served?

This program is intended to serve the county departments and the general public. We currently print 700 copies of the directory annually. This number is down from the 1,200 copies we printed several years ago, because the information is now also available on the web site.

3. Are the program benefits long-lasting and essential to the service populations?

We keep copies of the old directories for historical purposes. We currently have directories from as far back as 1918. However, the information in the directories is only current for a short period of time, one year at best. The people who use the information could probably get it elsewhere, however, they would have to go to several sources to obtain all the information contained in the directory.

4. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

The directory serves as a reference guide for our office and the other county departments. In that capacity it supports the services we provide to the other departments and the public.

5. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

The directory is a very useful source of information and makes it easier for us to provide information to the public in a timely manner. It also provides information to other units of government and assists them in relaying that information to their constituents.

6. How do you determine/measure if this program has been effectively provided and implemented?

We measure the effectiveness of the directory based on its accuracy and how quickly it can be published following the April elections.

7. **Could the county cost-effectively subcontract this program?**

No – Probably not. Gathering the information and proof reading the copy is the lion's share of the job and this would still have to be done by the county staff.

8. **State the numerical ranking of this program compared to all programs in your department and briefly explain.**

This program is 7 out of 12. The County Clerk is required to compile this information and it is very useful to all levels of government as well as the general public.

9. **Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers?**

There are other reference sources that provide some of the information contained in the directory. Those sources are not always current and do not contain all of the information.

10. **If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?**

The County Clerk is required by the Statutes to maintain records of town, village, and city officials. Publishing that information, however, is not mandatory so there would be no legal ramifications to discontinuing this program.

11. **What is the program impact and effectiveness related to the program cost? (Provide data if available.)**

The majority of the cost of this program is staff time for compiling the information and putting it in order for publication. The printing costs are partially offset by revenue for the sale of the directories. This information is very useful to the county departments, the other municipalities and the general public so the relatively small cost is worthwhile. In addition, the amount of staff time involved in this program is not significant and eliminating this program would not result in reductions in staff.

12. **Is this program currently duplicated by another county department or provider in the community?**

No – No one else publishes this information in booklet format.

7. Could the county cost-effectively subcontract this program?

No – Service must be provided by a government agency.

8. State the numerical ranking of this program compared to all programs in your department and briefly explain.

This program is ranked 8 of 12 for our department. It is not an essential program for the county to provide, therefore it was ranked below many other programs, but because it provides substantial revenue to the department it was ranked higher than some of the minor mandated services.

9. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers?

Yes – The service is provided by the Post Office in Sheboygan as well as the one in Plymouth. It has been our experience, however, that the Sheboygan Post Office has very sporadic hours and many times has a sign on the door sending people to our office. The Post Office has a limited number of staff that can process passports, so if that person is not there, they cannot provide the service.

10. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?

There would be no legal issues if this program were no longer provided by the County. However, if this program were eliminated it would reduce the revenue generated by the County Clerk's Office. The revenue for 2004 was just over \$7,000 and we are projecting at least \$10,000 in revenue for 2005. This is \$4,000 over the budgeted amount for 2005. The elimination of this program would not result in any reduction in staff time, therefore it would result in an increase in the tax levy necessary to operate this department.

11. What is the program impact and effectiveness related to the program cost? (Provide data if available.)

The program has been very well received by the public and there is virtually no cost to provide this service. While staff time can be allocated to the program, the work is done in 10-15 minute increments so it can be done in conjunction with other programs. The program generates revenue for the department and helps to defray the cost of other non-revenue producing mandates. Even with staff time included, the program still generates substantial revenue. (See Program Worksheet)

12. Is this program currently duplicated by another county department or provider in the community?

Yes – The Post Offices in Sheboygan and Plymouth also provide this service.

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PROGRAM: Repository for County Records / Processing Miscellaneous Filings & Postings

1. Describe the program, its purpose and goals.

By Statute, the County Clerk's Office is the repository for many official county records such as Teachers College Records, Highway Relocation Maps, State Senate & Assembly bills, Veteran's Grave Information, Contracts, Deeds to County Property, and Redistricting Records. We also keep records for the Coroner. In addition, we process a number of miscellaneous filings such as: probate claims, foreclosure notices, and woodcutting permits. The purpose is to have the records available in one central location. It is our goal to maintain these records in an orderly, easy to retrieve fashion and process the various permits and filings in a timely manner.

