

# First Year of Progress

Clerk and Recorder George P. Stern



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

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

## More Accessible



Accept credit cards in 100% (previously 50%) of Clerk and Recorder divisions



Added eight new 24-hour ballot drop boxes for the 2019 election



Added four motor vehicle renewal kiosks at grocery stores throughout Jeffco



Began taking passport appointments online; have helped 2,322 passport customers



Launched motor vehicle website chat function for immediate customer service



Partnered with Jeffco Public Schools to register eligible high school students to vote

## More Efficient



Ran successful 2019 coordinated election; received 195,000 ballots (highest in state) and finished counting 99% on election night



Started "scan and return" process so that customers can leave with their recorded documents



Launched mobile election information platform (text "Jeffco" to 28683)



Rolled out in-office marriage license kiosk to improve customer experience

## More Transparent



Hosted four public elections tours of our ballot processing center during live elections



Launched customer feedback platforms in all divisions; have received thousands of comment cards



Overhauled elections website (VoteJeffco.com) to provide voters more helpful information



Expanded social media reach on Facebook, Twitter, and Instagram



Published op-eds in the Denver Post and local news outlets with important election information



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