

20
24

Impact Report

LA CROSSE COUNTY
CONSTITUTIONAL OFFICES



Amy Twitchell, County Treasurer
Ginny Dankmeyer, County Clerk
Robin Kadrmas, Register of Deeds



LA CROSSE COUNTY

Counting Every Vote

MESSAGE FROM THE COUNTY CLERK



As we reflect on the past year, I am proud to share the accomplishments and milestones achieved by the La Crosse County Clerk's Office. 2024 was a demanding year, especially with three major elections, but we remained steadfast in our commitment to efficiency, accuracy, and service to our community.

One of our most significant undertakings was the modernization of our records. We successfully transferred all County Board and standing committee minutes, agendas, and available audio dating back to 2010 to our new website. In the coming year, we plan to further expand these digital archives by adding resolutions, ordinances, and zoning records from as far back as 2008.

Additionally, we completed a major scanning project last fall, electronically preserving all County Board Proceeding books from 1901 to 2024. This ensures the safekeeping of historical data against potential threats such as fire or water damage.

Of course, the November election was a major event, and we were prepared for the high level of participation. Turnout reached an impressive 98.15%, largely due to the many voters who registered on Election Day. With 74,217 registered voters at 7 a.m. when the polls opened and 72,846 ballots cast, our records show that approximately 5,000 residents registered that day. Adjusting for this, our actual turnout was around 92%—still an outstanding level of civic engagement. For comparison, the previous two presidential elections saw 68,085 ballots cast in 2020 and 64,129 in 2016. This past election continued the trend of record-breaking voter participation.

Looking ahead, we anticipate another high-turnout election in April, particularly given the significance of state races on the ballot. In April 2023, we saw a record 52% voter turnout, and we project similar levels this year. Beyond elections, the County Clerk's Office remained busy in other areas. We issued 636 marriage licenses and ensured that over 19,000 dogs were licensed in La Crosse County, further demonstrating our role in serving the community in a variety of ways.

With election season behind us, we look forward to shifting our focus in 2025 toward the many other responsibilities of our office. This will allow us to complete long-standing projects and enhance the services we provide to the residents of La Crosse County.

Thank you for your continued trust and engagement in our democratic process and county services. We remain committed to serving you with transparency, efficiency, and dedication.

Sincerely,

Ginny Dankmeyer

La Crosse County Clerk

gdankmeyer@lacrossecounty.org

2024 Overview

WHAT WE DO

Our Mission Statement: The goal of the La Crosse County Clerk's Office is to provide efficient, friendly and fiscally responsible public service consistent with, and often directed by, state statutes.

To this end, the County Clerk and her staff will:

- Oversee the county-wide election process, always striving to keep the public informed so they may exercise their right to vote.
- Conduct fair and accurate elections.
- Maintain accurate records of all County Board proceedings and make them available to the public.
- Assist individuals who wish to marry in La Crosse County with the necessary paperwork and issue their marriage license in accordance with Wisconsin State Statutes.
- Work diligently to maintain complete and accurate records on the dogs in our County and coordinate with the Health Department to assure that these dogs are properly vaccinated and licensed for the safety of all.
- Coordinate with the Department of Natural Resources to issue hunting and fishing licenses to qualified applicants.
- Produce and distribute a La Crosse County Directory.
- File timber cut notices and issue parade permits.
- Assist the public whenever possible and cheerfully perform any and all duties required of us.

