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Annual Report

2022

"Driving Erie County Forward"

MICHAEL P. KEARNS
Erie County Clerk

Your Business Office in Buffalo & Erie County



COUNTY OF ERIE
MICHAEL P. KEARNS
ERIE COUNTY CLERK

April 28, 2023

Honorable April N.M. Baskin
Chairwoman, Erie County Legislature
92 Franklin Street, 4th Floor
Buffalo, New York 14202

Re: Erie County Clerk's Office – Annual Report 2022

Dear Chairwoman Baskin:

I am proud to present this Honorable Body with the Erie County Clerk's Annual Report for 2022.

Since taking office in 2017, my top priority for the Erie County Clerk's Office has continued to be ensuring a safe and healthy workplace for our employees and customers. As an office, we remain committed to ensuring that our services are accessible to all county residents and businesses and to finding ways to deliver our services more efficiently and cost-effectively.

It was a busy year for the County Clerk's Office. We processed \$156 million in transactions and generated a \$4.7 million surplus. Those surplus funds were transferred into the County's general fund to support vital services countywide.

Moving forward, federal REAL ID requirements, which were to take effect its May 3rd, 2023, will now become effective May 7th, 2025. Once the federal REAL ID requirements take effect all driver's licenses and non-driver identification cards must meet federal REAL ID standards to be used for domestic air travel and entering certain federal facilities. Erie County Auto Bureaus are expecting an increased customer volume as people rush to comply with the federal guidelines as the deadline to comply draws nearer. Servicing more customers than normal will be challenging but also provide an opportunity for generating increased revenues. The County Clerk's Office has been preparing for this by conducting an on-going campaign to educate the public about REAL ID requirements and encourage people to obtain REAL ID compliant identification from one of our Erie County Auto Bureaus in advance of the deadline.

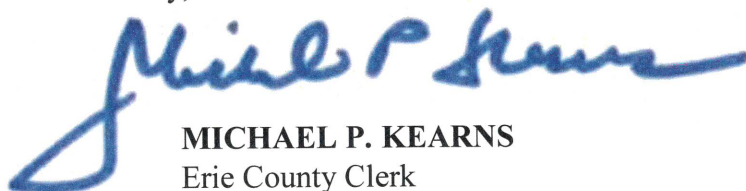
The New York State Department of Motor Vehicles (NYS DMV) continues to expand the number of online services available through their website, which could lead to more people transacting their business remotely with NYS DMV rather than in person at Erie County Auto Bureaus. In recognition of this, the Erie County Clerk's Office has been conducting a "Renew Local" campaign. The campaign aims to educate local residents and businesses that when they conduct their DMV business through an Erie County Auto Bureau they are also

ensuring that 12.7% of the revenue from their transaction will remain here in Erie County. Additionally, our office began processing in-office bulk mail renewal transactions for New York State, which resulted in nearly 50,000 additional transactions. These transactions were previously processed by NYS, with Erie County not receiving any revenue. The County Clerk's Office has also implemented strategies designed to enhance customer service at County Auto Bureaus such as extending business hours, streamlining transactions for high-volume customers, and ensuring employees are available to provide guidance, answer questions, and, if necessary, contact NYS DMV on behalf of customers in real time.

The Erie County Clerk's Office will face new challenges in 2023 and beyond. Residents and businesses can rest assured however that through strategic planning, willingness to embrace change and the unwavering dedication, hard work, and professionalism of our employees the County Clerk's Office remains well-positioned for success. We are always looking for ways to become more efficient and provide a better customer service experience and will continue to evaluate our internal processes and procedures in 2023.

In closing, I want to thank all of our government partners for their continued support and once again commend the employees of the Clerk's Office for their professionalism and unwavering commitment to serving the residents and businesses of Erie County during difficult times.

Sincerely,



MICHAEL P. KEARNS
Erie County Clerk

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ERIE COUNTY CLERK'S OFFICE

The Erie County Clerk is an independently elected official responsible for recording, filing and maintaining a central repository of legal documents and records relating to property titles (including land and real estate transactions), corporate filings, assumed names, and, as Clerk of the Supreme and County Courts, all court pleadings and papers. Responsibility for maintaining all court records was transferred to the County Clerk from the State Court System in 1986 and responsibility for processing pistol permits and maintaining those records was transferred to the County Clerk from the State Court System in 1987. The County Clerk carries out his duties pursuant to the laws of the State of New York and the Erie County Charter and Administrative Code.

The County Clerk, as agent for the State Department of Motor Vehicles, also manages and staffs the Erie County Auto Bureau, which has a separate budget from the Registrar Division. The County Clerk oversees the operations of Erie County Auto Bureau branches and of a Mobile Unit that serves different locations on a weekly schedule.

The fees charged by the Erie County Clerk's Office are mandated by New York State and local laws. The Erie County Clerk's Office generates revenue primarily from recording, filing and processing legal documents, and by providing services that include copying and certifying public records maintained in the County Clerk's Office. As an agent of New York State, the County Clerk's Office collects mortgage and real estate transfer taxes that are later apportioned between the State, State agencies, Erie County and the cities, towns and villages located within the County. Recording fees, filing fees, licensing fees, criminal surcharges and fines paid to the County Clerk are later divided among State agencies including the NYS Department of Education, NYS Department of Finance, NYS Department of Motor Vehicles, the State of New York Mortgage Agency (SONYMA), the NYS Unified Court System and the Niagara Frontier Transportation Agency (NFTA). Expenses, administrative costs and costs of complying with New York State document and record retention requirements are paid for through the Erie County general fund, which is also where revenues collected by the Erie County Clerk's Office are deposited.

HISTORICAL REVENUE ACCOMPLISHMENTS

- Generated a \$4.7 million surplus in 2022, marking the 5th consecutive year that the County Clerk's Office generated a surplus under the Kearns administration;
- Provided almost \$23 million in mortgage taxes to the City of Buffalo since 2018;
- Generated over \$86 million for the County Road fund since 2018;
- Collected \$239 million in mortgage taxes since 2018, which is distributed to local municipalities;
- Provided in excess of \$102 million in mortgage taxes to the NFTA since 2018;
- Collected \$166 million in transfer taxes since 2018;
- Processed over 173,000 Pistol Permit Office transactions since 2018;
- Sold 2,699 E-ZPass units since 2018.

ACCOMPLISHMENTS IN 2022

FINANCIAL

In 2022, the Erie County Clerk's Office:

- Processed more than \$156 million in transactions;
- Generated a \$4.7 million revenue surplus, which was transferred into Erie County's general fund and supports county services;
- Generated \$21.7 million for the County Road fund;
- Accepted 993 passport applications at both the Clerk's Outreach Center and Old County Hall and generated \$34,755 in revenue through execution fees.

