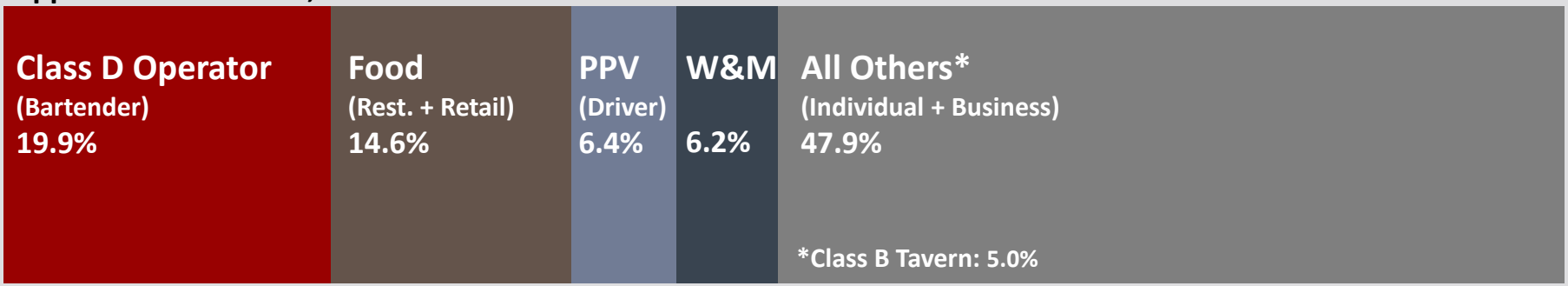
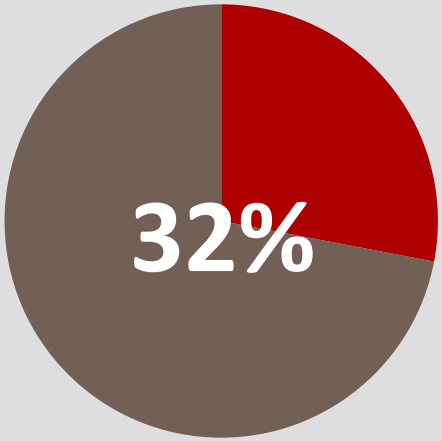
RED TAPE RESCUE

