

Priority: Accountability
Program Offer Type: Existing Operating
Related Programs: 72026, 72037

Lead Agency: County Management
Program Contact: Kathy Tuneberg

Program Characteristics:

Executive Summary

The Marriage License and Domestic Partner Registration program provides licenses, forms, information, and direct customer service for couples wanting to get married or register as Domestic Partners (DP). It also maintains the permanent marriage license record for the public.

Program Description

The Oregon Dept of Human Services (ODHS) supplies the marriage license (ML) forms to the counties and provides some technical assistance. Multnomah County makes the forms available to the public along with general information and customer service (telephone and counter). Staff reviews and approves the licenses as representatives of the County and collects the fees. After the marriage the completed license is returned, staff reviews for completeness, and forwards to the State for registration. The County provides the DP forms and reviews them for compliance with County Ordinance 948. This program provides direct customer service to approximately 10,000 walk-in customers and 15,000 telephone inquiries – issues approximately 6500 marriage licenses and 100 domestic partner registrations annually.

Program Justification

This program contributes to the Accountability Priority by providing accurate, quality services in issuing marriage and domestic partner licenses. Also contributes to Accountability by maintaining accurate public records relating to marriage licenses and domestic partner registrations.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY05-06)	Current Year Purchased (FY06-07)	Current Year Estimate (FY06-07)	Next Year Offer (FY07-08)
Output	Marriage Licenses Issued	6,542	6,300	6,500	6,500
Outcome	Percentage of Accurately Processed Licenses	99.2%	99.0%	99.0%	99.0%
Efficiency	Cost per Marriage License Issued (in Dollars)	12	20	15	16
Quality	Customer Service Satisfaction	0.0%	80.0%	80.0%	90.0%

Performance Measure - Description

Now that data is being gathered, the cost per marriage license estimate should be a little closer than it was for FY 06/07. However, the cost per license will fluxuate relative to the number of licenses issued - we have no control over the number of licenses issued.

A survey should be in place by March 1, 2007 and administered on a random basis to customers.

Legal/Contractual Obligation

Oregon Revised Statutes (ORS) Chapter 106 requires the County to process and issue marriage licenses. Multnomah County Ordinance 948 authorized and established a program for unmarried, committed couples to voluntarily register as domestic partners. Reductions in this program over the last 7 years leave only 1.0 FTE in the program. The elimination of this program/position would leave the County unable to issue marriage licenses or register domestic partners.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2007	2007	2008	2008
Personnel	\$60,560	\$0	\$63,209	\$0
Contracts	\$1,300	\$0	\$1,300	\$0
Materials & Supplies	\$10,791	\$0	\$11,058	\$0
Internal Services	\$18,261	\$0	\$18,887	\$0
Subtotal: Direct Exps:	\$90,912	\$0	\$94,454	\$0
Administration	\$7,308	\$69	\$6,542	\$22
Program Support	\$28,805	\$0	\$24,542	\$0
Subtotal: Other Exps:	\$36,113	\$69	\$31,084	\$22
Total GF/non-GF:	\$127,025	\$69	\$125,538	\$22
Program Total:	\$127,094		\$125,560	
Program FTE	1.00	0.00	1.00	0.00
Program Revenues				
Fees, Permits & Charges	\$235,000	\$0	\$235,000	\$0
Program Revenue for Admin	\$9,641	\$0	\$8,331	\$0
Total Revenue:	\$244,641	\$0	\$243,331	\$0

Explanation of Revenues

This program is supported by General Fund revenues. A statutorily set \$60 fee is collected for each marriage license and domestic partnership registration with the following allocation: \$25 to the County General Fund; \$25 to State Domestic Violence; and \$10 to Court Conciliation Services. Additionally, fees are charged for certified copies of licenses. The General Fund portion of marriage license revenue remains fairly constant at approximately \$225-235K annually.

Significant Program Changes

Last year this program was: #72024, A&T- Marriage License / Domestic Partner Registry