

SANTA BARBARA COUNTY BOARD AGENDA LETTER



Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Agenda Number:
Prepared on: 9/20/05
Department Name: Clerk-Recorder-Assessor

Department No.: 062
Agenda Date: 11/15/05
Placement: Administrative
Estimate Time:
Continued Item: NO
If Yes, date from:

TO: Board of Supervisors
FROM: Joe Holland
Clerk-Recorder-Assessor
STAFF CONTACT: Jim McClure
x2574
SUBJECT: New Passport Photo Service and Associated Fee

Recommendation(s):

That the Board of Supervisors:

- a. Set an introductory Hearing to consider and accept public testimony on amending an ordinance setting a Passport Photo Service Fee for the Office of the County Clerk-Recorder-Assessor. (set hearing for 12/06/2005)
- b. Set an adoption hearing to accept public testimony and (set hearing for 1/03/2006; estimated time 10 minutes)
 1. Adopt an ordinance amending Section 2-10.7 of Article 1 of Chapter 2 of the Santa Barbara County Code entitled Office of the County Clerk, Recorder and Assessor Fees. This amendment of said Section 2-10.7 only adds a passport photo fee in the amount of \$12.00, and all other fees set forth in said section 2-10.7 before the adoption of this ordinance are not increased by this amendment and remain in full for and effect. The analysis on the cost shall be available for public inspection at least 10 days before the hearing date at the County Clerk-Recorder-Assessor, 105 East Anapamu, Room 204; Santa Barbara, CA., week days between 8:00 AM and 5:00 PM.

Alignment with Board Strategic Plan:

This recommendation is primarily aligned with the goal of efficient government.

Executive Summary and Discussion:

One of the services provided by the Clerk-Recorder Division of the Clerk-Recorder-Assessor Department is processing passport applications. Presently, this service does not include taking the necessary photos that must accompany the application as required by federal law. These photos have been routinely obtained by customers through local vendors such as drug stores, copy shops, photo shops, and the local post offices (who also process applications).

Customers who come into the Clerk-Recorder Office are often not aware of the photo requirement and are directed to obtain the photos through the local vendors and come back to complete the passport application process. In response to our customer concerns and complaints regarding this inefficient process, we would like to offer better customer service by providing our customers with the complete service at the Clerk-Recorder Office.

The following vendors and counties were surveyed for amounts charged for this type service to assure our recommended fee is comparable with those of other vendors and counties:

Local United States Post Office	\$10.00 - \$15.00
Kinkos	\$13.95
Fromex One-Hour Photo	\$12.95
Longs Drug Store	\$6.99
County X	\$10.00
County Y	\$10.00
County Z	\$15.00
Estimated cost for County of Santa Barbara	\$12.00

The estimated cost for Santa Barbara County was derived on a time study of the process and full cost recovery method consistent with County policy.

Government Code Sections 54985-54987 authorizes the Board to adopt an ordinance establishing fees for services in an amount necessary to recover costs.

Mandates and Service Levels:

This is not a mandated service, but would be an enhanced service level for our customers.

Fiscal and Facilities Impacts:

We process approximately 8,000 passport applications per year. We estimate at least 20%-50% of customers requesting passport applications will take advantage of the photo service which would generate between \$15,000 - \$40,000 in annual revenues. Equipment and initial stock of appropriate supplies will be paid from existing funding or from Clerk-Recorder Designation funds. This will have no impact on staffing levels. The ongoing expense will be included in future budgets and offset by the expected revenues. There will be no General Fund contribution requirement as a result of this action.

Special Instructions:

Direct the Clerk of the Board to publish notice for adoption of the amended ordinance.
Please forward a signed and dated copy of the ordinance to Rose Rodarte of the Clerk-Recorder-Assessor Department

Concurrence:

County Executive Office

County Counsel

Auditor-Controller

Attachment