2016
Annual Report

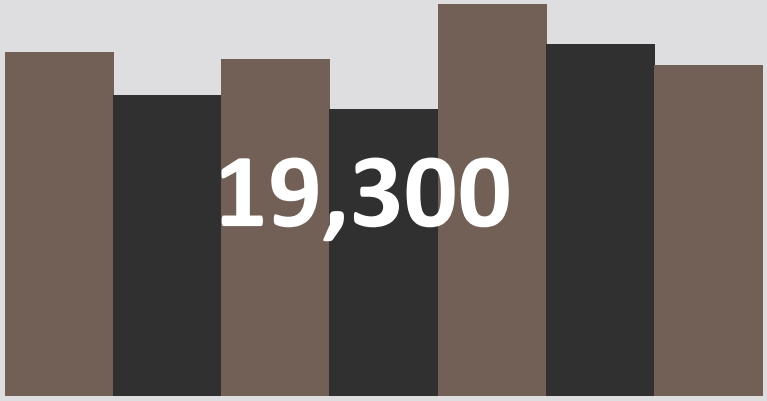
INTRODUCTION: LICENSE DIVISION

Applications Received, 2016

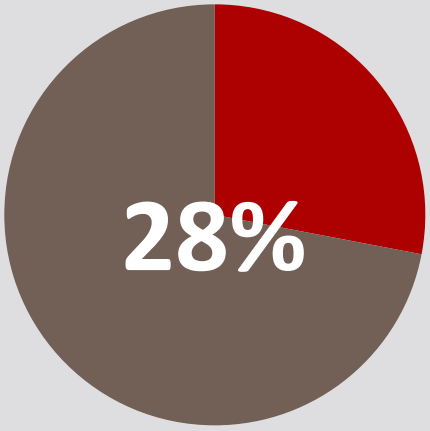




Percent of all applications filed "new" in 2016

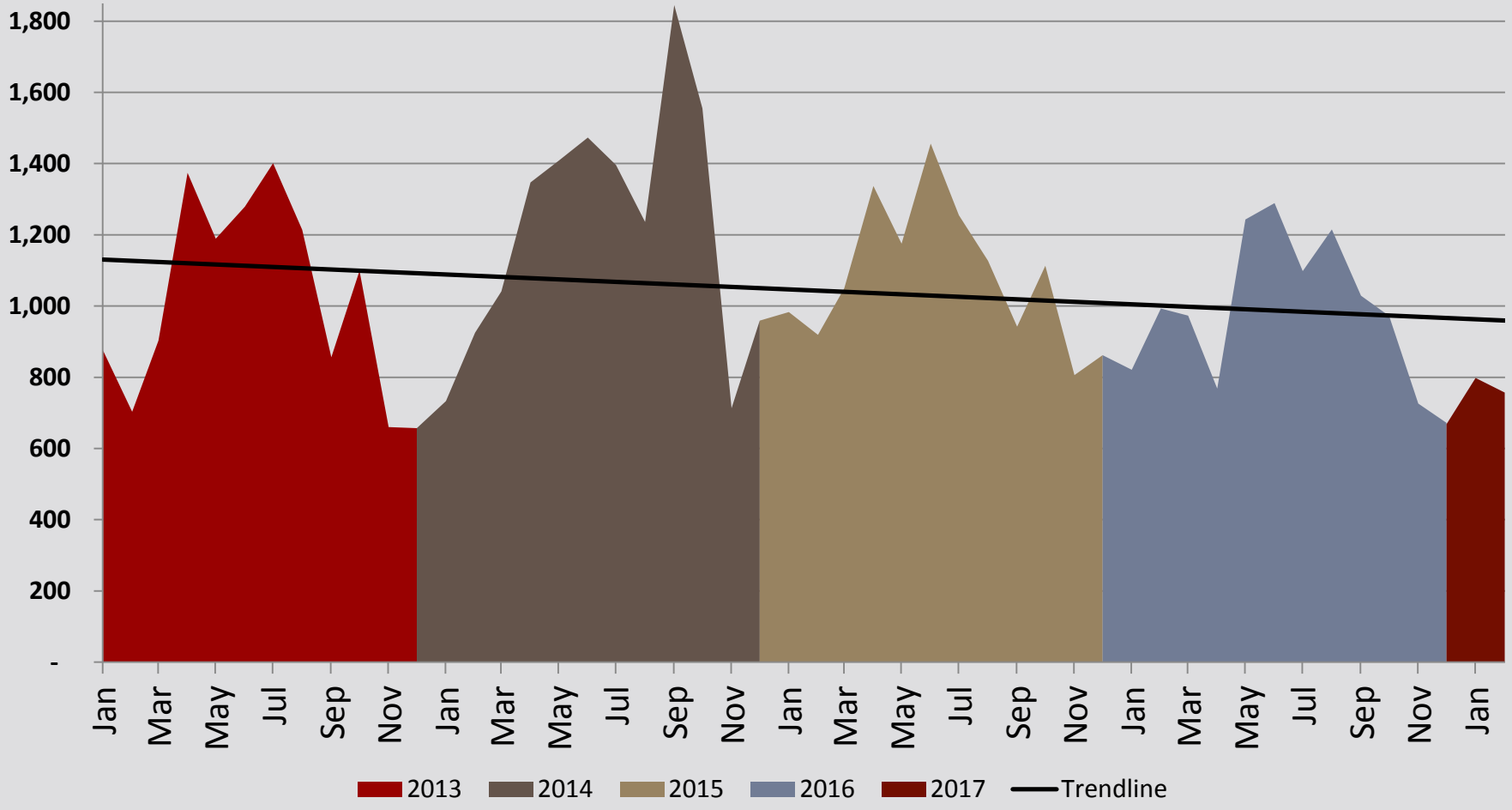


Average number of applications received per year

