



STATE OF THE
CLERK'S OFFICE:
YEAR-END
2023

Hello! I am your Douglas County Clerk and Recorder, Sheri Davis, and I am honored to be celebrating more than 25 years of service to our community, leading the Recording, Elections, and Motor Vehicle divisions in the Office of Clerk and Recorder prior to being elected Clerk in November 2022.

Now one year into my term, I'm excited that our team's reputation for serving citizens with excellence and our commitment to continuous improvement and innovation continues to grow on both the local and state level.



This State of the Clerk's Office report for year-end 2023 provides a synopsis of our Office's key metrics and innovations for the year. We often refer to our team as the face of the county, providing critical local government services with nearly two million citizen contacts each year. Our 100 employees are empowered and committed to helping the members of our community complete their business as effectively and conveniently as possible.

As your Clerk and Recorder, I am also dedicated to sharing solutions and having a positive impact beyond Douglas County. In 2023, I was elected as the Chair for the Colorado County Clerks Association (CCCA) Central Region Committee, supporting clerks who serve communities across Colorado by sharing best practices to provide consistency and efficiency in local government operations. Our group works to inform and influence laws and rules from the state legislature, Colorado Secretary of State's office, and Department of Revenue to promote common sense solutions and effective implementation on the county level.

I was also appointed to the Colorado State Vehicle Services DRIVES Governance Committee in January 2023 for a term of two years. DRIVES is the State of Colorado Motor Vehicle operating system used by all County Clerk and Recorder offices to provide motor vehicle services to citizens. My responsibilities as a DRIVES Governance Committee Member include the development of operational and budget plans and proposals in collaboration with the Department of Revenue and legislative committees to enhance the state's motor vehicle infrastructure.

I am a Colorado Certified Election Official (CCEO) and a nationally designated Certified Elections and Registrations Administrator (CERA).

Our Clerk and Recorder team is committed to serving our citizens and each other with respect, courtesy, transparency, and professionalism. We look forward to continuing to provide our community with the highest level of local government service.

Sheri Davis



Table of Contents

Motor Vehicle	1
Recording	2
Elections	3
Administration	4
Citizen Feedback	5

MOTOR VEHICLE



383,337

Total
Transactions
Processed



197,433

Business
Service
Transactions



37,146

MVExpress
Kiosk
Transactions



2,373

Live
Online
Chats



51,172

Communications
Center
Calls



138,467

In-Person
Visits



15:50

Average
Wait Time

Douglas County Motor Vehicle operates three office locations in Castle Rock, Highlands Ranch, and Lone Tree, six self-serve MVExpress kiosk locations at local King Soopers stores, and a limited services Express Driver License office in Castle Rock.

The Motor Vehicle division also includes a dedicated Communications Center team to provide citizens with expedited customer service by phone and live online support, as well as a Business and Dealer Services desk that continued to draw new business and increased revenue to the County in 2023.

Additional key innovations for the Motor Vehicle team in 2023 include:

- Creating a standard process across all offices to provide same day return service for citizens to complete transactions.
- Securing new mail processing equipment and implementing operational efficiencies to complete customer transactions.
- Launch of a Continuous Development Training program to enhance Motor Vehicle Specialist knowledge, skills training, and customer service expertise.
- Creation of a QR code business card and website resource page to provide clear and easy to access information for customers to successfully complete their motor vehicle transactions.
- Piloting a 100% remote work position to support required audits by the Motor Vehicle team and DRIVES User Acceptance Testing with the state of Colorado.

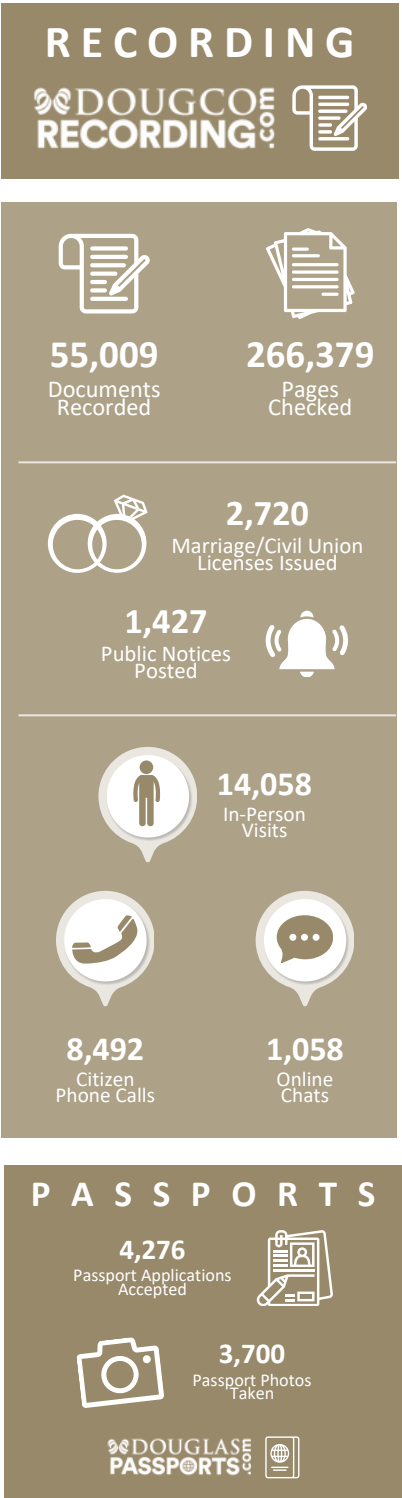
The **Douglas County Recording Office** is responsible for recording, indexing, copying, and preserving permanent public documents, primarily real estate records. The Recording Office also issues Marriage and Civil Union Licenses, serves as a Passport Acceptance Center, and posts Special District Public Notices.

