



**Commitment  
to community.**  
**Integrity in service.**

The Thurston County Auditor's Office is entrusted by citizens, mandated by law and driven by integrity to provide critical services to Thurston County residents, including:

- Elections
- Financial Services
- Licensing
- Recording

Each of our services play an important role supporting the county's high quality of life. We run local, state, and federal elections. We issue licenses for your cars, boats, pets, and weddings. We record your important documents. We make county finances stronger and more transparent.

Over the last three years, we've launched a number of initiatives to make our work more accessible and efficient, including:

- Train staff on "Plain Talk" for clear and understandable communications.
- Use Lean management to streamline services that save time and taxpayer dollars.
- Improve access to our customer service areas.
- Seek partnerships to share and save resources.

### Auditor's Office Gives Back



Auditor Mary Hall in 2017 with donated school supplies for the Little Red School House.



We believe in the power of community and giving back. The Auditor's Office supports local charities with donations and our staff volunteer hundreds of hours at organizations helping families across Thurston County. Each year, our office coordinates a county-wide donation drive benefitting the Little Red School House, which provides free school supplies to children in need in Thurston County. County employees annually raise thousands of dollars and donate hundreds of school supplies, such as backpacks, boxes of pens, scissors, glue, crayons, and binders.

#### Contact Us

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[elections@co.thurston.wa.us](mailto:elections@co.thurston.wa.us)

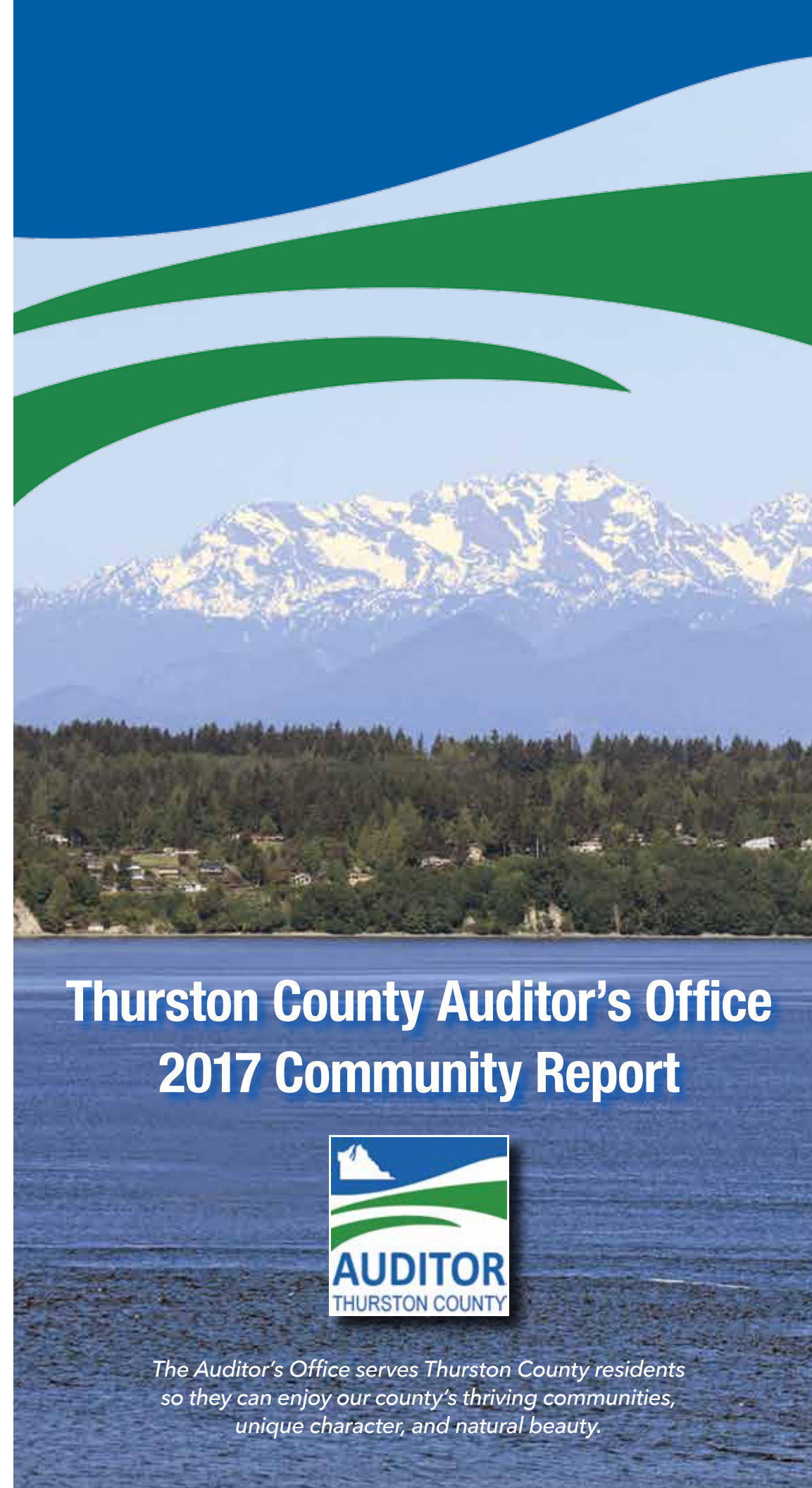
**Elections (Ballot Processing Center)**  
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Tumwater, WA 98512  
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**Financial Services**  
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Visit our website: [www.thurstonauditor.org](http://www.thurstonauditor.org)



## Thurston County Auditor's Office 2017 Community Report



*The Auditor's Office serves Thurston County residents so they can enjoy our county's thriving communities, unique character, and natural beauty.*

### Welcome to the Thurston County Auditor's Office Community Report!

We work hard to serve you, the residents of Thurston County, so you can enjoy our county's thriving communities, unique character, and natural beauty.