AUTO BUREAU

In 2022, the Erie County Clerk's Office:

- Opened a new location in Derby to serve the Town of Evans and surrounding Southtown communities in May 2022, replacing the former Evans Town Hall location, in order to better accommodate the volume of business being conducted;
- Returned the Mobile Unit to the Grand Island Town Hall in May, 2022, followed by Merriweather Library in June, 2022, and the Springville Senior Center in September, 2022. Our Mobile Unit brings the Auto Bureau services to residents of Erie County for whom travel to an Auto Bureau branch may pose a challenge;
- In a continued effort to "right-size" Auto Bureau operations, the Cheektowaga office is undergoing renovations with plans of re-opening in the first half of 2023;
- Processed over 57,000 auto dealer transactions in our dedicated Dealer Division. Opening the Dealer Vision adjacent to our Southgate Plaza office has allowed the Auto Bureau to drastically reduce the processing time by 83% for our local dealer partners;

- Registered 196,000 organ donors since 2018 with our community partners: Donate Life New York State and Connect Life, WNY's only community blood bank and federally designated not-for-profit organ procurement organization;
- Continued to encourage customers to make reservations for in-person transactions, while accommodating walk-in transactions.

PISTOL PERMIT OFFICE

In 2022, the Erie County Clerk's Office:

- Reopened the Elma Pistol Permit Satellite Office;
- Continued to streamline workflow processes to better accommodate increased customer volumes while improving customer service;
- Examined ways to implement and utilize a new "Dealer Portal" for the Pistol Permit Office, similar to the Auto Bureau Dealer Division, and we are continuing to study the feasibility of implementing this type of service in light of recent NYS gun law changes;
- Continued to scan and digitize older paper-based documents to preserve these records and allow for more efficient processing of requests involving these records.

VETERANS SERVICES

In 2022, the Erie County Clerk's Office continued our S.A.L.U.T.E.S. initiative (Showing Appreciation, Loyalty and Unity Towards Erie County Service Members) and:

- Continued enrolling armed service veterans in our Thank-A-Vet Discount Card Program;
- Continued to provide S.A.L.U.T.E.S. services through the Clerk's Outreach Center;
- Continued to collect new nominations for the County Clerk's William J. Donovan Purple Heart Book of Merit, which now honors over 500 Erie County veterans and is publicly displayed in Old Erie County Hall;
- Celebrated Purple Heart Day by holding a ceremony at Old County Hall where veterans were added to the Book of Merit;
- Continued our partnership with Veterans Post Restoration of Erie County NY, Inc. to support their mission of repairing and upgrading veterans' posts, bringing them into compliance with the Americans with Disabilities Act and ensuring their future for our next generation of armed service members.

TECHNOLOGY

In 2022, the Erie County Clerk's Office:

- Developed the Help Desk Ticketing System in an effort to provide better communication with our customers;
- Developed pistol permit application tracking for customers;
- Acquired a new map scanner and printer;

- Modernized the Clerk’s Conference Room by implementing video conferencing which has enhanced our ability to collaborate with our governmental and community partners;
- Continued to digitize old records to preserve vital records for the future;
- Upgraded employee workstations to improve productivity;
- Finalized policy and procedures for a soon to be implemented Property Alert Service.

ERIE COUNTY CLERK’S ZOMBIES INITIATIVE & TASK FORCE

Since being launched by County Clerk Kearns:

- The ZOMBIES Initiative has partnered with the Western New York Law Center, Belmont Housing Resources for WNY, the New York State Department of Financial Services, OCWEN, M&T Bank, Hunt Real Estate, Buffalo Urban League, the Center for Elder Law & Justice, Legal Aid Bureau of Buffalo, Inc., and numerous local municipalities to combat zombie property issues throughout Erie County;
- The ZOMBIES Taskforce conducted research in 2022 on over 400 additional vacant and abandoned properties, which contributed to at least one quarter of those properties being brought back into property code compliance and/or having the deed of title transferred to a new owner;
- The ZOMBIES Taskforce collected hundreds of complaints from concerned County residents about problem properties and directed that information to the New York State Department of Financial Services (DFS), contributing to numerous properties being brought into property code compliance;
- The Erie County ZOMBIES Initiative has collaborated with and advised supervisors, mayors, code enforcement officers, clerks, municipal attorneys, and town and village boards from nearly every municipality in Erie County regarding New York State’s zombie property and foreclosure laws;
- The ZOMBIES Taskforce has met with individual homeowners who have fallen behind on their mortgages to ensure they are advised of their right to stay in their home until a foreclosure action has been completed and link them with free services available to help them explore options for securing a forbearance, loan modification or repayment plan from their mortgage lender;
- The ZOMBIES Taskforce has additionally educated homeowners of their right to stay in their homes through Stay in Your Home informational billboards, as well as through outreach of community events like the Erie County Fair to distribute information and resources;
- The ZOMBIES Initiative has been widely covered by the media and the ZOMBIES Taskforce has created a website and Facebook page to allow people to report specific vacant and abandoned properties that are problems in their neighborhoods;
- The ZOMBIES Taskforce has held quarterly meetings as well as sub-committee meetings to provide a venue for representatives from municipalities, legislator’s offices, nonprofits, real estate agencies, businesses and banks to discuss New York State’s zombie property and foreclosure laws and work collaboratively to develop new enforcement strategies, policies, and legislation for dealing with problem properties;

- The ZOMBIES Taskforce has been holding roundtable discussions with municipal code enforcement officers to provide an opportunity to share information, collaborate, and discuss ongoing issues in individual municipalities and how to address them;
- The ZOMBIES Initiative launched the “Good Neighbor Project” to hold out-of-town mortgage servicers to the same standards as local homeowners. OCWEN Financial Corp became our first partner in the new project and they continue to participate and collaborate with the ZOMBIES Initiative and the Western New York Law Center to ensure the properties they service are code compliant;
- The ZOMBIES Taskforce has notified the Attorney General’s Office of potential housing related scams to protect local residents and homeowners;
- The Western New York Law Center, as a part of the ZOMBIES Taskforce, successfully settled a lawsuit, on behalf of an Erie County municipality, against a mortgage servicer for a substantial amount of money due to the servicer failing to maintain a vacant property. As a result, the property was brought into compliance with local code.

CONSTITUENT COMMUNICATION

In 2022, the County Clerk’s Office continued to focus on expanding the variety of services we offer throughout Erie County, especially in minority and underserved neighborhoods in East Buffalo.