2. Who is the program intended to serve? How many are served?

The program is intended to serve other units of government and the general public. Due to the vague nature of this program; it is not possible to determine the number served.

3. Are the program benefits long-lasting and essential to the service populations?

Yes – We maintain the records for the statutory length of time, some of which are indefinite. In most cases we are the only depository for these records.

4. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

Some of the records, such as census and redistricting records are directly in support of other programs in our department, but most of the records are not related in any way to our department. Some of the records, such as highway relocation maps and coroner dockets, are used by other departments.

5. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

These records represent very small pieces of a wide range of services. Measuring their effect is not possible. The only advantage may be that having them housed in one location may make it easier for the public to locate.

6. How do you determine/measure if this program has been effectively provided and implemented?

These records are effectively managed when they are properly handled and filed and easily retrieved.

COUNTY CLERK
Program 9 – Misc. Records
Page 2

7. **Could the county cost-effectively subcontract this program?**

No – The County Clerk’s Office is statutorily obligated to maintain these records.

8. **State the numerical ranking of this program compared to all programs in your department and briefly explain.**

This program is 9 of 12. The County Clerk’s Office is the only repository for most of these records, however, they represent a very small part of the services we provide.

9. **Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers?**

No – The County Clerk’s Office is the only location many of these records can be found.

10. **If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?**

If this program were eliminated we would be in violation of the Statutes.

11. **What is the program impact and effectiveness related to the program cost? (Provide data if available.)**

Once again, the only cost to this program is wages. The amount of time we spend on this program is directly related to how much time we have left from performing other duties. It is a mandated program, and it is done in as effective a manner as possible.

12. **Is this program currently duplicated by another county department or provider in the community?**

No – The County Clerk’s Office is the only location for many of these records.

8. State the numerical ranking of this program compared to all programs in your department and briefly explain.

This program is 10 of 12. While it is important to have dogs licensed and vaccinated, this program has little to do with the County Clerk's Office and enforcement of this program is not a high priority for law enforcement or the municipalities.

9. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers?

No – Licensing animals is a government responsibility.

10. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?

If this program were eliminated, there would be a potential for more dogs running at large and a greater risk of those animals carrying rabies and other diseases.

11. What is the program impact and effectiveness related to the program cost? (Provide data if available.)

This program is designed to operate on a break-even basis, with all direct expenses paid by the dog license fees. There is a small amount of employee time that can be associated with this program, but that time cannot be charged to the program. Again, the program is only as effective as the municipalities make it.

12. Is this program currently duplicated by another county department or provider in the community?

No – the Statutes regulate the County's responsibilities regarding this program.

SHEBOYGAN COUNTY PROGRAM EVALUATION QUESTIONNAIRE
February 16, 2005

- A. **INSTRUCTIONS:** For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

SCHEDULED REVIEW DATE: May 10, 2005

DEPARTMENT: COUNTY CLERK

DEPARTMENT MISSION STATEMENT:

"To go beyond the services required by the Statutes in order to serve the public and other units of government in the most courteous, efficient, and cost-effective manner possible"

PROGRAM: Conservation Licenses

1. Describe the program, its purpose and goals.

The purpose of this program is to issue hunting and fishing licenses to the public.

2. Who is the program intended to serve? How many are served?

Anyone wishing to purchase a conservation licenses – approximately 450 a year.

3. Are the program benefits long-lasting and essential to the service populations?

Licenses are usually only valid for one year, or one season. Anyone wishing to hunt or fish in Wisconsin must have a current conservation license.

4. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

This program is not directly related to any other program. However, it generates approximately \$700.00 in revenue which helps to offset the cost of providing the other mandated services in the County Clerk's Office.

5. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

Again, it generates revenue that helps to offset employee costs for other programs. It also provides a service to the public.

6. How do you determine/measure if this program has been effectively provided and implemented?

Customer satisfaction.