We created the Community Report to share more about the services we provide and what you can expect when contacting our office. Whether you need to renew your car tabs, register to vote, receive a vendor payment, or record an important document, our knowledgeable, friendly, and professional staff are here to help.

In addition to information about the services we provide, we've also shared some of our recent accomplishments. We take pride in serving you and want you to feel confident in your local government.

Thank you for reading our Community Report. We hope you enjoy it and learn more about the ways our office can serve you.

*Mary Hall*

Thurston County Auditor





# Thurston County Auditor's Office 2017 Community Report

## Elections

### Integrity



The Elections team runs local, state, and federal elections accurately and efficiently. We manage every part of the election process, from candidate filing to ballot design, processing, and security.

Our services include:

- Election administration
- Voter registration
- Voter information
- Candidate filing

Our work provides a platform for your voice on important issues impacting your community. We conduct fair and transparent elections with the highest integrity and security.

Our dedicated and reliable staff register you to vote, make sure you receive your ballot, and count your vote. We give you accurate and timely election results and information about voting.

## Financial Services

### Transparency



The Financial Services team provides direct financial services and guidance to county offices and departments. Our team makes sure county government has a strong financial foundation.

Our services include:

- Accounting
- Accounts payable
- Payroll
- Financial reporting
- Grants management

We process employee payroll and payments to outside vendors. We provide county financial information to the public and state and federal agencies and produce reports to make county finances more open and transparent.

Our knowledgeable staff provide the public, state, and federal agencies with timely and accurate financial reports and information.

## Licensing

### Expertise



The Licensing team assists customers with vehicle, boat, marriage, and other licenses.

Our services include:

- Car tab renewals
- Boat tab renewals
- Title transfers
- Marriage licenses
- Business and pet licenses (unincorporated Thurston County only)
- Support for 8 local licensing subagencies

Our licensing services for vehicles and boats give you access to the natural beauty of Thurston County and allow you to enjoy its roads and waters safely. We issue the wedding license for your big day and license your pets to increase the chance they'll come home if they're ever lost.

Our staff will provide you accurate information to meet all your licensing needs.

## Recording

### Reliability



The Recording team assists customers and businesses with document recording services and provides access to important official and community documents.

Our services include:

- Customer service for document recording
- Access to maps and land records
- Access to marriage certificates
- Preserving the public record

We record documents and help you research property deeds through our online records index. We help you locate maps, and marriage certificates for your genealogical research.

Our knowledgeable and friendly staff will provide you accurate and timely information to meet all your recording needs.

## Highlights

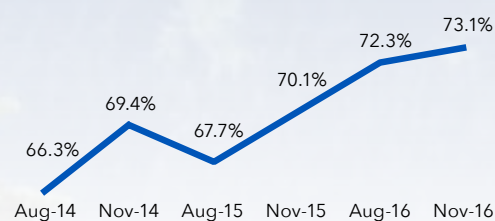
### Increased Voter Registration

Registered nearly five times as many people through National Voter Registration Day outreach in 2016 as in 2014, an increase of 462%.



### Increased Usage of Drop Boxes

Increased the percentage of ballots returned in drop boxes.



## Highlights



**\$89,083**

Saved over the last three years by changing how and when the county pays vendors.



### 10th Consecutive Year

Awarded the Government Finance Officers Association Certificate of Achievement for Excellence in Financial Reporting in 2016.

## Highlights

**5,443**

Total marriage licenses issued between 2014 and 2016.



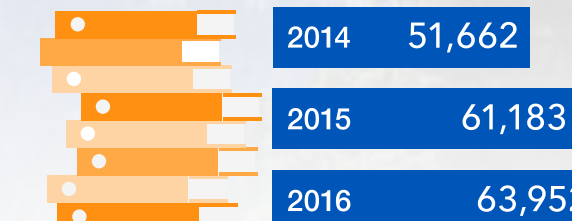
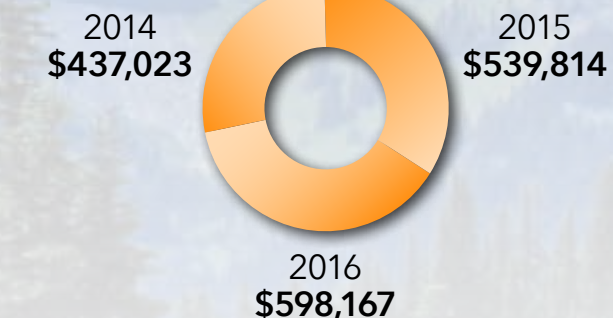
### Cut Wait Times for Titles

Introduced quick title services in May 2014, which cut wait times for replacing lost titles from 4 to 6 weeks to same day service.

## Highlights

**\$1,575,004**

Total county revenue generated between 2014 and 2016.



**176,797**

Total documents recorded between 2014 and 2016 with the same number of staff.