- Continued to broadcast “Catching Up with the Clerk” episodes on a cable TV channel in the City of Buffalo to keep local residents informed of the many services we offer;
- Continued to communicate with constituents through social media sites including Instagram, Twitter, Facebook, and YouTube. The County Clerk can be found at:

Instagram: @mickey.kearns

Twitter: @ErieCountyClerk

Facebook: @ErieCountyClerkMickeyKearns

YouTube: Erie County Clerk Michael P. Kearns

CLERK ON THE GO

In 2022, the Erie County Clerk’s Office:

- Served approximately 18,000 constituents through Clerk on the Go;
- Brought Clerk on the Go services to outreach events including the Taste of Orchard Park, a Veterans Appreciation event in Hamburg, a Buffalo Stand Down event at Sahlen’s Field, Clarence Health and Wellness events, the Erie County Fair, and events at the Amherst Senior Center, Orchard Park Senior Center, and Akron Senior Center;

- Received Erie County Legislature approval to accept a donation from Lamar Advertising of two billboards through 2022 as well as approval of a marketing budget. These billboards are expected to create over 5,000,000 “impressions” per week while advertising Clerk on the Go services and upcoming REAL ID requirements in 38 locations in the city of Buffalo and Erie County.

COUNTY CLERK'S OUTREACH CENTER

Traffic inside the Clerk's Outreach Center has more than doubled with passport services driving much of that volume. The Clerk's Outreach Center also functions as a full accessible point of contact by phone for the Erie County Auto Bureau. Employees of the Clerk's Outreach Center triage all Auto Bureau related calls and direct callers to Auto Bureau personnel who can assist them.

In 2022, the County Clerk's Outreach Center:

- Scheduled approximately 11,000 appointments, and provided an additional 2,900 customers with Erie County Auto Bureau information by in 2022;
- Processed 669 new passports, provided renewal assistance for 461 passports, and took 905 passport photos;
- Administered the Clerk's Thank-A-Vet Program and processed 284 Thank-A-Vet Discount Card applications;
- Provided in-person assistance for various services (including the Thank-A-Vet Program and passport services) to 1,673 customers;
- Processed 833 pistol permit applications;
- Took in \$32,455 in fees for providing photo and passport services;
- Offered expanded business hours, including on Saturdays and Thursday evenings;
- For the first time, provided passport and Outreach Center services were provided after business hours without the need for customers to schedule an appointment.

REVENUES IN 2022

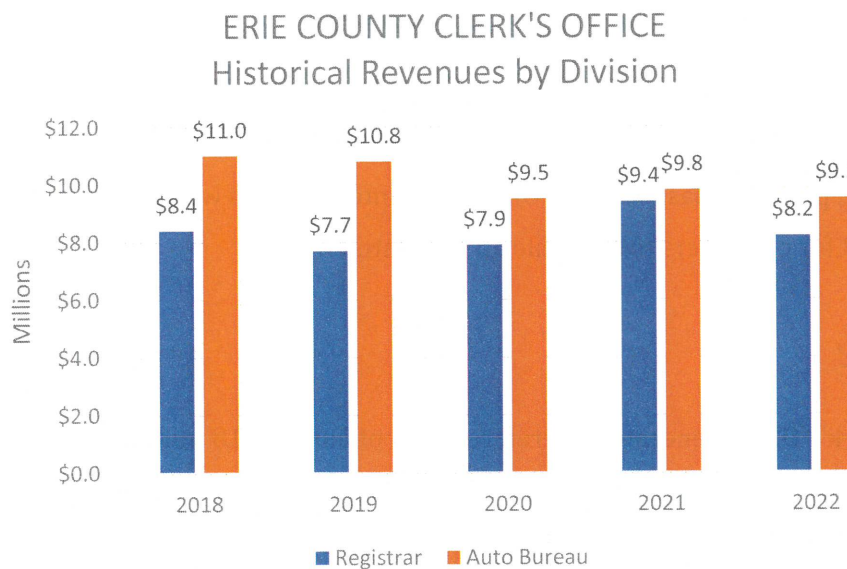
In 2022, the County Clerk's Office generated overall revenue of almost \$18 million from the Registrar Division and the Auto Bureau, which allowed the Clerk's Office to provide \$4.7 million to the County's general fund and thus offset the need for the County to seek funding from taxpayer contributions.

Overall, the Clerk's Office spent less money than it was budgeted and generated a \$4.7 million-dollar surplus. This marks the 5th consecutive year of a surplus under the Kearns administration.

ERIE COUNTY CLERK'S OFFICE	
2022 Revenues Summary	
Registrar	
Revenues	\$8,217,274.00
Expenses	\$5,556,355.00
Surplus	\$2,660,919.00
Auto Bureau	
Revenues	\$9,593,272.59
Expenses	\$7,501,033.47
Surplus	\$2,092,239.12
Clerk's Office Total	
Revenues	\$17,810,546.00
Expenses	\$13,057,388.47
Surplus	\$4,753,157.53

HISTORICAL REVENUES IN REVIEW

Revenues from the Registrar Division and the Auto Bureau remained positive in 2022, with the County Clerk's Office opening a new Auto Bureau location in Derby and re-opening the Mobile Unit, which currently serves Grand Island, East Buffalo, and Springville.

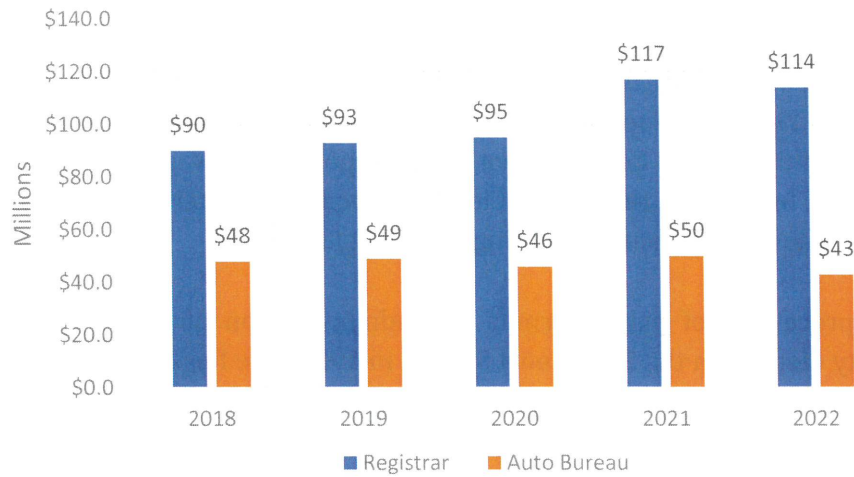


HISTORICAL RECEIPTS IN REVIEW

The \$18 million in revenue generated by the Registrar Division and Auto Bureau represent only a portion of the total receipts of the County Clerk's Office in 2022. The Registrar Division handled \$114 million in transactions and the

Auto Bureau handled \$43 million in transactions, for a total of \$156 million in receipts in 2022. Those receipts are distributed monthly to agencies including the NYS Department of Motor Vehicles (DMV), NYS Department of Taxation and Finance, Niagara Frontier Transportation Authority (NFTA) and various local towns, cities, and villages. The County Clerk’s Office has generated \$745 million in receipts during the last 5 years.

