

2025 Public Accountability and Services Report



Remodeling, retooling, and reorganizing. These were the themes of 2025 across all three of our divisions, shaping how we use our space and how we manage our critical files and data.

In July, we completed the long-planned remodel of our Longmont Motor Vehicle office. Soon after, we began renovating our Boulder offices, including Motor Vehicle and the Elections and Recording areas on the second floor.

Our Motor Vehicle offices were overdue for updates. The renovations brought much-needed improvements, including better privacy for transactions, more accessible spaces for people with disabilities, and layouts that support the way we work today — much of which happens through email and online services.

Elections and Recording saw similar improvements. Recording services have shifted from entirely in-person to less than 20% in-person over the last twenty years, but the space had never changed. At the same time, population growth and the move to mail ballots increased our need for ballot-processing space. The redesigned second floor now meets both needs, while also strengthening security and adding needed access-control points.



We also completed a major digital transformation across the Clerk & Recorder's Office. We moved from a basic shared drive to a modern content management system that improves file access controls, supports version tracking, and allows real-time collaboration. The transition required careful planning and time, but it will strengthen our data management and provide better protection against cyber threats.

This is our fifth annual report, highlighting key projects and insights that the public may not always see. If you haven't yet, I invite you to explore the [2025 Post Election Data Report](#) for a more detailed look at our election processes.

In Service,

Molly Fitzpatrick

Questions or feedback?
ClerkandRecorder@BoulderCounty.gov

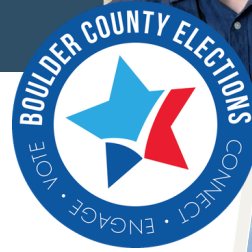
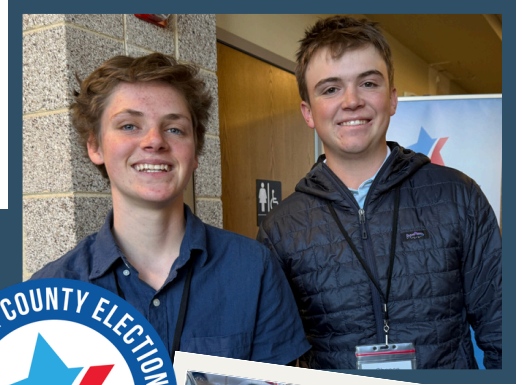
Elections Division

Each election, we hire between 250 and 500 community members to serve as election judges. This year, we updated and simplified our hiring process, including adding DocuSign to our workflow. As a result, most paperwork can be completed online which saves significant time for staff and judges.

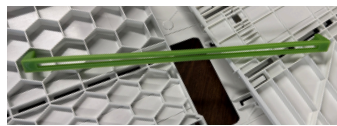
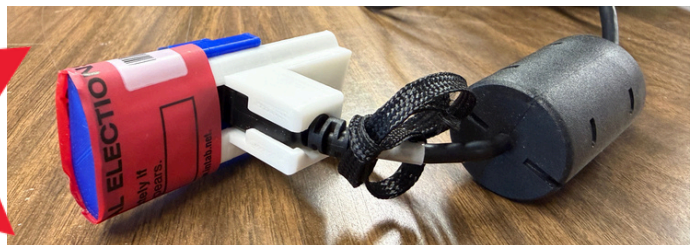
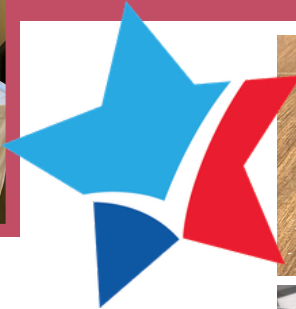
The student judge program was successfully expanded to allow students to work behind the scenes in ballot processing for the first time.

Elections staff revamped ballot-handling processes and staffing to create a more streamlined system, reducing election judge downtime and increasing the number of ballots processed in the same amount of time.

Comprehensive ADA evaluations of all our 24-hour ballot drop box locations were also completed. Through this review, we identified several sites that needed to be moved or adjusted to ensure compliance and to guarantee all residents have equal access to ballot return locations.



With the goal of reaching underserved but eligible voters, Boulder County Elections hosted a voter registration and ballot pick up event at All Roads Shelter in Boulder, serving at least 15 voters.