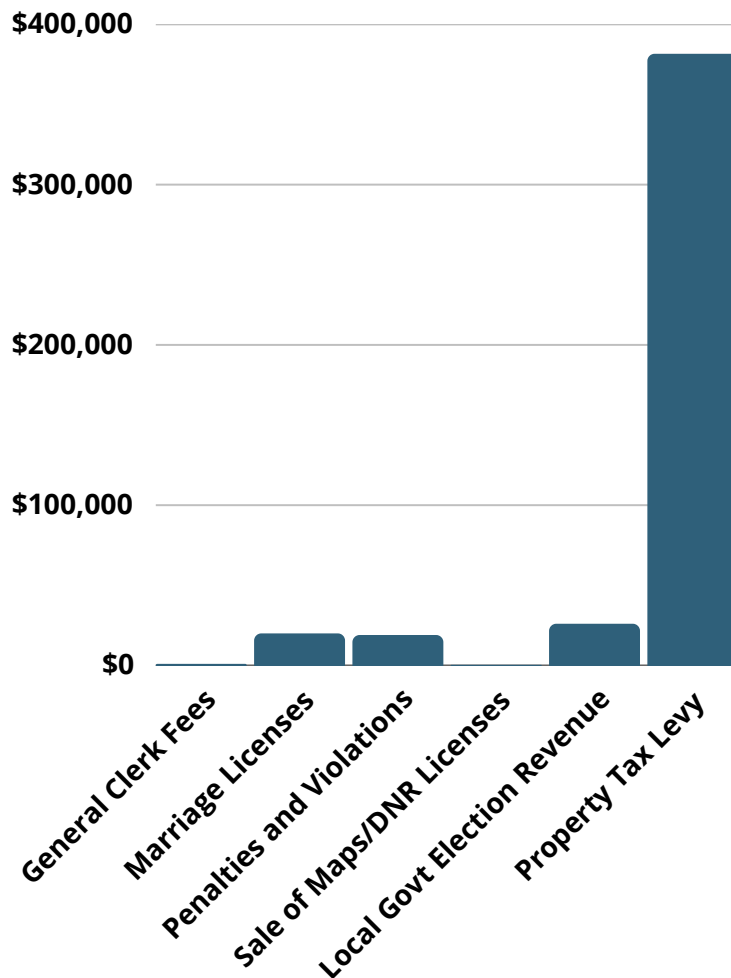
The County Clerk also serves as the Chief Election Official of the County.

2024 HIGHLIGHTS

- 9,398 postcards were sent to dog owners in March reminding them to license their dogs before the March 31 deadline. A late fee of \$25 is assessed starting April 1.
- The November 2024 election had a turnout of 92% of registered voters. About 5,000 people registered to vote on the day of the election.
- 636 marriage licenses were issued in 2024 by the County Clerk's Office.

2024 Finances

REVENUE & EXPENSES

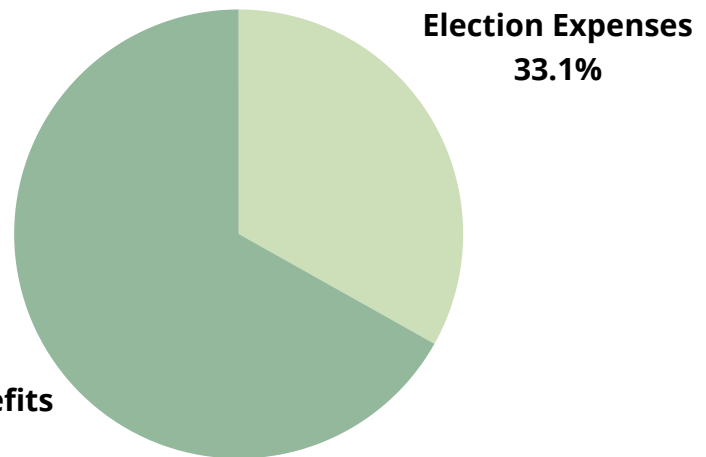


REVENUE

- General Clerk Fees: \$1,000
- Marriage Licenses: \$20,000
- Penalties and Violations: \$19,000
- Sale of Maps/DNR Licenses: \$400
- Local Govt Election Revenue: \$26,025
- Property Tax Levy: \$381,628
- **TOTAL: \$448,053**

EXPENSES

- Salaries/Benefits: \$299,574
- Election Expenses: \$148,479
- **TOTAL: \$448,053**



636

636 marriage licenses were issued in 2024.

37

37 free tags were issued for blind deaf and mobility impaired dogs.

19,193

In 2024, 19,193 dogs were licensed in La Crosse County.

Protecting Vital Records

MESSAGE FROM THE REGISTER OF DEEDS



The Register of Deeds is the keeper of some of the county's most important records, a task we are proud to undertake. We record, scan and index real estate records for La Crosse County. We also issue certified copies of birth, death, domestic partnership & divorce certificates and file and issue marriage certificates and military discharge records. My goal in this office is to ensure that we continue to modernize our processes by scanning and digitizing all the records in the office. We are continuing to receive feedback with our customer service survey and are thankful to the

customers who let us know how we are doing so that we can continue to do our best to serve the community.

I would also like to thank my staff, Tamara Maybanks, Kari Wilde, Lorraine Johnson and Heidi Uebele for all their hard work and dedication, and to the public for their continued support. If you have any questions or comments, I encourage you to stop in or call the office and we will be happy to assist you. We look forward to another great year of helping our customers.

