



### **ABSTRACT**

Tarrant County 2021 Submission  
Video Conferencing Kiosk for Marriage License Processing  
Category: County Administration and Management

Providing essential services during the early stages of the COVID-19 pandemic created many unique challenges for agencies across the state of Texas. In March 2020, orders from the Governor and local authorities only allowed essential services to be provided so social distancing could be maintained. While other surrounding counties had shut their doors and suspended services for Vital records due to safety and distancing concerns, the Tarrant County Clerk, Mary Louise Nicholson, was determined to not allow the pandemic to interfere with statutorily required services including issuance of marriage licenses which is typically handled face-to-face. Within 24 hours of the idea's conception, the County Clerk worked with their IT support staff to expeditiously acquire equipment and software to rapidly deploy a new contactless process and solution. A zoom capable kiosk with web conferencing was setup adjacent to the existing County Clerk's downtown Vitals office allowing on-site issuance of marriage licenses. Over the 7-week span from March to May, 446 licenses were issued, including residents of surrounding counties.



## NEWS RELEASE

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# Tarrant County earns national achievement award(s) for Video Conferencing Kiosk for Marriage License Processing

**WASHINGTON – Tarrant County Video Conferencing Kiosk for Marriage License Processing** has been recognized with an Achievement Award from the National Association of Counties (NACo). The awards honor innovative, effective county government programs that strengthen services for residents.

NACo recognized **Tarrant County Video Conferencing Kiosk for Marriage License Processing, in the category of County Administration and Management.**

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NACo President Gary Moore said, "Over the past year, county officials and frontline employees have demonstrated bold, inspirational leadership. This year's Achievement Award winning programs illustrate the innovative ways counties build healthy, safe and vibrant communities across America."

Nationally, awards are given in 18 different categories that reflect the vast, comprehensive services counties provide. The categories include children and youth, criminal justice and public safety, county administration, information technology, health, civic engagement and many more.



Started in 1970, NACo's annual Achievement Awards program is designed to recognize county government innovations. Each nominee is judged on its own merits and not against other applications received.

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*The National Association of Counties (NACo) strengthens America's counties, including nearly 40,000 county elected officials and 3.6 million county employees. Founded in 1935, NACo unites county officials to advocate for county government priorities in federal policymaking; promote exemplary county policies and practices; nurture leadership skills and expand knowledge networks; optimize county and taxpayer resources and cost savings; and enrich the public's understanding of county government. [www.naco.org](http://www.naco.org)*