

# 18 County Clerk-At a Glance

**Mission** Collect state and local revenues, fees, commissions, and taxes as required by law while providing exceptional customer service to taxpayers in our Motor Vehicle, Business, and Marriage Services divisions.

**Budget Summary**

	<u>2013-14</u>	<u>2014-15</u>	<u>2015-16</u>
<b>Expenditures and Transfers:</b>			
GSD General Fund	\$ 4,419,200	\$ 4,130,700	\$ 4,251,900
Special Purpose Funds	50,000	50,000	110,000
<b>Total Expenditures and Transfers</b>	<u>\$ 4,469,200</u>	<u>\$ 4,180,700</u>	<u>\$ 4,361,900</u>
<b>Revenues and Transfers:</b>			
Program Revenue			
Charges, Commissions, and Fees	\$ 4,950,000	\$ 5,250,000	\$ 5,481,000
Other Governments and Agencies	0	0	35,000
Other Program Revenue	0	0	0
<b>Total Program Revenue</b>	<u>\$ 4,950,000</u>	<u>\$ 5,250,000</u>	<u>\$ 5,516,000</u>
Non-program Revenue	100	100	100
Transfers From Other Funds and Units	0	0	0
<b>Total Revenues</b>	<u>\$ 4,950,100</u>	<u>\$ 5,250,100</u>	<u>\$ 5,516,100</u>
<b>Expenditures Per Capita</b>	\$ 6.89	\$ 6.35	\$ 6.53

**Positions** Total Budgeted Positions 79 81 81

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## Accomplishments

- Implemented the changes necessary to allow the printing of license plate decals on demand. The change reduced the amount of controlled inventory that is tracked and eliminated assignment errors.
  - Introduced the first motor vehicle Self-Service Kiosk in the state of Tennessee. The kiosk allows customers to conveniently renew motor vehicle registrations in a matter of seconds.
  - Began scanning checks instead of sending them to the bank for processing. This process improves accounting and expedites end of the month reconciliation.
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## Goals

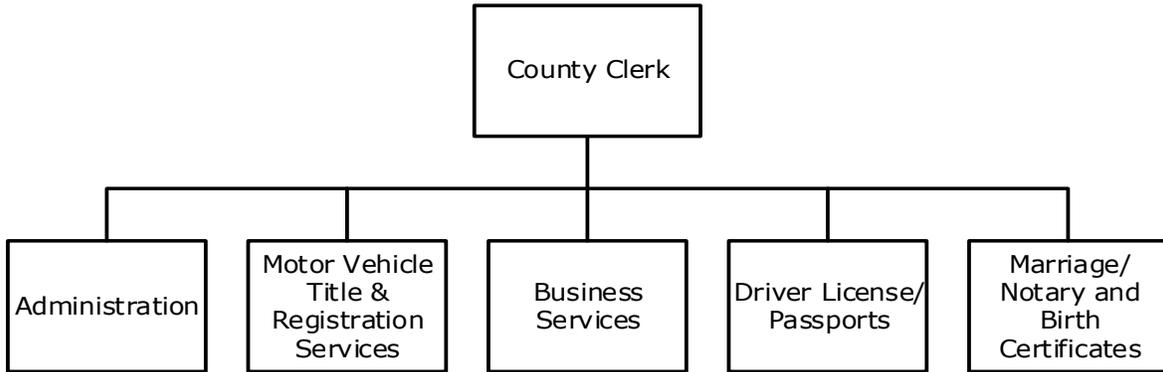
- Further refine the training program used for the processing of motor vehicle title and registration applications and renewals. The training module provides new hires the necessary tools to learn the complex and detailed motor vehicle laws and operating program necessary to complete motor vehicle transactions.
  - Evaluate operational hours to determine if current scheduling offers the best options for service delivery while maximizing resources.
  - Work with our software provider, Business Information Systems, on the development of a smartphone application. An app would give customers a new and more convenient way of renewing motor vehicle registrations and other transactions.
  - Increase the number of online services offered by the County Clerk's Office.
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## Strategic Issues

- Evaluate the logistics of queuing and wait times to ensure proper customer flow.

# 18 County Clerk-At a Glance

## Organizational Structure



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## Programs

### Administration

Administration  
Non-allocated Financial Transactions

### Computer

Computer

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## Budget Changes and Impact Highlights

Recommendation			Impact
<b>Postage and Delivery</b>			
Increase in mailings	GSD	\$15,000	Supports an increase in the number of titles, registration renewals, passport applications and other official documents mailed to the citizens of the Nashville-Davidson County
<b>County Clerk Title Fees</b>			
Increase in office supplies and equipment	SPF**	35,000	Supports continued titling and registration services to help improve program's effectiveness
<b>Computerized Operations</b>			
Computer hardware and software	SPF	25,000	Supports continued operations for imaging services provided to the citizens of Nashville-Davidson County
<b>Non-allocated Financial Transactions</b>			
Fringe Benefit Savings	GSD	(54,100)	Savings realized through reduced cost for fringe benefits
Internal Service Charges*	GSD	20,200	Delivery of centrally provided services including information systems, fleet management, radio, and surplus property
Pay Plan Adjustment	GSD	140,100	Supports the hiring and retention of a qualified workforce
<b>General Services District Total</b>		\$121,200	
<b>Special Purpose Funds Total</b>		\$60,000	
<b>TOTAL</b>		\$181,200	

\* See Internal Service Charges section for details

\*\* SPF – Special Purpose Funds