



Arapahoe County

5334 South Prince Street
Littleton, CO 80120
303-795-4630
Relay Colorado 711

Board Summary Report

File #: 25-558

Agenda Date: 11/3/2025

Agenda #:

To: Board of County Commissioners

Through: Joan Lopez, Clerk and Recorder

Prepared By:
Karl Herrmann, Chief Deputy, Clerk and Recorder

Presenter: Joan Lopez, Clerk and Recorder

Subject:
1:00 PM *New Office Hours for Clerk and Recorder

Purpose and Request:

To better serve our customers and to support our dedicated employees, the Clerk and Recorder's Office will be updating our opening hours. Effective January 1, 2026, our office will open to customers at 8:00 a.m. instead of 7:00 a.m. This change will align our service hours with our partners in the Assessor's and Treasurer's offices and will provide a more balanced and productive start to the day for our staff. The new hours of operation will be 8:00 a.m. - 4:00 p.m.

Alignment with Strategic Plan: Good Governance - Deliver mandated and essential services with excellence.

Background and Discussion: The Office's current hours (7:00 a.m. - 4:00 p.m.) have been in place for many years. The new schedule is aligned with the Assessor's and Treasurer's offices to allow fewer return visits for customers requiring service from more than one office. All services at C&R are by appointment, so there will be minimal disruption to customers' schedules.

Alternatives: An alternative would be to take no action and leave hours as currently posted. Keeping existing hours (7:00 a.m. - 4:00 p.m.) would continue operational misalignment with other departments and sustain current workflow inefficiencies. Employee satisfaction and retention challenges may persist due to early scheduling demands.

Fiscal Impact: No fiscal impact.

Alignment with Strategic Implementation Strategies: The attached framework helps Arapahoe County institutionalize values-based, transparent decision-making, documenting how we make decisions and carry out actions to achieve the county's strategic plan.

Staff Recommendation: N/A

Concurrence: This request is supported by Office leadership to improve operations for the public.