**ERIE COUNTY CLERK'S OFFICE
Historical Receipts**



EMPLOYEE PRODUCTIVITY IN 2022

In 2022, the equivalent of 129 full-time employees worked in the County Clerk’s Office, with 60 employees working in the Registrar Division and 69 employees in the Auto Bureau. Full-time employees of the County Clerk’s Office completed over 670,000 transactions in 2022, which is an average of 5,205 transactions per full-time employee. Each full-time employee processed an average of \$138,066 in revenue 2022.

**ERIE COUNTY CLERK’S OFFICE
2022 Employee Production**

	Registrar	Auto Bureau	Office
Full Time Equivalents (FTE)	60	69	129
Transactions	196,531	474,968	671,499
<i>Transactions per FTE</i>	3,276	6,884	5,205
Receipts	\$113,647,314	\$42,660,757	\$156,308,071
<i>Receipts per FTE</i>	\$1,894,121	\$618,272	\$1,211,690
Revenues	\$8,217,274	\$9,593,272	\$17,810,546
<i>Revenues per FTE</i>	\$136,955	\$139,033	\$138,066

REGISTRAR DIVISION

The Registrar Division is responsible for recording, filing and maintaining records relating to land transactions or affecting title to real estate, corporations, assumed name certificates, court papers, and Uniform Commercial Code filings affecting title to real property. It provides a central repository for legal documents that require recording or filing, as well for those documents requested to be filed but which are not necessarily required to be filed with the County Clerk's Office. Once a document or record is accepted by the Registrar Division, the Registrar Division becomes responsible for maintaining that record as required by State and local laws.

As Clerk of the Supreme and County Courts in Erie County, the County Clerk is responsible for filing and maintaining all court records of the New York State Supreme and County Courts in accordance with State laws and regulations of the Administrative Office of the Unified Court System. This responsibility was transferred to the County from the State Court System in 1986. In addition, the County Clerk is responsible for certain duties set forth in the New York Civil Procedure Law and Rules, which include granting of default judgments.

Responsibility for the processing of pistol permits and administration of pistol permit application files was transferred to the County Clerk from the State Court System in 1987. The Registrar Division accepts and processes pistol permits as well as hunting and fishing licenses through the County Clerk's Pistol Permit Office.

All revenues connected with operations of the Registrar Division are derived from mandatory fees collected for recording, processing and filing legal documents and records and from issuance of licenses and permits. Mortgage and Real Property Transfer Taxes are also collected by the Registrar Division, which are then distributed to various State and local agencies.

PROGRAM AND SERVICE OBJECTIVES

The Erie County Clerk's Office's Registrar Division is responsible for:

- Recording and filing documents required or entitled to be filed under New York State law, including deeds, mortgages, powers of attorney, certificates of incorporation, certificates of partnership, doing business under an assumed name, liens, real estate brokers entitlements to commissions, bail bond liens, local laws, wage assignments and pistol permits;
- Providing efficient, effective customer service to taxpayers and residents of Erie County;
- Providing access and assistance to the public for inspection of all filings and recordings;
- Recording all judgments entered in Erie County and New York State Supreme Court and maintaining the current status of judgment records;
- Processing all court papers submitted for civil actions and proceedings, and for criminal cases on appeal;
- Administering the processing of pistol permit applications, issuing pistol permits upon the direction of the Erie County Pistol Permit Licensing Officer and maintaining existing pistol permit files;
- Serving as an agent of New York State by selling hunting and fishing licenses, collecting mortgage taxes, real property transfer taxes and capital gains taxes, and collecting court fees;

- Issuing certificates, exemplifications, certified copies, executions against real and personal property and notary public commissions;
- Serving as an agent for the federal government by administering declarations of intent for individuals seeking U.S. citizenship and accepting United States passport applications and forwarding them to the U.S. Department of State;
- Administering and filing oaths of public officials, notaries public and commissioners of deeds;
- Properly collecting, recording, depositing and monitoring all fees and taxes collected, and assuring they are distributed as required by law, regulations or agreements.

CORPORATION AND DBA FILINGS

In 2022, there were approximately 5,818 Corporate and DBA filings with the County Clerk’s Office. Over the last five years, there have been almost 30,000 business filings in Erie County.

ERIE COUNTY CLERK’S OFFICE DBA & Corporation Filings

	2018	2019	2020*	2021	2022
Corporations	2,773	2,631	2,011	1,817	2,727
DBA	3,409	3,335	2,760	3,900	2,889
DBA Discontinuance	344	277	210	209	202
Total	6,526	6,243	4,981	5,926	5,818
<i>Annual Growth</i>		-4.3%	-20.2%	19.0%	-1.8%

*Lower than formal filings directly attributable to the COVID-19 pandemic

INDEX NUMBERS AND COURT FILINGS

ERIE COUNTY CLERK’S OFFICE Actions & Proceedings

	2018	2019	2020	2021	2022
Small Claims	70	36	17	30	32
Paper Filings	141	167	87	61	63
Scanned Foreclosures	245	155	20	-	1
Mental Hygiene	339	334	775	-	0
Scanned Filings	424	458	249	421	408
E-File Foreclosures	962	787	301	182	496
Sealed Files	2,827	2,706	3,298	386	301
E-File	12,639	13,137	13,498	14,445	11,758
ERPO Index #'s					114*
Total	17,647	17,780	18,245	15,525	13,173
<i>Annual Growth</i>		0.8%	2.6%	-14.9%	-16%

*Extreme Risk Protection Order is a new category for 2022, hence there are no prior filings

JUDGMENTS AND LIENS

ERIE COUNTY CLERK'S OFFICE Judgments & Liens

	2018	2019	2020	2021	2022
Judgments	41,017	35,243	17,327	16,961	30,405
Liens	3,194	2,965	2,084	1,929	2,281
Satisfaction of Judgment	30,937	57,724	28,381	26,580	22,175
Total	75,148	95,932	47,792	45,470	54,861
Annual Growth		27.7%	-50.2%	-4.9%	19%

NOTARY PUBLIC & COMMISSIONER OF DEEDS

On behalf of New York State, the County Clerk's Office processes both new applications and renewal applications for Notaries Public and Commissioners of Deeds. Certification for a Commissioner of Deeds is valid for as long as two years, with all certifications expiring on December 31st of even numbered years. Certification for a Notary Public is valid for four years, with all certifications expiring four years after the certification date.