Sincerely,

Robin Kadrmas

La Crosse County Register of Deeds

rkadrmass@lacrossecounty.org

FEEDBACK FROM CUSTOMER SURVEYS

- "Robin and her staff are wonderful to work with. They go out of their way to help with questions and concerns. I am very satisfied with the work they do"
- "Super fast, efficient service with a very nice and helpful staff!!"
- "I asked a question over email and got a response immediately! Excellent!"
- "Very helpful and caring, going way beyond minimal duty"
- "Great customer service via phone and email! So appreciate you!"

2024 Highlights

- Wisconsin Act 235 was passed and will take effect on April 1, 2025. This is regarding privacy for judicial officers. Act 210, regarding discriminatory restrictions related to previously filed or recorded documents, was also passed. This will be a big focus this year as we learn the process of keeping requested information for judicial officers safe.
- I gave another presentation to the University of Wisconsin - La Crosse real estate class in 2024 and then added on a presentation to Western Technical College's legal studies/paralegal program. One group was very large while the other was small. It was nice to see the different age groups and what interested them within our office. I received great feedback and look forward to continuing this with future students.
- In January of 2024 I implemented SWIFT, which is a program that eliminates the mailing back of documents once they are recorded. With this program customers can get their documents electronically mailed back to them. However, if they still would like to have the original, they can either send a self-addressed stamped envelope or they can stop in within 60 days after recording to pick up their document. This program has had a cost savings of over \$750 in postage alone and we have not received any complaints with this change.
- Over 15,000 real estate documents recorded by our office in 2024. Of that total, almost 82% were e-recorded.
- Property fraud is a concern in our region, and keeping the public informed remains a top priority. To help protect property owners, we continue to promote the Property Fraud Alert system, which provides real-time notifications if any potentially fraudulent documents are recorded in our office. Residents can easily sign up for this free service on our website (lacrossecounty.org/registerofdeeds).

CUSTOMER SATISFACTION

94%

Very Satisfied

3.8%

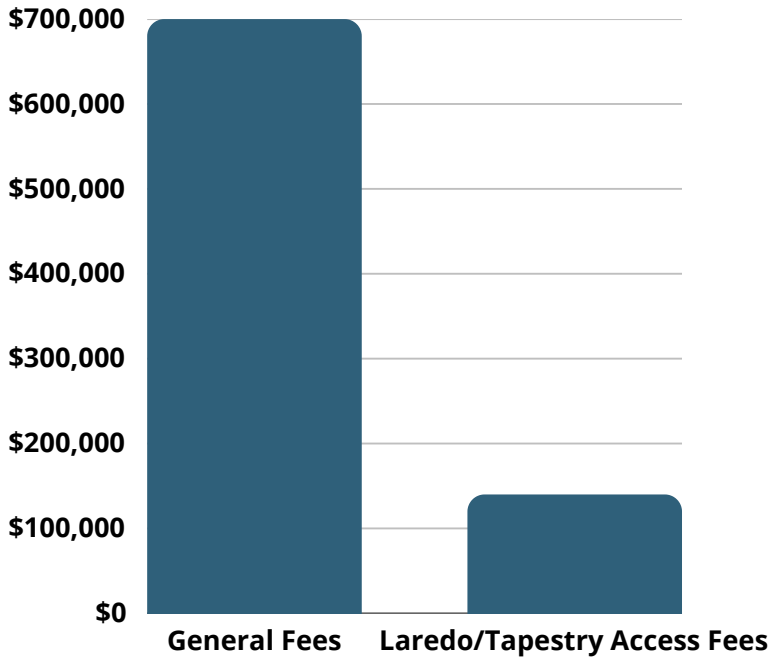
Satisfied

1%

Very Dissatisfied

2024 Finances

REVENUE & EXPENSES

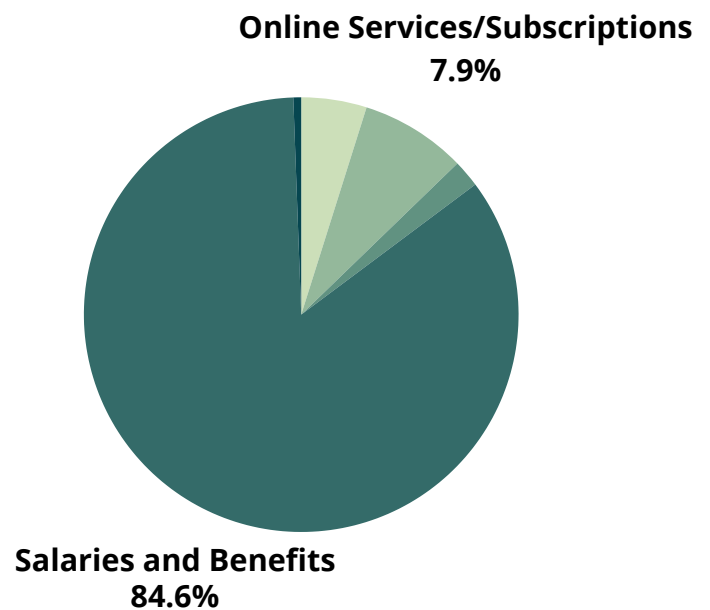


REVENUE

- General Fees: \$700,000
- Laredo/Tapestry Access Fees: \$140,000
- **TOTAL: \$840,000**