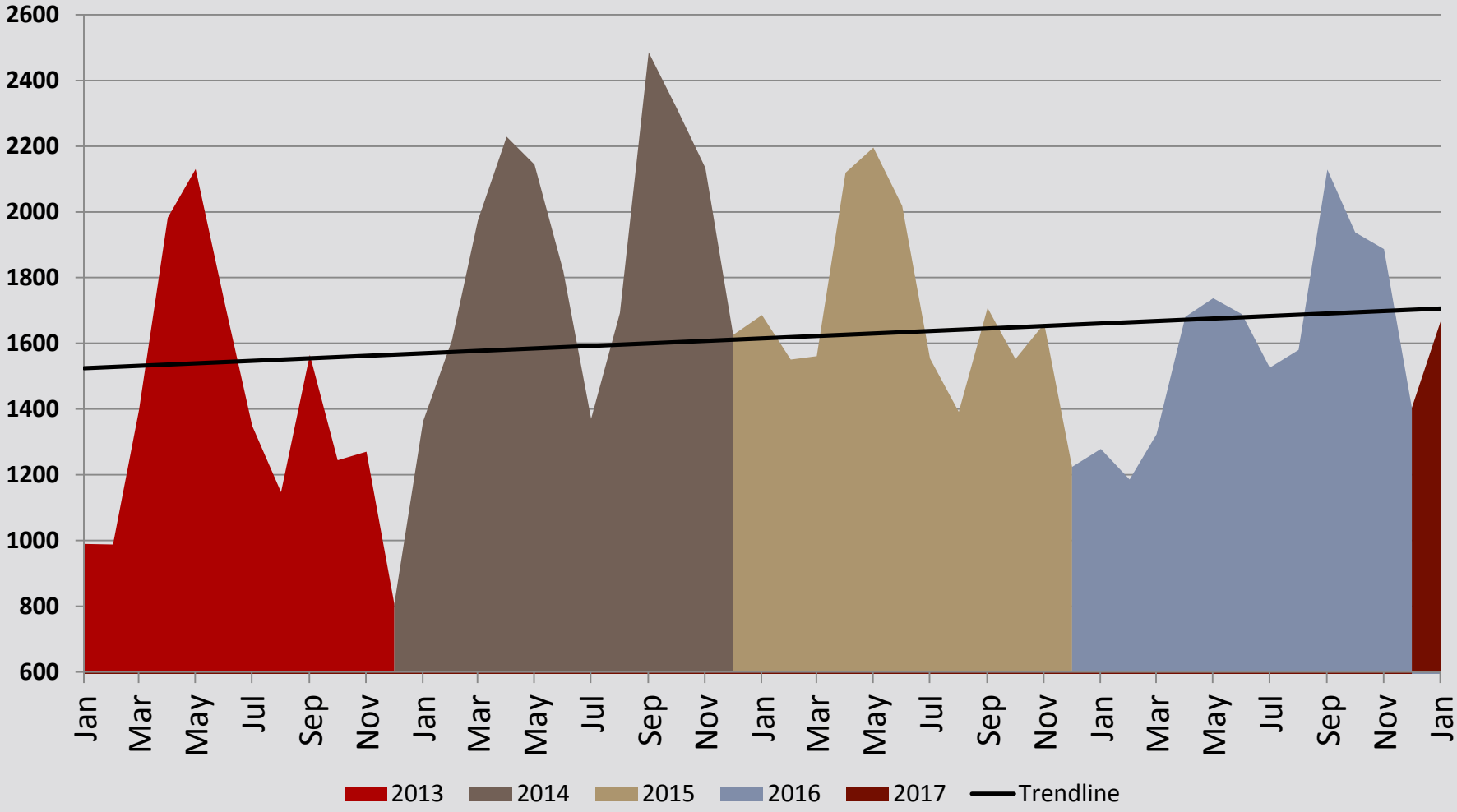


Percent of all applications filed in May & October

IN-PERSON CUSTOMER ASSISTANCE

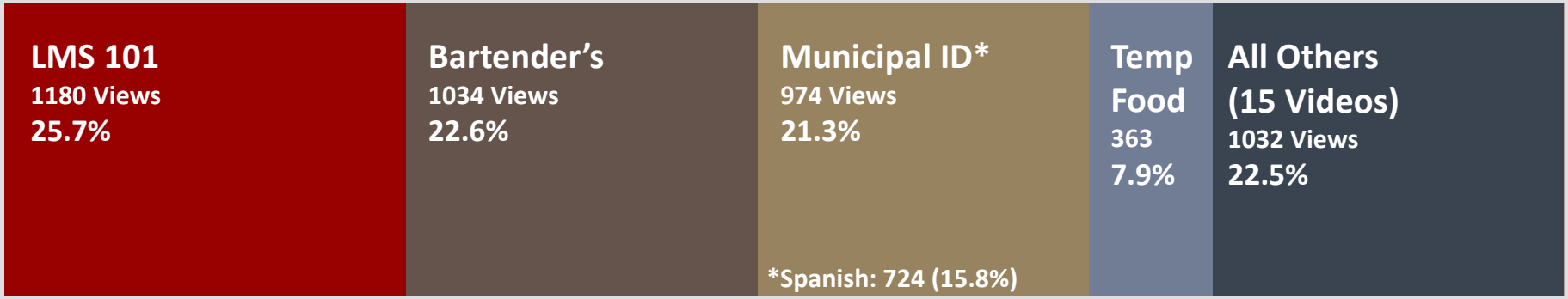


APPLICATIONS RECEIVED

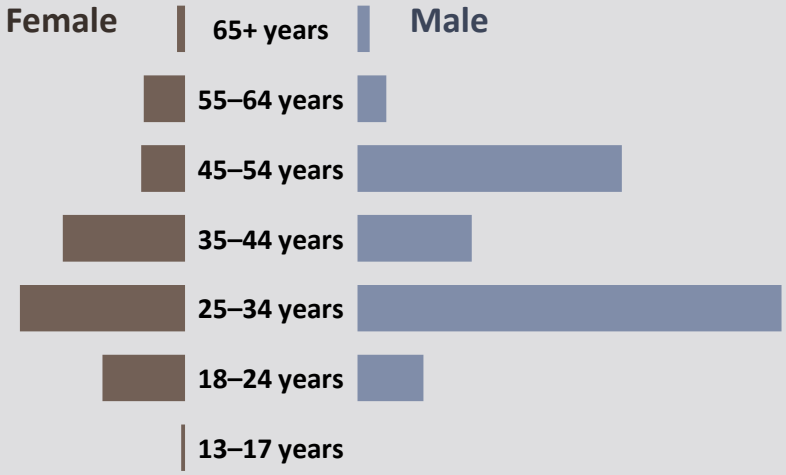


CLERK NOTES VIDEO SERIES

Most-Viewed Videos