ERIE COUNTY CLERK'S OFFICE Notary Public & Commissioner of Deeds

	2018	2019	2020	2021	2022
Notary	609	577	420	614	601
Notary Renewals	4,456	3,217	1,274	2,850	3,918
Commissioner of Deeds	1,356	347	1,078	360	1,111
Total	6,421	4,141	2,772	3,824	5,630
Annual Growth		-35.5%	-33.1%	38.0%	38%

DEEDS & MORTGAGE FILINGS

All real estate transactions, including deed and mortgage filings, are filed through the County Clerk's Office. The table below shows that the County Clerk recorded approximately 85,136 real estate transactions in 2022. The two graphs that follow show new mortgages and deeds recorded by the County Clerk over the last four years.

ERIE COUNTY CLERK'S OFFICE Deeds & Mortgage Filings

	2018	2019	2020	2021	2022
Deeds	24,886	24,290	21,673	25,741	24,428
Mortgages	25,220	24,676	27,889	34,754	27,447
Mortgage Release & Discharge	27,527	25,809	29,499	36,779	27,484
Other Mortgage Filings	5,661	5,433	6,022	7,666	5,777
Total	83,294	80,208	85,083	104,940	85,136
Annual Growth		-3.7%	6.1%	23.3%	-20%

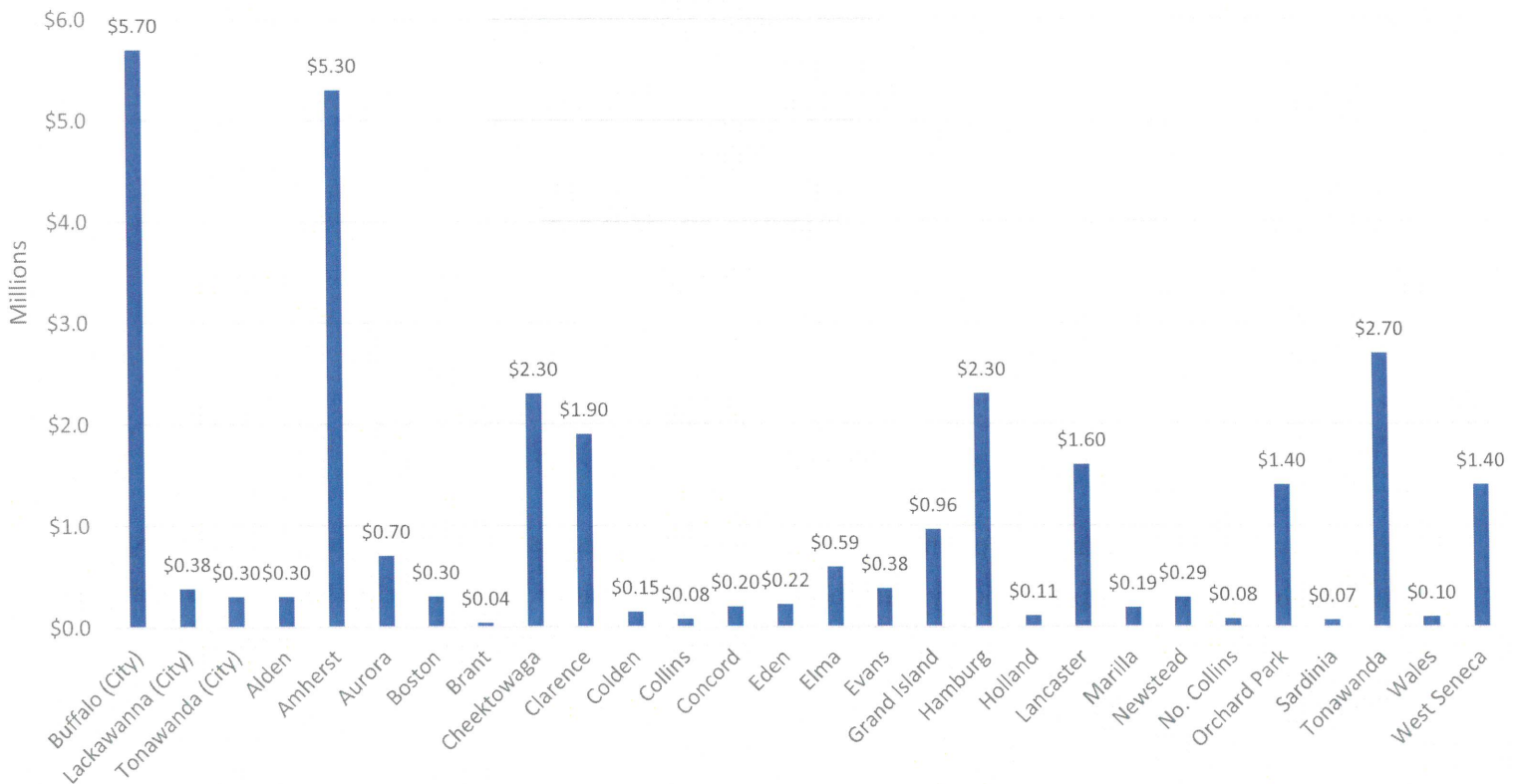
MORTGAGE TAX

Since 2018 a total of \$239 million in mortgage taxes has been collected by the Erie County Clerk’s Office. In 2022, \$55 million in mortgage taxes were collected. Of that \$55 million, \$27.8 million was distributed to local cities and towns, \$23 million to the Niagara Frontier Transit Authority (NFTA) and \$4 million to the State of New York Mortgage Agency (SONYMA). Since 2018, the Erie County Clerk’s Office has provided mortgage tax distribution in excess of \$102 million to the NFTA.

Erie County Clerk’s Office Mortgage Tax Distribution

	2018	2019	2020	2021	2022
Basic Tax	\$19,311,000	\$20,506,000	\$24,063,000	\$30,353,000	\$27,829,746
NFTA	\$15,652,000	\$16,733,000	\$20,921,000	\$26,069,000	\$23,120,509
SONYMA	\$2,723,000	\$2,560,000	\$2,243,000	\$2,889,000	\$4,093,511
Total	\$37,686,000	\$39,799,000	\$47,227,000	\$59,311,000	\$55,043,766

Distribution of Mortgage Taxes
April 2021-March 2022



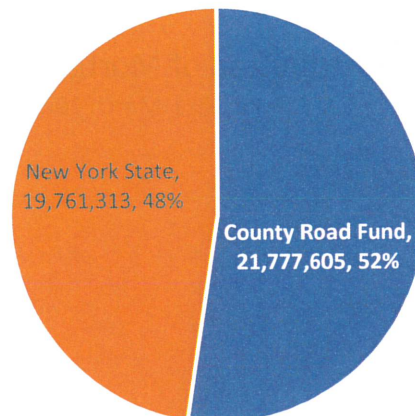
TRANSFER TAX

In 2022, the County Clerk collected 8% more in transfer taxes than in 2021. For every \$500 of a property’s recorded deed sale price, the County Clerk’s Office collects \$4.50, of which \$2.00 is transferred to New York State and \$2.50 is transferred to Erie County’s Road Fund. Over the last five years, the County Clerk’s Office has collected over \$86 million for the County’s Road Fund.