7. Could the county cost-effectively subcontract this program?

No – it would not be cost effective to subcontract this program. The revenue would not be sufficient to pay a subcontractor.

8. State the numerical ranking of this program compared to all programs in your department and briefly explain.

This program is ranked 11 of 12. We continue to provide this service as a convenience to our customers and it provides a small revenue source for our department. It has no other impact on this department, or any other county department.

COUNTY CLERK
Program 11 – Conservation Licenses
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9. **Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers?**

Yes – this program is provided by a number of businesses in Sheboygan County as well as the Department of Natural Resources in Plymouth. There are only a few types of licenses that only the County Clerk and the DNR can sell.

10. **If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?**

There would be no legal ramifications if the program were eliminated. It would only reduce revenue to the department. There are no costs associated with this program, and although employee costs can be associated with it, in reality the few minutes time necessary to process a conservation license would not be noticed by the staff should this program be eliminated.

11. **What is the program impact and effectiveness related to the program cost? (Provide data if available.)**

The customers that purchase licenses in our department appreciate the fact that we provide this service. Again, there are virtually no costs involved in providing the service so the good will generated by having this available to the public is well worth the few minutes time it takes to provide the service.

12. **Is this program currently duplicated by another county department or provider in the community?**

Yes – With the exception of a few obscure types of licenses, there are many businesses as well as the Department of Natural Resources that provide this service to the public.

SHEBOYGAN COUNTY PROGRAM EVALUATION QUESTIONNAIRE
February 16, 2005

- A. **INSTRUCTIONS:** For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

SCHEDULED REVIEW DATE: May 10, 2005

DEPARTMENT: COUNTY CLERK

DEPARTMENT MISSION STATEMENT:

"To go beyond the services required by the Statutes in order to serve the public and other units of government in the most courteous, efficient, and cost-effective manner possible"

PROGRAM: Taylor Park Reservations

1. Describe the program, its purpose and goals.

The County Clerk's Office takes reservations for Taylor Park, distributes keys to the users, and returns key deposits after confirmation from Building Services. The County Clerk's Office provides this service to the public for the Building Services Department because that department does not always have staff available for the public and they have no means to receipt payments. Our goal is to make reserving the park easy for the public.

2. Who is the program intended to serve? How many are served?

The program serves the general public and organizations holding functions at Taylor Park, enabling them to use the buildings and restroom facilities. The number of reservations per year has declined; in 2004 we only issued 5 permits. There were 10 in 2003 and 11 in 2002. At one time, the park was rented every Saturday and Sunday in the summer months.

3. Are the program benefits long-lasting and essential to the service populations?

The program is not long lasting, but it is essential to the public as without a reservation process the public would not have access to the buildings and restroom facilities.

4. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

This program is not related to any other program in the County Clerk's Office, but it supports the Building Services Department in controlling the use of Taylor Park.

5. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

Our office staff is available during all county business hours, making it easy for the public to make reservations. By the County Clerk's Office providing the service, it supports the Building Services staff, helping to enable their secretary to work reduced hours.

6. How do you determine/measure if this program has been effectively provided and implemented?

The program is effectively implemented if all persons renting the park have keys in a timely manner and the park staff reports to our office in time to return the key deposits to the renters.

7. Could the county cost-effectively subcontract this program?

No – It requires such a small amount of time that it would be impractical to subcontract this part of the service. (This only applies to the rental process – not the park itself)

8. **State the numerical ranking of this program compared to all programs in your department and briefly explain.**

This program is 12 of 12. It is at the bottom because there are so few users and the time involved is so insignificant that it could have been included with Program 9 – Processing Miscellaneous Filings & Postings, except that this, unlike the items in Program 9, is not a mandated service.

9. **Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers?**

There are no community options available for this park. The service could be provided by the Building Services Department.

10. **If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?**

If the park buildings were to be left open for use without a reservation process it could result in additional vandalism and criminal activity.

11. **What is the program impact and effectiveness related to the program cost? (Provide data if available.)**

The County Clerk's Office receives none of the revenue for this program and there are no real costs associated with the program other than very minimal employee time and occasionally printing forms.

12. **Is this program currently duplicated by another county department or provider in the community?**

No – Not for this park.