



**ARAPAHOE COUNTY**

# Clerk and Recorder's Office Levels of Service

Board of County Commissioners

June 18, 2025 @ 9:30am

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# Current Service Levels and Resources

- **Motor Vehicle Division**

- Assist residents with select motor vehicle services such as new vehicle registration, titles, placards and plates.
- Service Level: **HIGH** (high customer satisfaction and highest throughput in state, perfect inventory audits two years in a row).
- Existing Gaps: Customer accessibility, state system challenges, rising mailing/postage costs, employee retention.

- **Election Division**

- Provide free, fair and transparent elections for voters in Arapahoe County, in conjunction with maintaining/updating the database for eligible voters.
  - Service Level: **HIGH** (high voter satisfaction and distinguished national reputation).
  - Existing Gaps: Physical and cyber security, public skepticism in elections nationally, employee bandwidth and constantly changing legislation.
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# Current Service Levels and Resources

- **Records Division**

- Assist customers with the recording, searching, and fraud detection of vital public records such as real estate records, military discharges, marriage licenses and passports.
- Service Level: **HIGH** (high customer satisfaction, expanded accessibility).
- Existing Gaps: Customer/service accessibility, weakened recording market, increasing fraud climate and rising mailing/postage/system costs.

- **Most critical needs**

- *Move out of the Aurora Motor Vehicle lease and find better, more accessible and fiscally sustainable space*
  - *Election Security (physical and cyber)*
  - *Build Motor Vehicle back-office unit and space, phone bank and mortgage mail operations*
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# Funding for “Have-tos”

## ❖ Move Aurora Motor Vehicle Branch Office, lease expires 2027

- Total \$\$\$ amount needed (ongoing and/or one-time, depending on option chosen).
  - A building purchased and fitted would cost \$7-10 million. A building leased would be similar to today's ongoing costs (\$180k/year) + one-time fit costs (\$2 million).
  - If we move into an existing County space and merely fit for our operation, it would be a one-time cost of at most \$2 million.
- No additional FTEs needed.
- Impact if funded: one-stop service operations for public, better public transportation access, shared internal support costs like security and internal Department coverage.
- Impact if not funded: continue to struggle with costs, wasted facility staff time, safety issues and access challenges at the current location.
- Priority #1.

# Funding for “Have-tos”

## ❖ Install Security Fence around the Election Warehouse on Federal

- Total \$350,000 amount needed (one-time).
  - No additional FTEs needed.
  - Impact if funded: secure critical County election assets like the contents inside, as well as the new generator outside.
  - Impact if not funded: continue to have an open space near critical infrastructure with a high traffic area during a contentious political climate.
  - Priority #2.
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# Funding for “Have-tos”

## ❖ Complete Construction of the Clerk and Recorder Hub space(s) at Littleton-Admin, ground floor

- Total \$150,000 amount needed (one-time) to complete construction.
  - No additional FTEs needed, FTE will be re-purposed and moved into a new back-office unit.
  - Impact if funded: improved operations and more dedicated focus to phone, mail and email customers, ultimately expanding digital services.
  - Impact if not funded: continued logistical challenges with said operations and phone bank and mortgage mail remain secondary priorities.
  - Priority #3.
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# Funding for “Shoulds”

## ❖ Clean and Re-Brand Election Ballot Boxes + Purchase 2 more

- Total \$40,000 amount needed (one-time)
  - No additional FTEs needed
  - Impact if funded: updated information and a look of election investment
  - Impact if not funded: outdated information and an optic of an aging broken election operation
  - Priority #1
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# Funding for “Shoulds”

## ❖ Re-Design Election Warehouse on Federal (historical CIP request)

- Total \$750,000 amount needed (one-time).
  - No additional FTEs needed.
  - Impact if funded: improve logistics-security-safety within the warehouse during peak election cycles, 100s of Judges in one space.
  - Impact if not funded: continue to have logistical/security/safety challenges during peak election cycles at the warehouse.
  - Priority #2
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# Funding for “Shoulds”

## ❖ Expand Clerk and Recorder Video Education Library

- Total \$100,000 amount needed (one-time).
  - No additional FTEs needed.
  - Impact if funded: community education about elections, motor vehicle and recording, building trust and awareness about government
  - Impact if not funded: continue to piecemeal same videos with less impact and at a much slower pace, continued community disconnect and lack of awareness of government operations.
  - Priority #3
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# Funding for “Could’s”

## ❖ Expand Election Division Personnel

- Total \$240,000 amount needed (ongoing).
  - 3 FTE needed.
  - Impact if funded: improve community engagement, program specialization, and align closer to our peers staffing in similarly sized jurisdictions.
  - Impact if not funded: continue to work with less than our peers in similarly sized jurisdictions.
  - Priority #1
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# Funding for “Could’s”