Erie County Clerk’s Office Transfer Taxes

	2018	2019	2020	2021	2022
New York State	\$13,414,590	\$14,217,116	\$13,666,473	\$18,463,987	\$19,761,313
County Road Fund	\$14,951,863	\$15,344,460	\$14,427,229	\$19,823,770	\$21,777,605
Total	\$28,366,000	\$29,562,000	\$28,094,000	\$38,288,000	\$41,538,918
		4%	-5%	36%	8%

Transfer Taxes 2022 Collections



PISTOL PERMIT OFFICE

The Pistol Permit Office issues pistol permits and dealer permits, registers new gun purchases, and processes transfers involving ownership and county residence. The Pistol Permit Office additionally issues hunting and fishing licenses. Our Office works cooperatively with the Erie County Sheriff’s Office and Erie County Pistol Permit Licensing Officer Judge Boller.

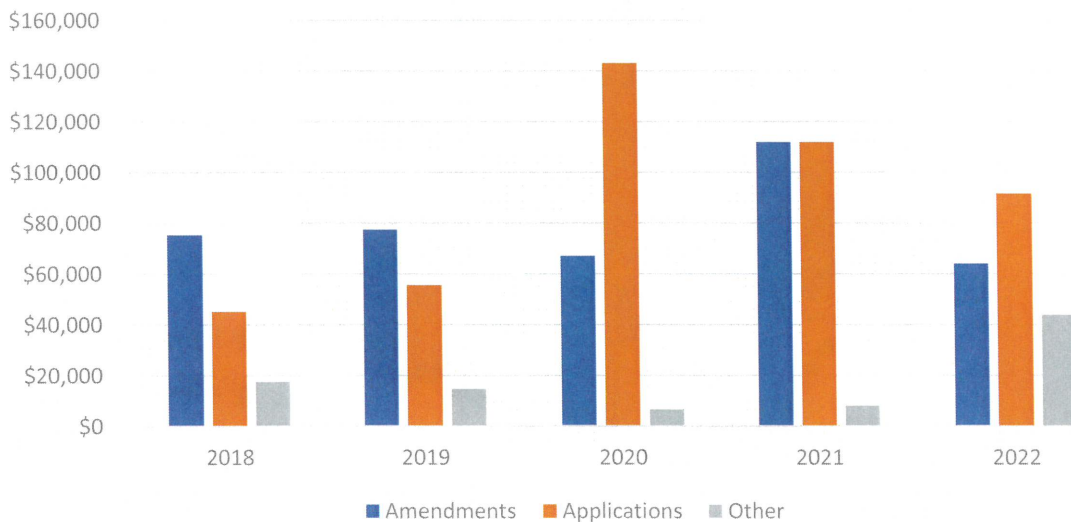
Prior to COVID-19, an application for a pistol permit could only be filed in person by appointment. During the COVID19 pandemic however, we were only able to accept mailed applications, which has led to a larger number of

pistol permit applications being filed with our office. The Pistol Permits Office processed 43,681 transactions and generated \$199,361 in revenue in 2022. Overall, transactions relating to pistol permit applications and amendments increased by 2.4% in 2022. A fee of \$5 or less is charged to amend a pistol permit, whereas a fee of \$20 is charged to apply for a Pistol Permit.

Pistol Permit Annual Transactions					
	2018	2019	2020	2021	2022
Amendments	24,262	24,498	22,500	36,273	21,306
Applications	2,241	2,750	7,177	5,627	4,575
Other	1,570	1,318	591	763	17,800
Total	28,073	28,566	30,268	42,663	43,681
<i>Annual Growth</i>		1.8%	6.0%	41.0%	2.4%

Pistol Permit Annual Revenue					
	2018	2019	2020	2021	2022
Amendments	\$75,344	\$77,334	\$67,000	\$111,881	\$63,918
Applications	\$45,130	\$55,420	\$143,000	\$111,875	\$91,500
Other	\$17,668	\$14,688	\$6,666	\$8,114	\$43,943
Total	\$138,142	\$147,442	\$216,666	\$231,870	\$199,361
<i>Annual Growth</i>		6.7%	46.9%	7.0%	-15%

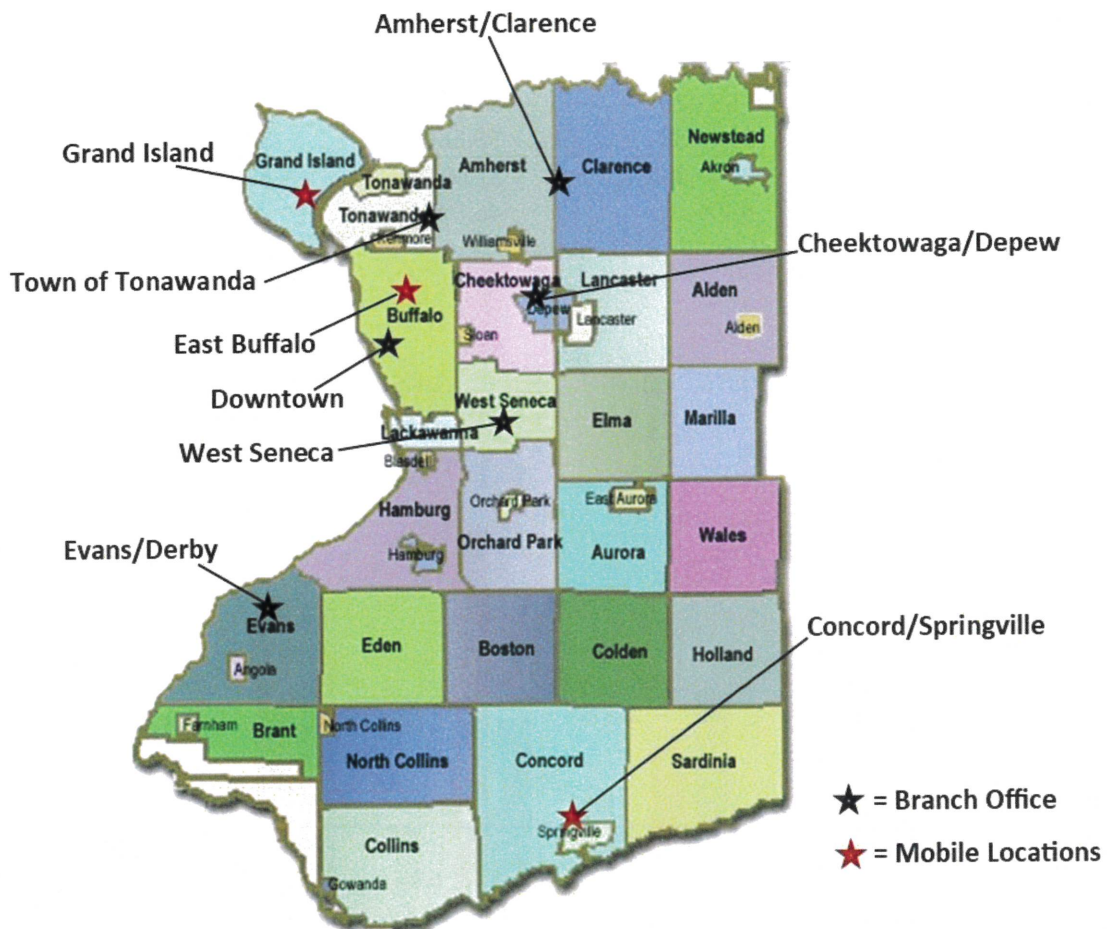
Pistol Permit Office Transactions
2019-2022 Revenue



