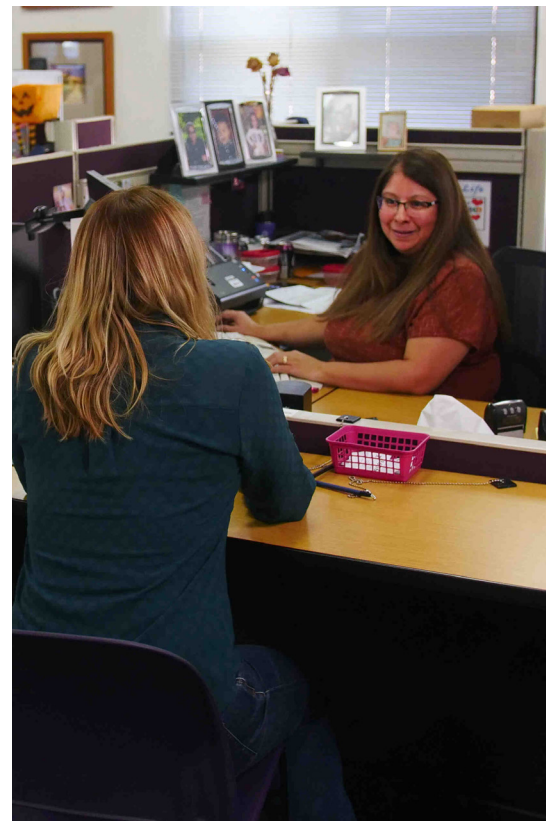


BOULDER COUNTY CLERK & RECORDER

Public Accountability & Services Report



Hello Boulder County Residents,

Creating this public report spotlighting key facts and accomplishments of the Office of the Clerk & Recorder is something I am truly proud of. I thought about the importance of public accountability as I embarked on my second term in office this year and during our annual strategic planning process. My goal as Clerk has always been to increase transparency on the work we do and my hope is that this report helps the public understand what we are working on and why.

This report focuses on our operations from July 2022 through June of this year. Our goal is to always provide the best in public service, build a values-driven culture, and leverage technology to accelerate our vision. I hope this goal is evident in our office accomplishments laid out in this report.

As always, we welcome feedback or questions on how we can serve you better. Email us anytime at ClerkandRecorder@BoulderCounty.gov.

Molly Fitzpatrick

Molly Fitzpatrick
Boulder County Clerk & Recorder



Elections Division



Our office worked diligently to help pass an elections funding modernization bill in the Colorado State Legislature. This bipartisan legislation will lead to more equitable cost sharing to pay for future elections (costs are shared between state and local governments). **This change will save Boulder County upwards**

of several hundred thousand dollars per year beginning in 2024 during major elections.

The November 2022 General Election featured the longest ballot in over five years. This required adapting ballot processing operations to accommodate the two-card ballot.

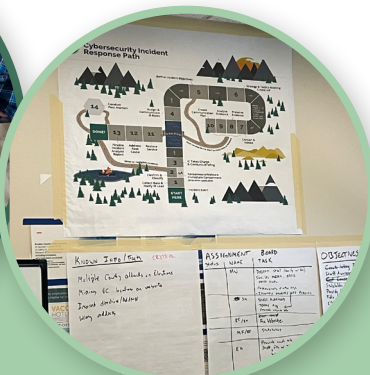


Voting at CU in 2022

Staff members were trained in incident response procedures to ensure preparedness for elections. The team participated in a tabletop exercise to practice real life scenarios as well as a separate emergency response training.



Emergency Response Training

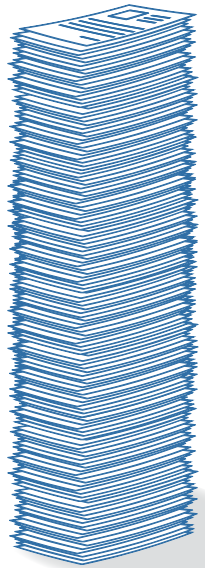


Incident Response Training

In preparation for this fall's first ranked choice voting (RCV) election for the City of Boulder mayoral contest, and the first of its kind statewide on modern voting systems, the Elections office has invested a huge amount of time and resources to make sure we are successful. Implementing RCV impacts every facet of elections from ballot design to processing from our voting system to how we report results.

This spring, our ballot scanners and stations were replaced and thoroughly tested.

Some of these stations had **scanned over half million ballots over their lifetime** before retirement!