## ❖ Build Employee Spaces at Littleton-Admin (Employee Eating Space, Employee Lounge, Employee Gym)

- Total \$1,500,000 amount needed (one-time + ongoing).
  - No FTE needed.
  - Impact if funded: improved employee wellness, comfort, appreciation and ultimately retention.
  - Impact if not funded: continue to hear from staff how Littleton-Admin does not have a place to eat, relax and exercise while other work locations do.
  - Priority #2
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# Funding for “Could’s”

## ❖ Expand County Training Opportunities, Resources and Programs County-wide

- Total \$90,000 amount needed (ongoing).
  - 1 FTE needed, Give Human Resources another FTE resource to double the amount of training opportunities in the County.
  - Impact if funded: expand training on customer service, leadership, beginning management, budget, et cetera.
  - Impact if not funded: continue to have limited to no opportunities for staff to have professional development, lagging behind our peers.
  - Priority #3
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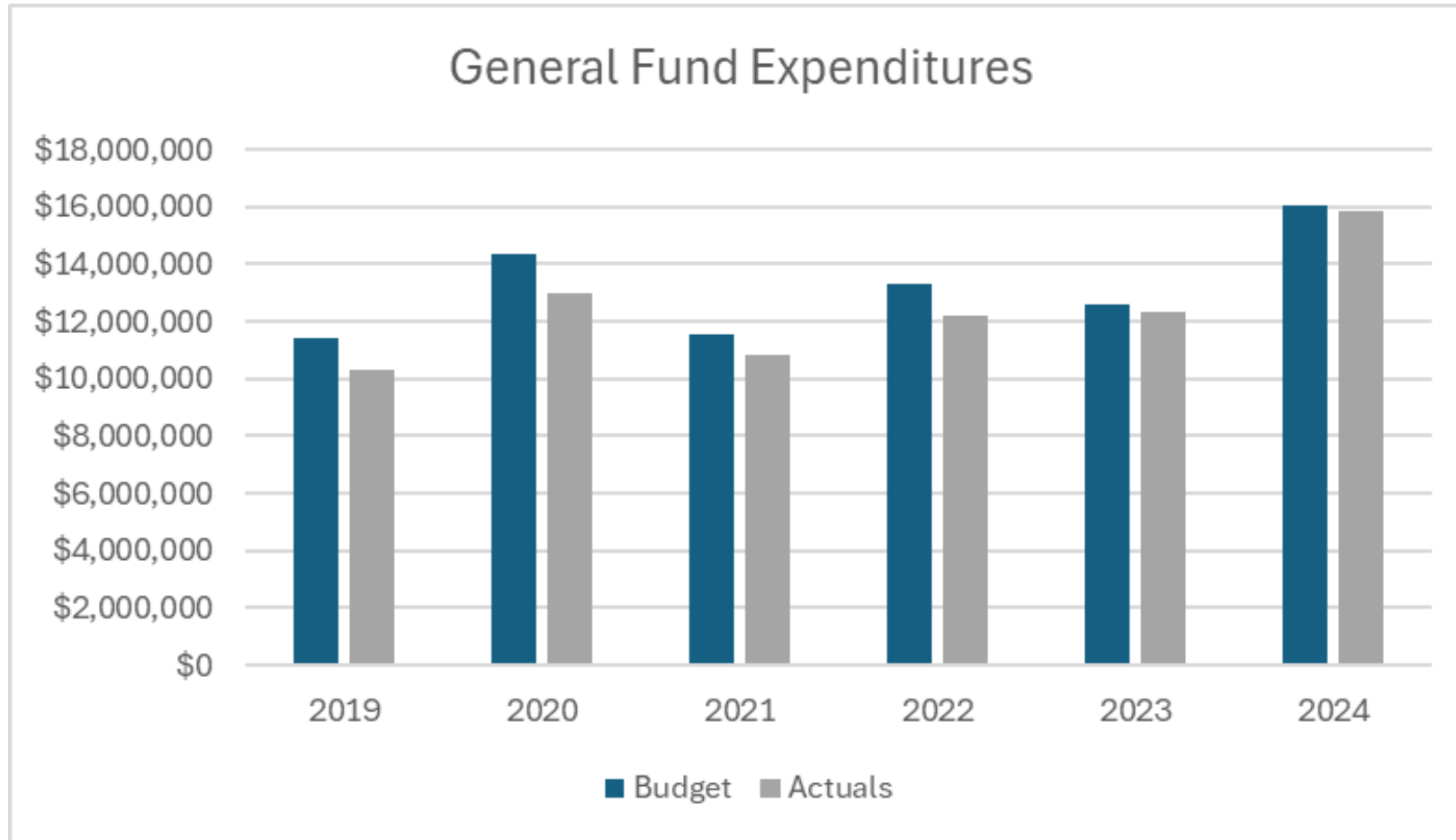