ERIE COUNTY AUTO BUREAU

The Erie County Auto Bureau acts as an agent for the New York State Department of Motor Vehicles to receive and process motor vehicle applications, to issue vehicle registrations, driver's licenses and enhanced driver's licenses, to handle financial security transactions, and to enforce Driving While Intoxicated (DWI) sanctions in accordance with the Vehicle and Traffic Laws of New York State. The County Auto Bureaus also issue NYS non-driver photo identification and issue registrations for boats, motorcycles, snowmobiles and trailers. Additional responsibilities of the County Bureaus include the collection and monitoring of all fees related to issuing auto registrations and driver's licenses and sales taxes collected from the private sale of automobiles.

The Auto Bureau has full-service offices in Buffalo, Cheektowaga, Tonawanda, Clarence, West Seneca, and Evans. Additionally, the Auto Bureau's Mobile Unit offered services in the following towns one day a week - Grand Island, Concord and on Jefferson Ave. in East Buffalo at the Frank E. Merriweather, Jr. Branch Library.



REVENUES

ERIE COUNTY CLERK'S OFFICE 2022 Auto Bureau Revenues Summary

Revenues	
Vehicle Use Tax	\$4,222,463.61
Auto Fees	\$5,370,808.98
Total Revenues	\$9,593,272.59
Total Expenses	\$7,501,033.47
Auto Bureau Surplus	\$2,092,239.12

The Auto Bureau retains a portion of transaction fees it collects and keeps 12.7% of fees collected from registering vehicles, issuing permits, issuing driver's licenses and non-driver identification cards, and processing miscellaneous transactions.

The Erie County Auto Bureau generated nearly \$9.5 million in revenues for Erie County from processing over 474,000 transactions. Auto Fee revenues also include revenue shared by the State with Erie County for transactions completed online through the State's DMV website. Pursuant to the current revenue sharing agreement, Erie County retains 3.25% of all online revenues which exceed the threshold of \$11,999,580.

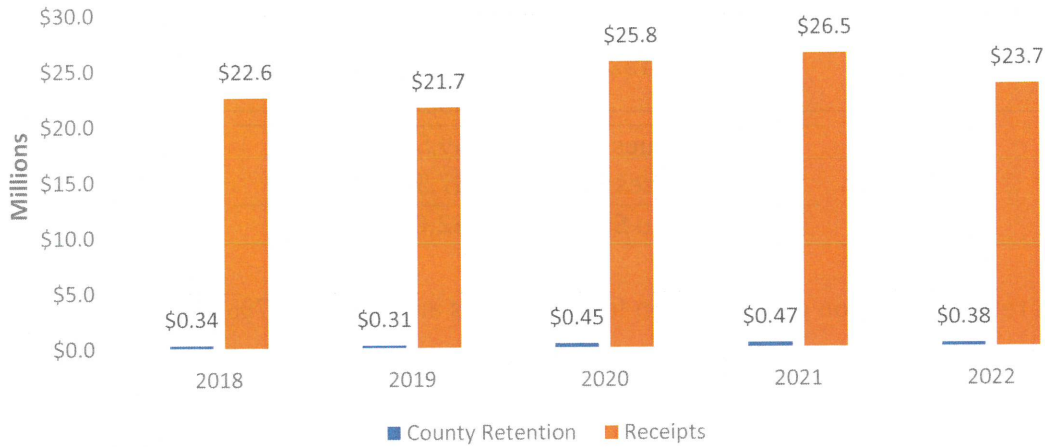
The number of online transactions made through the NYS DMV website increased in both 2020 and 2021. Over the last four years, Erie County residents completed \$97 million in transactions with NYS DMV online, which translates to potentially \$11 million in lost revenue for Erie County.

Competition from NYS DMV online services is one reason why aggressive advertising and our Renew Local campaign is vital. In outreach to DMV customers, the Renew Local campaign aims to educate local residents and businesses that when they conduct their DMV business through an Erie County Auto Bureau they can help ensure that 12.7% of the revenue from their transaction will remain in Erie County. The County Clerk's Office has also implemented strategies designed to provide a better customer service experience at County Auto Bureaus, such as extending business hours, streamlining transactions for high-volume customers, and ensuring employees are available to provide guidance, answer questions and, if necessary, contact NYS DMV on behalf of customers in real time.

