

BOULDER COUNTY CLERK & RECORDER

Public Accountability & Services Report

SUMMER 2021



Hello Boulder County Residents,

The Clerk & Recorder's office touches nearly every adult resident at some point in their lives: from maintaining voter registration records and administering elections, to keeping vehicle title records and collecting motor vehicle taxes, to maintaining vital county property and marriage records.

With our office touching so many aspects of our lives in administrative ways, I wanted to shed more light on our accomplishments from 2020 and the first half of 2021 in this *Public Accountability & Services Report*. **In this Report, we are highlighting key aspects of our office that you may not be aware of.** As always, we welcome feedback or questions on how we can serve you better. Email us anytime at ClerkandRecorder@BoulderCounty.org.

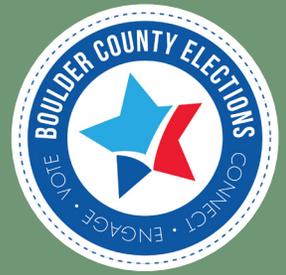
In service,

Molly Fitzpatrick

Molly Fitzpatrick
Boulder County Clerk & Recorder



ELECTIONS DIVISION



Our office maintains over

230,000

active voter registration records, including an average of 2,500 new or changed records per week in 2020 and about 1,800 per week in 2021.



For the first 6 months of 2021, multiple election staff were focused on identifying the technical requirements and desired improvements to replace our nearly decade-old signature capture and ballot envelope sorting machine. This machine is integral to our operations and the implementation of the **new machine**, delivered in early August, **is expected to increase our efficiency and allow us to process mail ballot envelopes faster.**



In the fall of 2020, we established a **new mis-/disinformation public reporting hotline and email** so residents could notify our office about incorrect and sometimes purposely misleading election information. With this tool we were able to **escalate eight cases quickly to statewide law enforcement.**



In September 2020, we published our **first ever Election Security Community Briefing**, a 20-page report detailing how we elevate security

throughout election operations. The report helped alleviate concerns voters had about the security of our systems during an intense political environment.

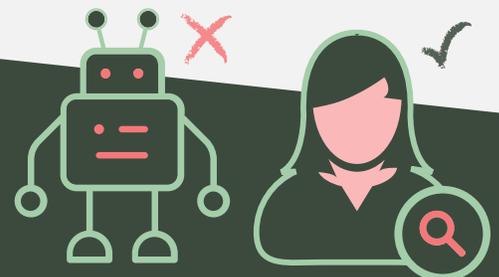


In 2020, **two new mail ballot drop boxes were added for voter convenience** – an additional box on the CU campus and one in Gunbarrel. Additionally, this spring we relocated Louisville's drop box to the Recreation Center, making it a drive-up location.

This year, **our elections staff tracked 18 bills and provided testimony on 4 bills.** We created a new **Legislative Highlights** section on our website for a deeper dive into the work we do in this area.

Did you know?

While registration changes made online appear to be automated, in fact every new registration or change to a voter registration record is reviewed by a voter services team member on our end to ensure accuracy and compliance.



MOTOR VEHICLE DIVISION



In 2020, Motor Vehicle saw over **101,000 people in our offices** and **351,554 total transactions** were processed, including in-person, online, self-service kiosk, mail, drop-off, and over the phone.



A lot of our work isn't just at the public counter. From January 2020 to June 2021, Motor Vehicle staff answered over **100,000 phone calls**. During the height of the pandemic, this was an average of around 300 calls a day. And from March 2020 to December 2020, we received an **average of 1,000 emails a week**.



↑ 50%

Vehicle renewals, which almost all can be done online, **increased by 50% online** during the pandemic.



In July 2020, we launched a **newly redesigned Motor Vehicle website** to streamline services offered and help the public find what they need faster. The redesign had been in the works for well over a year before its launch.



Did you know?



It takes approximately **seven months** to fully train a single Motor Vehicle technician on all the registration and title nuances. We have hired over **eight new employees** over the last year to keep up with employee retirement and turnover.



NUMBER OF UNIQUE LICENSE PLATE DESIGNS ISSUED IN COLORADO

Residents completing services with Boulder County Motor Vehicle



RECORDING DIVISION

↑ **35%**

Due to population changes and record low interest rates (refinancing of homes), the **number of recorded documents increased 35% in 2020 for a total of 88,802 recordings filed!**

↑ **42%**

The trend in increased real estate recordings continues this year. **As of May, filings are up a record 42%.**

↑ **90%**

Pre-pandemic, about 80% of recorded documents were filed online. In 2020, nearly **90% were recorded electronically.**

Couple getting a remote marriage license



To have ample space for COVID safe ballot processing during the pandemic, **our Recording Division staff committed to working fully remote**, freeing up space for election activities to expand into the Recording area. In doing so, they had to quickly implement a **new fully remote marriage license issuance process.**

Since March of 2020, **nearly 1,500 marriage licenses have been issued via remote video conference.**



Did you know?

Since the remote marriage license implementation, legislation has now been passed supporting this public service accommodation for at least two years, giving residents the ability to take care of this legal marriage process from the convenience of their homes.

OFFICEWIDE

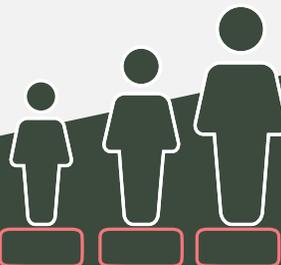


We secured approximately **\$518,000 in federal and non-profit grants to support the office** during the pandemic and allow us to implement **strict COVID-19 safety protocols** without the county taxpayers absorbing all the cost.

To lean into our office value of equity and inclusion, we implemented **small group trainings on implicit bias to increase the awareness of our own internal biases, how they may show up, and what we can do to interrupt that narrative.** Additionally, we have future sessions planned on understanding systems of oppression, so that we may better

understand why some members of our community have barriers or challenges in seeking our services, and another session on how we can better stand in solidarity with historically excluded communities, improve our partnership with those communities and create more accessible pathways to all of our public services.

EQUALITY



EQUITY