We purchased a 3D printer and began making some expensive or hard-to-find items ourselves, such as seals for ballot printers, ballot-tray tools, replacement ballot box handles, and cable organizers.



Ballot Storage

By law, we maintain physical voted ballots and envelopes in secure storage. This year, we adopted an electronic chain-of-custody system to enhance and track this process.

While not glamorous work, the Elections Division completed an extensive ballot printer selection process. Because ballot printing costs exceed \$250,000 each election, choosing the right printing partner is an important decision, and staff spent significant time requesting proposals and reviewing criteria.



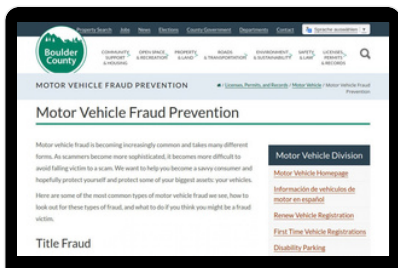
Motor Vehicle Division

In 2025, the county completed a long-planned remodel of the Longmont Motor Vehicle office, finally connecting, for public access, our space to the other county services in the St. Vrain Community Hub. The updated office includes modern features and an expanded lobby to better serve Longmont's growing population. As soon as the Longmont project wrapped up, we began similar upgrades in our Boulder office, which finished in February 2026.



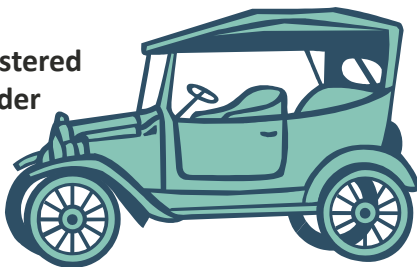
Waiting Area and Service Desks, Longmont Motor Vehicle Office

The Colorado Department of Revenue manages the backbone of the motor vehicle registration system. In 2025, Boulder County staff spent significant time working with our state partners to prepare for a major system upgrade coming in 2026 — the first since 2018. This work included close collaboration and extensive testing of new backend functions and public-facing features.



Vehicle title fraud is a growing issue statewide and across the country. To help the public, a new fraud prevention section was added to the website and new content was added to our MV lobby presentations in both English and Spanish. Plus, more MV fraud education is coming in 2026.

The oldest registered vehicle in Boulder County dates to 1916



For the second year in a row, the 1945 retro black plate is the most popular specialty plate.



Fun fact: While the number of registered vehicles declined slightly in 2025 from 270,446 to 269,485, the number of in-person transactions rose from 75,592 to 79,080 likely due to an increase in new vehicle purchases.

In partnership with the Boulder County Sheriff's office, our offices were supplied with materials and training behind the new Blue Envelope program that helps promote communication between county area police and disabled residents.





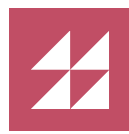
2,309
Marriage
Applications



17
Civil Union
Applications



45,619
Documents
Recorded



Recording Division

While over 80% of our transactions are online, including marriage license appointments, the division added a second in-office staff member to support increasing walk-ins to better serve the public.

By streamlining our processes, staff have reduced virtual marriage appointments to an average of 25 minutes or less – making it faster to get your marriage license than to finish a typical grocery store run.

Due to a legislative change, recording fees statewide were simplified last July, shifting from a per-page cost to a flat fee for each recorded document. Clear communication of this change to partners, title companies, and the public was a priority in the months leading up to implementation.



Officewide

The Clerk & Recorder’s Office underwent a major file management transformation, moving from a basic shared drive to a modern content management system. This transition required countless hours of work, but it greatly enhances the security and organization of our work files and data, better protecting them from data intrusions and hackers.



5 Staff members
received county-
wide values awards

Employees participated in a staff led “mutual learning session” on neurodiversity – what the term means, how to work with colleagues who are neurodivergent, and how to assist members of the public who many encounter challenges due to cognitive differences.



230+ Completed
Projects in addition
to daily job tasks



Did you know our office regularly participates in emergency response trainings and drills?

In addition to managing building upgrades and remodels in both Boulder and Longmont, admin staff managed the replacement of the Boulder office’s entire air conditioning unit as it was 20+ years old and failing. In addition, they worked to purchase and install a specialty cooling unit for our voting system server to maintain optimum performance.

All public website forms were migrated to a new vendor that provides stronger support for online ADA requirements. The updated forms ensure that residents with visual impairments can navigate and complete them accurately and independently.