ERIE COUNTY AUTO BUREAU Historical Internet Shared Revenues

	2018	2019	2020	2021	2022	4 Year Total
Threshold	\$11,998,583	\$11,998,583	\$11,998,583	\$11,998,583	\$11,998,583	
Annual Receipts	\$22,613,766	\$21,687,667	\$25,779,534	\$26,504,178	\$23,736,464	\$97,707,843
Shared Revenues	\$344,993	\$314,895	\$447,881	\$471,431	\$381,481	\$1,615,688
Lost Opportunity	\$2,526,955	\$2,439,438	\$2,826,120	\$2,894,599	\$2,633,050	\$10,793,207
		-4.1%	18.9%	2.8%	-9%	

Erie County Auto Bureau Historical Online Receipts & County Retention

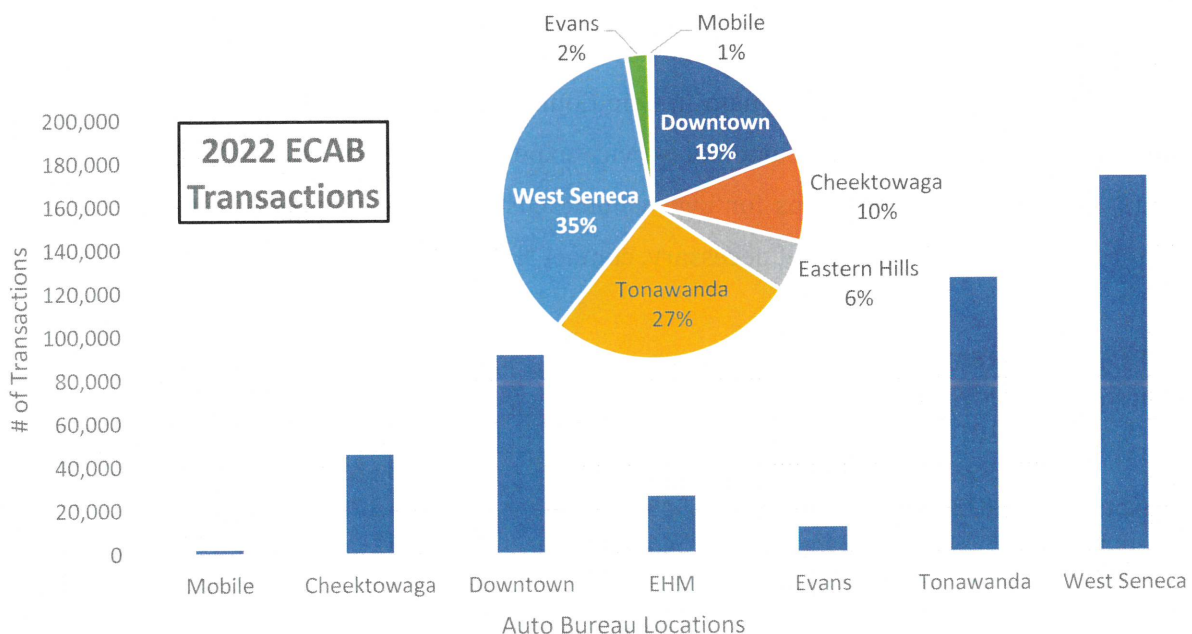


TRANSACTIONS

In 2022, the Erie County Auto Bureaus had processed close to 475,000 driver and non-driver identifications, vehicle registrations and other DMV related transactions. Annual transactions increased 8% over 2021.

The chart below illustrates the number of transactions processed at each Auto Bureau location. The West Seneca location processed 36% percent of the total number of transactions completed by the Auto Bureau, in part due to vehicle registrations for dealerships being processed there.

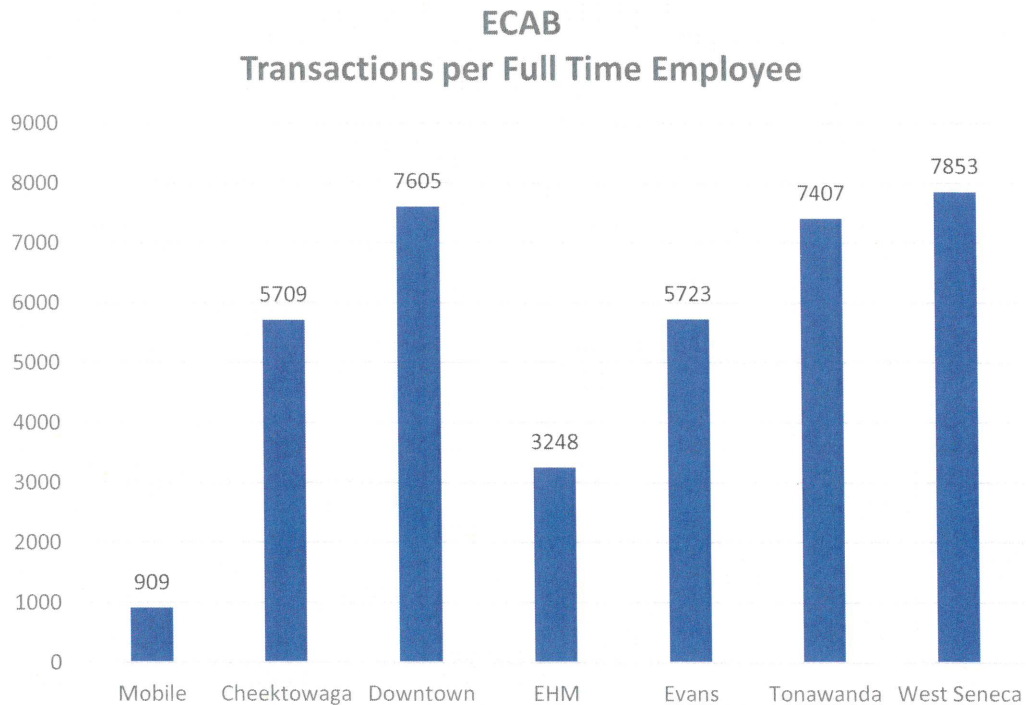
There are 69 full-time equivalent (“FTE”) employees, including management who staff the auto bureau locations and mobile units. Based on the total number of 69 FTEs, on average each FTE processed 6,883 transactions in 2022.



Auto Bureau Transactions by Location	
West Seneca	172,782
Tonawanda	125,931
Downtown Buffalo	91,260
Cheektowaga	45,674
Eastern Hills Mall	25,989
Evans	11,446
Mobile Unit	1,818

INCOMING CUSTOMERS

The Auto Bureaus use a queuing system called NEMO-Q that issues a ticket to incoming customers based on service type. The queuing system is beneficial for management in that it appropriately staffs the Auto Bureaus based on customer traffic. The system tracks; the number of customers served, average wait times, average service times and other metrics. The biggest benefit of the NEMO-Q system is that it allows customers visiting the auto bureaus to make a reservation online beforehand, minimizing the customer's wait time.



LOOKING FORWARD

The Erie County Clerk's Office remained poised to take on the challenges that arose in the 2020 COVID-19 pandemic as well as those in 2022. Looking forward, our Office remains well-positioned for success due to our strategic and forward thinking and the hard work and professionalism of our employees. Becoming even more efficient remains one of our top priorities as we look to continually improve our internal processes and procedures.

In closing, the Erie County Clerk's Office would like to thank both our government partners for their continued support and our hardworking employees for their commitment to serving the public. Our primary goal has been and continues to be making the experiences in our offices easy and quick for the residents of Erie County all while providing superior customer service.

