

# 2021 Achievements

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



Increased use of grocery store DMV kiosks by 60%, helping nearly 70,000 customers



Had more voters during the Coordinated Election than any county in the state



Revamped liquor license forms and eliminated redundant ones to save small businesses time



Expanded DMV e-services, helping more than 300,000 people online



Refined appointment scheduling, ensuring ready availability and fast service



Converted special district agenda posting to online, enabling broader availability

## More Efficient



Helped more than 60,000 customers via online chat, saving them a trip to an office



Finished processing 99% of ballots by Election Night—well ahead of counties with fewer voters



Enabled 90% of all document recordings to be done digitally



Achieved 0-minute median waits for in-person voting by streamlining locations and providing interactive maps and wait times

## More Transparent



Received thousands of Google reviews across all offices, achieving 95%+ positivity



Overhauled Recording and Clerk to the Board websites to improve customer experience



Hosted Facebook Live tours of ballot processing and filmed informational videos featuring election judges



Continued public online dashboard so customers can track our progress



Expanded outreach, publishing two DMV op-eds, and explaining election integrity in print and on radio and TV



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