For the first time, Boulder County offered Spanish language ballots to voters. It required not just translating content but making sure each ballot style (40+ in 2022) was accurate.

Boulder County held our 4th High School Voter Registration Awareness Week with over 8 events and 50 students registered.



Registration Event at Lyons Middle Senior High School

Want to Dive Deeper?

Check out our 2022 Post-Election Data Report found at [BoCo.org/2022PostElectionDataReport](https://bo.co.org/2022PostElectionDataReport).

Motor Vehicle Division

New Kiosk!

A new self-service vehicle registration renewal kiosk was installed at the King Soopers in Louisville. Transactions at this kiosk significantly outpaced our usage goals with June transactions coming in at 740 residents served.

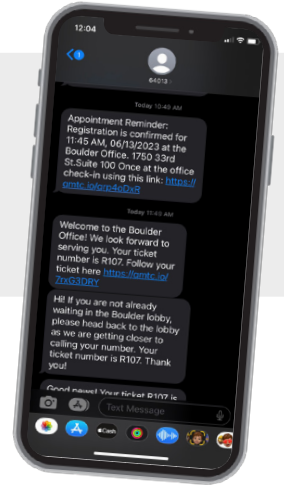


Thousands served since installation!



To better reduce public wait times and make office visits more efficient and time-management friendly, the Motor Vehicle Division moved to an appointments-based service model for all in-person visits*. Under the new model, 83% of residents are seen within five minutes of their appointment time. Additionally, residents overall score the experience with an **85% positive ranking** on the post-visit survey.

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A new, modernized and more inclusive ticketing system was implemented allowing for mobile check in, appointment reminders, and an option to request an appointment with a Spanish-speaking bilingual staff member.

While many services can be completed via mail or drop box, our office understood that completing the right paperwork could be daunting.



To assist residents, staff developed comprehensive packets with downloadable sample forms for some of the most common transaction/service requests showing residents how to fill out paperwork accurately and completely.



Our office worked closely with our state counterparts in the Department of Revenue (DOR manages statewide motor vehicle operations, forms, and online transactions) to get **29 critical informational and instructional forms translated into Spanish** and available to the public in person and online. Previously the Spanish language forms that existed were either relatively inaccessible to the public or non-existent.

*Private Sale transactions/registrations are still accepted as walk-ins.

Over the last year, July 2022 to June 2023, we had approximately

95,000

in-person transactions plus another 200,000+ via online, email, kiosk, mail, drop-off or phone!



Recording Division



"I was kind of nervous about getting our wedding paperwork right, but Boulder County makes the marriage license application process easy. The forms were straightforward, the team was helpful in answering questions, and the zoom session was downright fun! We even got a screenshot that we're going to put into our wedding album."

– Julia Burak (pictured with now spouse, Ben Carberry)

Since implementing a fully remote marriage license process during the pandemic, this year our office worked closely with the Colorado legislature to permanently make the remote process an option for all county clerks to use.

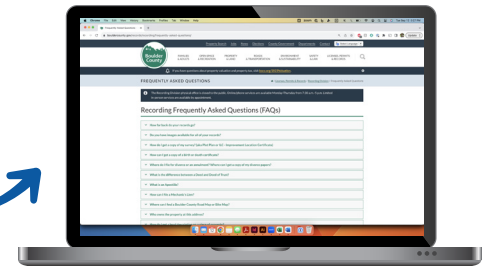


2,007

Marriage Licenses issued from July 2022 through June 2023

After a competitive bid process, the Recording Division finalized a contract for a Recording system upgrade that will provide a greater level of ease for the public to search, access, and order certain online records. We're excited to rollout the new platform later this year.

Taking public feedback into account, our Recording website was refreshed to be more user friendly by adding quick links for the most popular services and a commonly asked questions section.



Officewide



The Clerk and Recorder Divisions home webpage was revamped to provide more transparency to the work we do including adding our multi-year goals and our progress towards those goals for each division.



As a part of a multi-year plan, comprehensive cybersecurity training is now provided to all staff members, equipping them with the tools to be a first line of defense against potential cybersecurity threats.



A monthly safety newsletter was launched to foster a culture of awareness and preparedness among our employees. Additionally, we updated our emergency response equipment, ensuring that we have the necessary tools and resources readily available in the event of an emergency.



Over the past year, our office held three all-staff racial equity trainings to learn and better serve our community. All the events were held outside of public hours as to not impact our services.



New Emergency Go-Bags



Racial Equity Training Event