In 2023, the Recording Office processed 4,276 Passport Applications, a 111% increase over the office’s three year average. As a customer convenience, the office also provides Passport Photo service. The 3,700 passport photos taken in 2023 represent a 92% increase over the three year average.

The 2,720 Marriage and Civil Union Licenses issued by the office marked a 24% increase over the three year average and the highest number of licenses issued in Douglas County history!

Additional key innovations for the Recording team in 2023 include:

- Testing and updating Landmark Land Records recording management software.
- Nearly doubling the availability of Passport Acceptance appointments in response to high citizen demand.
- Providing Citizen Recording Activity Notification, a free fraud detection service to alerts individuals any time a document is recorded in their name or on their property to protect against potential “title theft” or fraud.
- Implementing a new internal system to manage the document recording for statutorily protected persons.
- Scanning and digitizing all Land Monument records.



ELECTIONS

DOUGLAS
VOTES.com

Voter Registration



60,645

Voter Registration
Records Processed



3,600

Unique Customer
Contacts

November 7, 2023
Coordinated Election



144,601

Total Ballots Cast



52%

Voter Turnout

Voter Registration



298,446

Registered Voters



+6.5%

Annual Increase

Douglas County Elections is responsible for maintaining Douglas County voter registration records as part of Colorado's secure statewide voter registration database; documenting and updating precincts and boundaries, coordinating and conducting elections in Douglas County following detailed federal and state laws and rules from the Colorado Secretary of State; and providing voter education, outreach, transparency, and trusted information for the citizens of Douglas County.

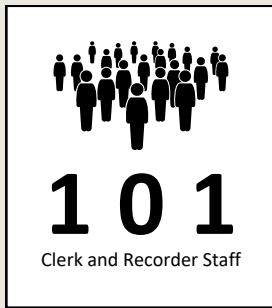
The sixteen Colorado Certified Election Officials (CCEO) on the Douglas County Elections team, led by the Deputy of Elections and Douglas County Clerk and Recorder who are both nationally Certified Elections and Registrations Administrators (CERA), work year-round to plan for each upcoming election.

During each active election cycle, citizen election judges representing different political affiliations are hired as temporary election workers to work alongside the Douglas County Elections team to complete the statutory steps required to ensure the security and integrity of every step of the election process.

Key innovations for the Elections team in 2023 include:

- Implementation of a new election judge scheduling, bookkeeping, training, and communications platform (MODUS).
- Enhancement of election judge professional training program and materials.
- Development of election process owners to ensure security, integrity, and efficiency.
- Collection and analysis of election process metrics and data to drive continuous improvement and innovation.

A D M I N I S T R A T I O N



11 Administration/Accounting



16 Elections



62 Motor Vehicle



12 Recording



Staff Recruitment



Employees Hired to
Provide Continuous Staffing

The **Douglas County Office of Clerk and Recorder Administration/Accounting** team is responsible for personnel, records, finances, and daily operational needs in all Clerk and Recorder divisions. The team also manages strategic initiatives and projects across the organization, internal and external communications, and citizen outreach and engagement.

The Administration team was responsible for the recruitment, hiring, and onboarding of 17 employees in 2023 to ensure continuous staffing for essential government services, and for facilitating professional development opportunities, employee appreciation events, and office culture initiatives throughout the year.

Key innovations for the Administration/Accounting team in 2023 include:

- Creation and management of Office of Clerk and Recorder Facebook, Instagram, and Linked In social media accounts.
- Development of annual tasks project board and standing collaboration meeting to enhance organization, efficiency, and continuity of operations.
- Launch of the Gallup Q12 Culture and Engagement Employee Survey and annual team goal strategies.
- Enhancement of the Future Leaders Program curriculum and facilitation.
- Creation and implementation of new Third Party Transaction process.
- Overhauling and balancing outstanding refund accounts and processes.
- Updating and streamlining the Daily Balancing Workbook to vastly reduce manual entry, repetition, and to increase accuracy.

YOUR FEEDBACK MATTERS

mydougcoclerk.com

TAKE OUR SHORT SURVEY

OVERALL
CUSTOMER
SATISFACTION



Every citizen who interacts with the Office of Clerk and Recorder team is encouraged to complete a **Your Feedback Matters** customer experience survey. The three objectives of the survey are to celebrate positive customer service experiences, provide coaching opportunities for staff development and training, and identify potential areas for business operation or process improvement.

In 2023, more than 6,000 citizens visited MyDougCoClerk.com to complete the Your Feedback Matters citizen survey, resulting in an overall customer satisfaction rate of 97% for the Office of Clerk and Recorder's Elections, Motor Vehicle, and Recording division teams! Here are just a few examples of actual comments received from members our community. Our team is honored to serve you and excited to continue to provide excellence in local government service in 2024.

"Professional, helpful, and went above and beyond anything I've ever experienced with any government employee."

"This was by FAR the most amazing DMV experience of my life!"

"My service was helpful, friendly, and personable. You have an amazing group of professionals!"

"Everyone I communicated with was extremely friendly, professional, expeditious, and knowledgeable."

"It is a pleasure to have such friendly, helpful and efficient county employees."

"Your staff went above and beyond to help me complete my transaction."

"I was in and out of the office in under 10 minutes - quick service with a smile!"

"Making an appointment was so easy and such a time saver."