EXPENSES

- Laredo Access Fees: \$23,652
- Online Services/Subscriptions: \$38,400
- Operating Expenses: \$9,856
- Salaries and Benefits: \$411,657
- Training/Travel/Professional Dues: \$2,825
- **TOTAL: \$486,390**



1,600

Over 1600 real estate copies were sold in 2024.

\$2.1 Million

Over \$2.1 million collected in Transfer Fees in 2024, of which almost \$400,000 were retained by the county.

23,500

Over 23,500 vital records were sold in 2024.

Honored to Serve the Public

MESSAGE FROM THE TREASURER



The core duty of the treasurer's office is receipting and disbursing of the public's money and maintaining records of transactions. We collect current and delinquent property taxes and maintain the county's bank accounts while working with several County departments.

In September, La Crosse County transitioned from our in-house tax/treasurer system to a new tax program with Catalis, previously known as GCS and LandNav. A thank you goes out to the project manager Jami Hundt (IT department). Other team members that have been of great value on this project are Pamela Hollnagel, Property Lister, and Kyle Willoughby, GIS & Real Estate Specialist (Zoning, Planning & Land Information department). Another huge thank you goes out to our municipal clerks and treasurers.

This was a big change for everyone to adapt to. Everyone helped and gave it their all to make this transition run smoothly. Thank you to this team for their dedication on this huge undertaking.

In November, I was honored to be reelected to the position of La Crosse County Treasurer. I was sworn into office by the Honorable Judge Scott L. Horne on January 6, 2025, alongside my deputy, Christine Westpfahl, La Crosse County Clerk, Ginny Dankmeyer and her deputy Jody Wickler, La Crosse County Register of Deeds, Robin Kadrmas, and her deputies, Tamara Maybanks and Kari Wilde. I look forward to continuing to serve as the La Crosse County Treasurer.

I take pride in this office, and we continue to strive to serve the people of La Crosse County with the utmost respect, while also being understanding and compassionate to individual's needs.

A thank you goes out to the municipal clerks and treasurers for their hard work all year long. Please know your determination and dedication does not go unnoticed. Again, a thank you goes out to them for kindness, patience, support and understanding during the transition to our new system. We appreciate all that you do!

Please know that if you have any questions, concerns, or need assistance, do not hesitate to stop by or contact our office at 608-785-9711; we would be happy to help. It is a privilege and honor to serve as the La Crosse County Treasurer for the people of La Crosse County.

Thank you!

Amy Twitchell

La Crosse County Treasurer

atwitchell@lacrossecounty.org

2024 Overview

WHAT WE DO

The La Crosse County Treasurer's Office duties and responsibilities are set by the Wisconsin State Statutes Chapter 59, 74 and 75. Some of these duties are:

- Collect delinquent and postponed real estate taxes (exceptions for the City of La Crosse).
- Complete settlements with the municipalities and the State of Wisconsin Department of Revenue.
- Settle with all taxing jurisdictions (towns, villages, cities, Western Technical College, school districts, Lake Neshonoc District, Mindoro Sanitary District, and St. Joseph's Sanitary District).
- Receipt funds received to the correct general ledger accounts in a timely matter.
- Keep and maintain the bank accounts.
- Provide the State with required payments, statements, and reports.
- Send lottery credit applications, delinquent notices, tax certificates, letters to taxpayers.
- Foreclose via In Rem.
- Interact with many County departments.
- Dedicated to providing friendly, and effective customer service to all.

