

# First Six Months

## Clerk and Recorder George Stern

**Our Vision:** A 21st-century Clerk and Recorder's Office

**Our Mission:** To deliver **accessible, efficient, and transparent** service that's a nationwide model for local governments by engaging our constituents and empowering our employees

### More Accessible



- Accept credit cards in all Clerk and Recorder divisions as of last month



- Take passport appointments online (we've issued 1,200+ passports in 2019)



- Expanded Motor Vehicle online services (we've helped 75,000 customers online, and 162,000 in office in 2019)



- Moved vehicle renewal kiosk to convenient location at Arvada King Soopers on 80th and Wadsworth

### More Efficient



- Helped Lakewood run its special election, saving the city hundreds of thousands of dollars and counting all 35,000+ ballots before 10 p.m. on Election night



- Updated our phone prompts to get customers served far faster (check it out: 303-271-8186)



- Improved office signage to help customers get to where they need to go faster

### More Transparent



- Hosted public elections tour of our entire ballot processing center during a live election



- Added line position updates to our phone systems to help our customers plan during those rare times when they're on hold



- Post regular updates and office progress to Facebook, Twitter, and Instagram (check out posts on everything from some of the 1600+ couples we've helped get married this year to important legislative changes)



- Wrote OpEds for the Denver Post and local Jeffco papers about important election updates



**JEFFERSON**  
COUNTY COLORADO  
Clerk and Recorder



Clerk and Recorder  
George P. Stern