Demographics

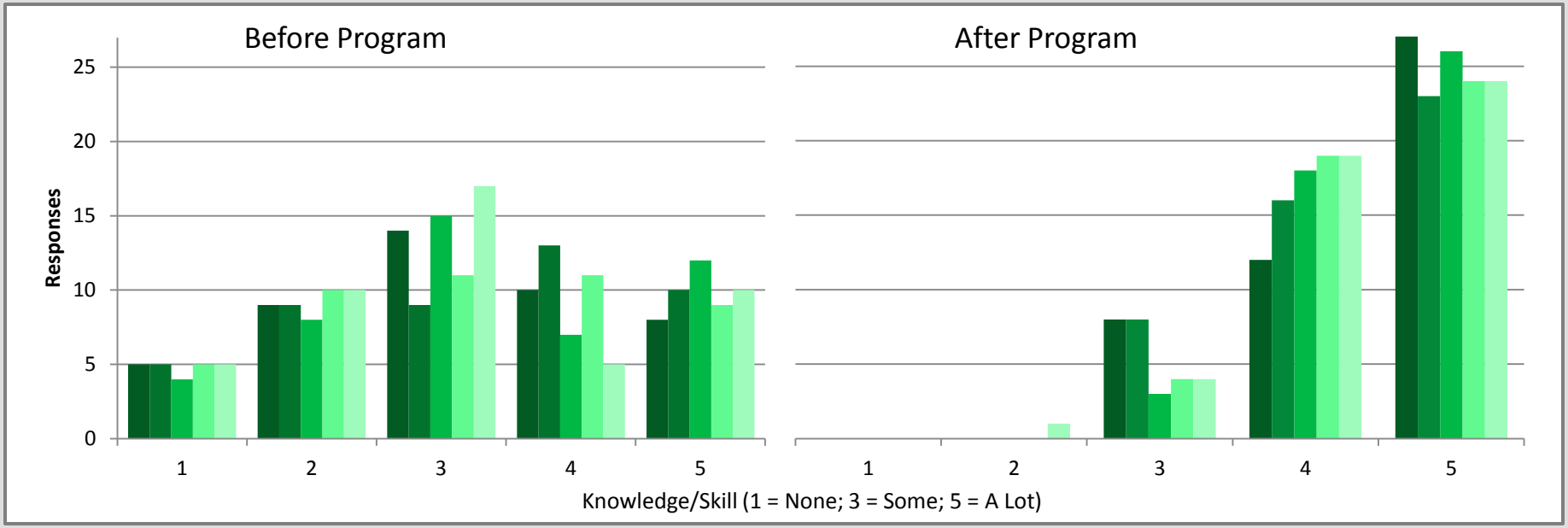


Devices

Traffic Sources

PIVOT PROGRAM WORKSHOPS

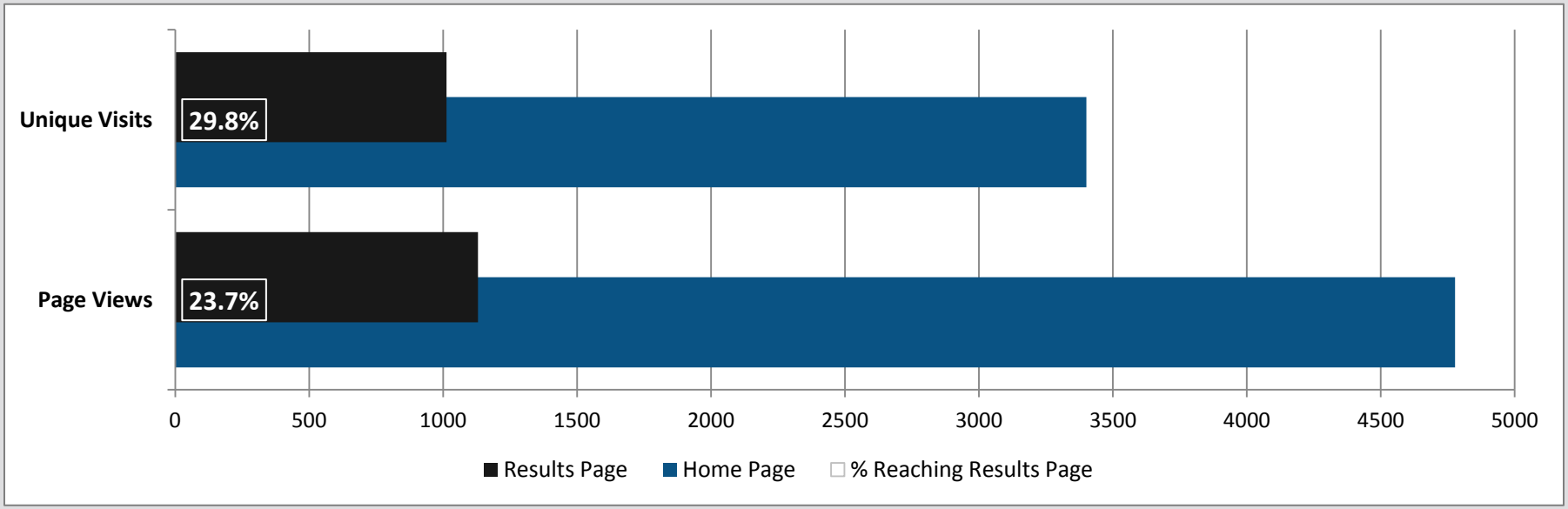
Knowledge Self-Assessment



- 7 Pivot Programs held in 2016
  - Total Attendance: 100
  - Percent “very much” satisfied: 87.8%
- 4 Pivot Programs in 2017

START SMART ONLINE TOOL

Start Smart Users



- English Version Launched September 2016
- Spanish Version Launched December 2016
- Continuing to expand

ADDITIONAL INITIATIVES

- Facebook

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- Public Education & Outreach