2024 HIGHLIGHTS

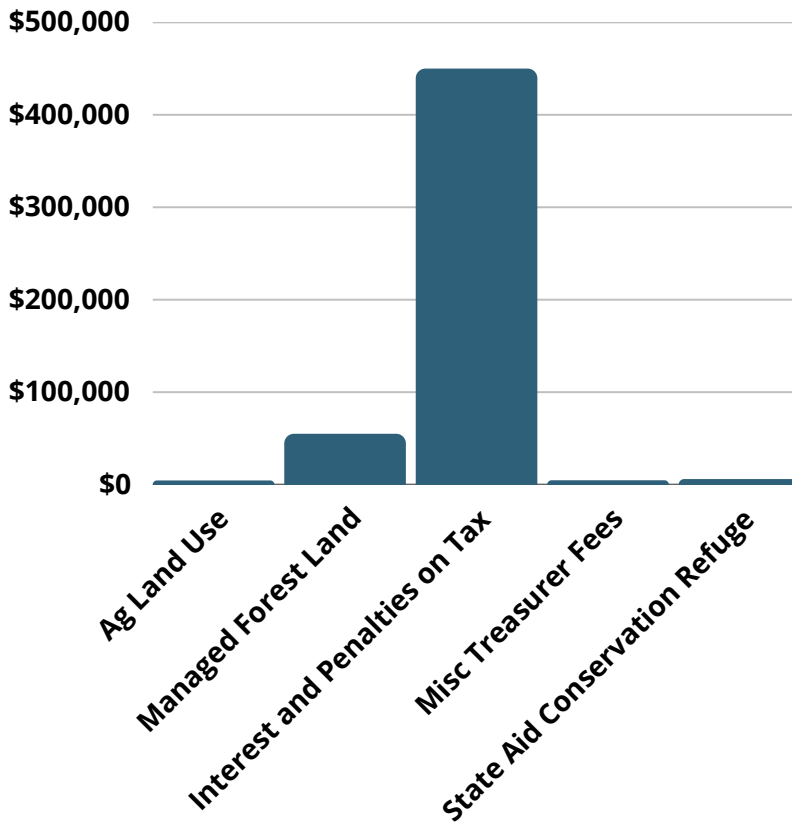
- Continued to mail lottery credits letters to primary homeowners. The lottery credit is a reduction that appears on the real estate tax bill. To qualify for the lottery and gaming credit, the property must be the primary residence of the property owner as of the certification date of January 1st and a lottery credit application must be completed. This amount is based upon the school district in which the property is located.
- Went live with our new tax/treasurer system Catalis in September 2024.

LOOKING FORWARD

- Continuing to provide exceptional customer service
- Continuing to work and interact with other County departments

2024 Finances

REVENUE & EXPENSES

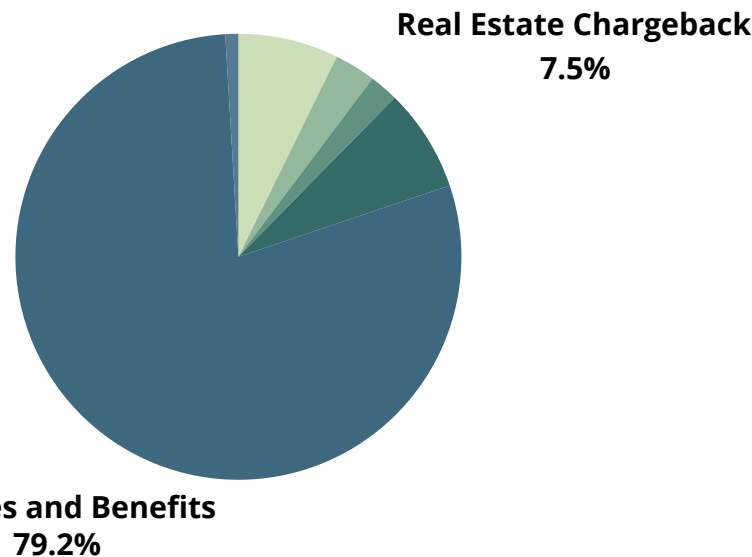


REVENUE

- Ag Land Use: \$4,500
- Forest Cropland/Managed Forest Land: \$55,000
- Interest and Penalties on Tax: \$450,000
- Misc Treasurer Fees: \$1,700
- State Aid Conservation Refuge: \$6,000
- **TOTAL: \$517,200**

EXPENSES

- Operating Expenses: \$24,372
- Personal Property Expenses: \$10,000
- Public Notice: \$7,000
- Real Estate Chargeback: \$25,000
- Salaries and Benefits: \$265,277
- Training/Travel/Professional Dues: \$3,150
- **TOTAL: \$334,799**



1,520

1,520 delinquent notices were mailed out in 2024.

\$24 million

\$24,885,943 in property taxes were collected in 2024.

5,820

In 2024, 5,820 property tax reminder postcards were mailed out.



LA CROSSE COUNTY

Exceptional services. Extraordinary place.



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