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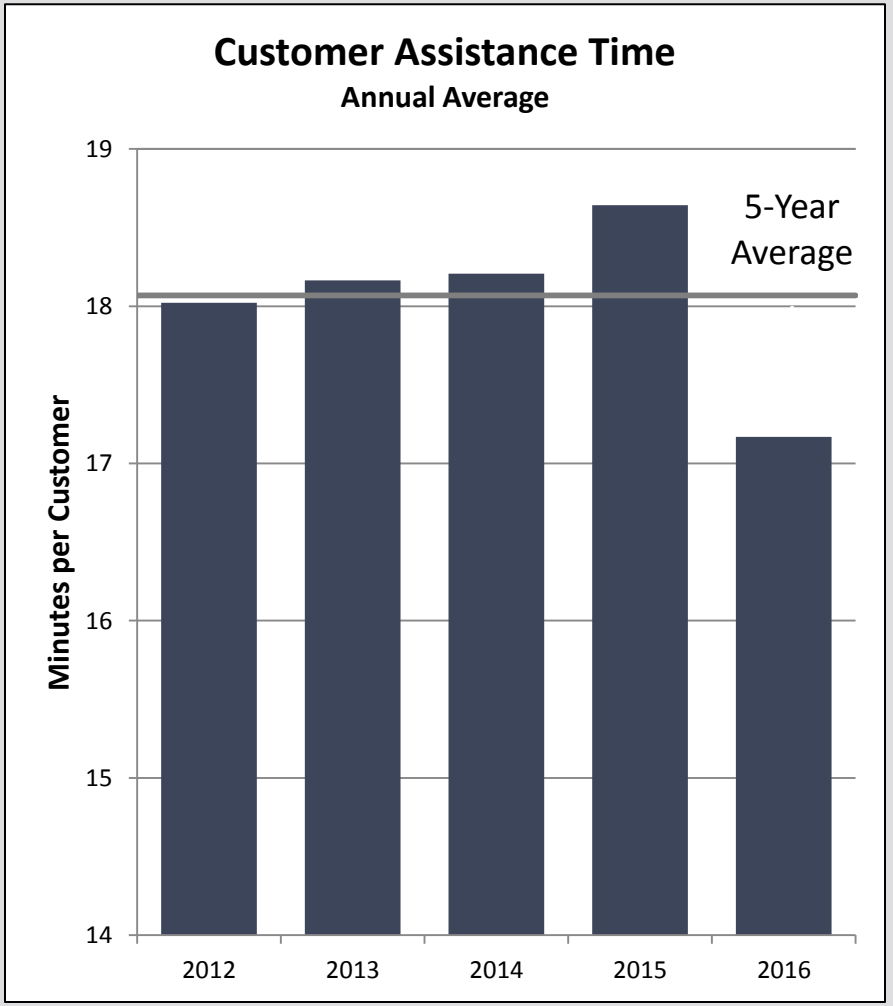
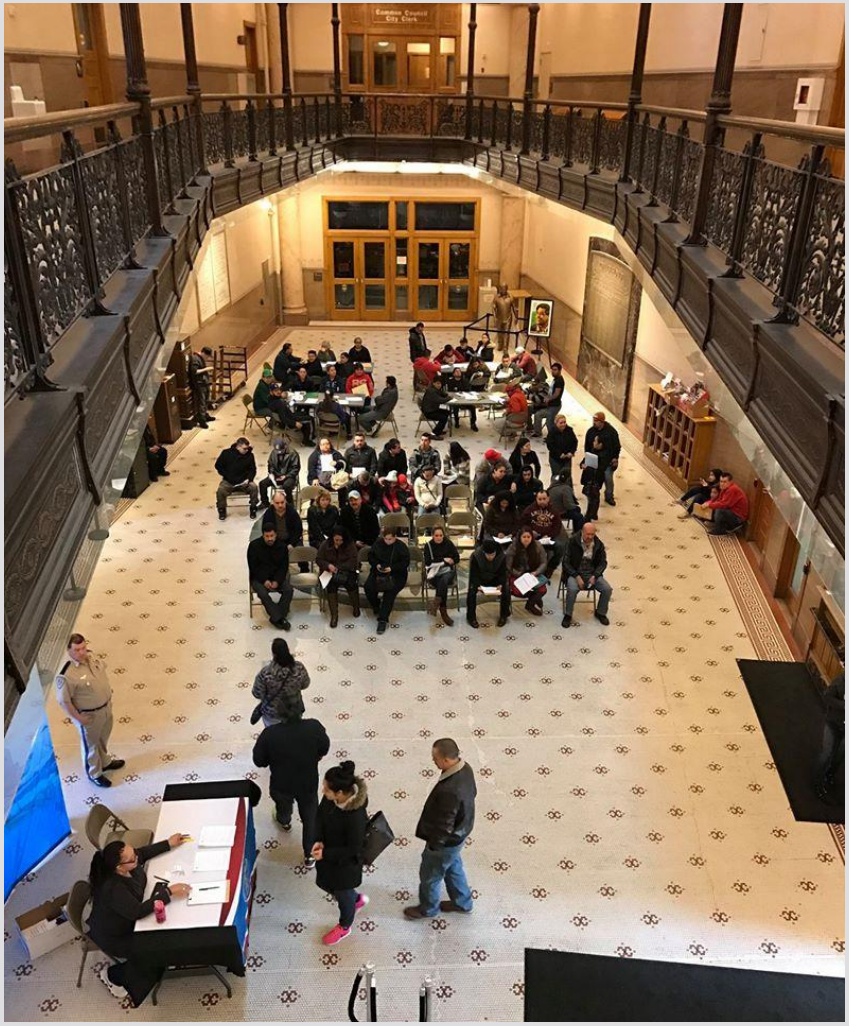
- **Policy & Administration**



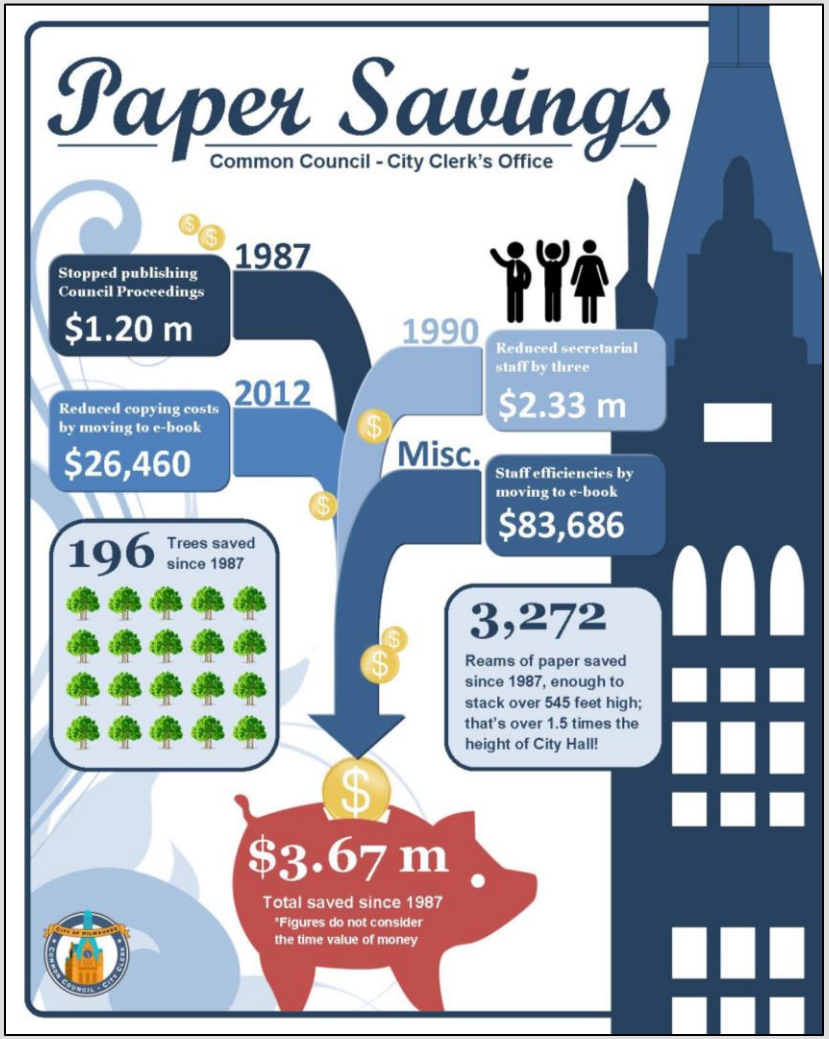
ADDITIONAL INITIATIVES

- Facebook
- Public Education & Outreach
- Accessibility
- Policy & Administration
- **Municipal ID**



ADDITIONAL INITIATIVES

- Facebook
- Public Education & Outreach
- Accessibility
- Policy & Administration
- Municipal ID
- **Paper Savings**



QUESTIONS?