# Funding for “Could’s”

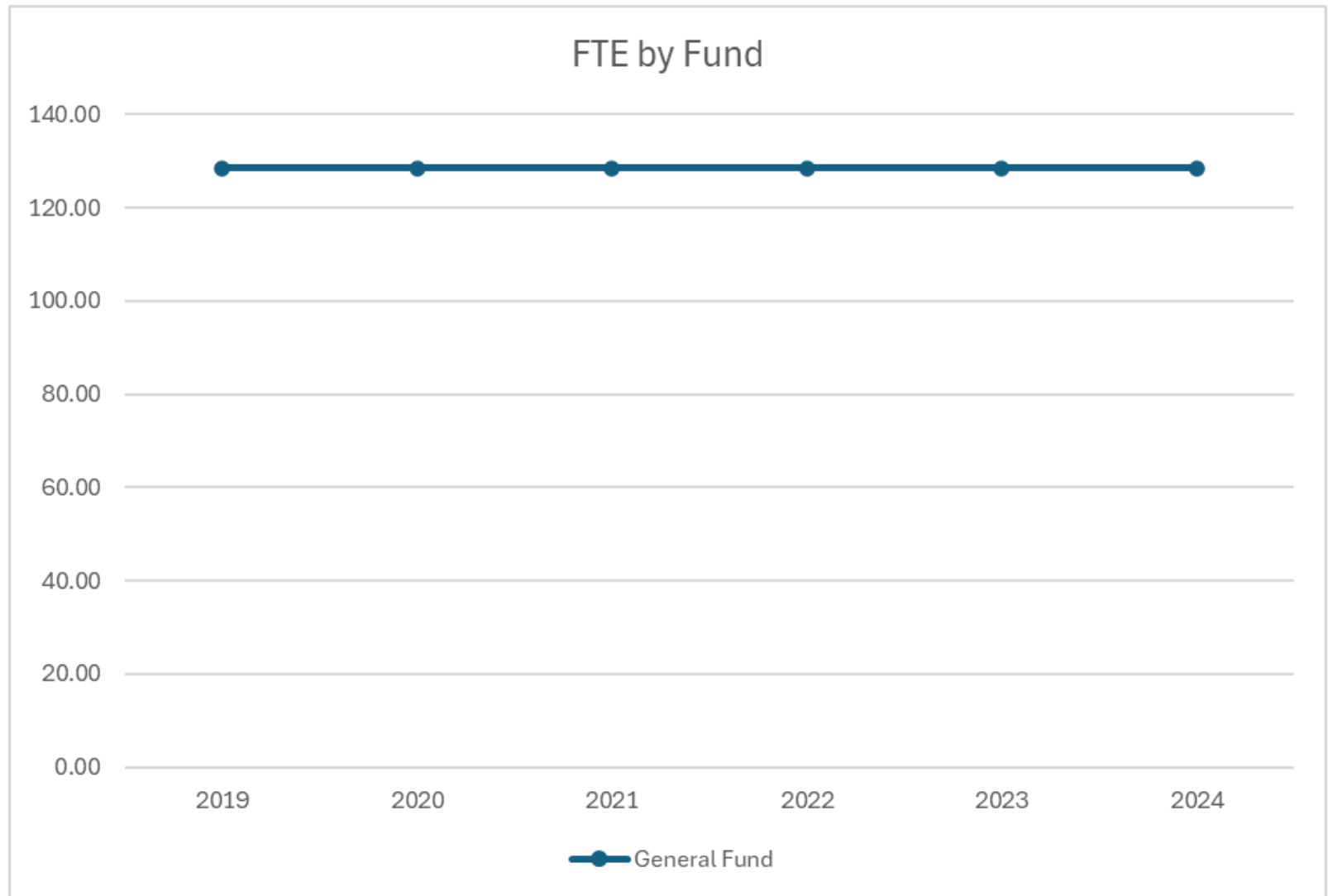
## ❖ Expand Motor Vehicle Division Personnel

- Total \$210,000 amount needed (ongoing).
  - 3 FTE needed.
  - Impact if funded: improve service delivery, program specialization, expand staffing coverage and improve retention.
  - Impact if not funded: continue to make work with less, no new MV staff since 2018 despite increasing workloads.
  - Priority #4
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# Clerk and Recorder's Office Look Back 2019-2024



# Clerk and Recorder's Office Look Back 2019-2024



# Areas of Opportunity

## ☐ **Improved Service Delivery – Increased Customer Satisfaction**

- ☐ Dedicated back-office unit, focus on virtual and digital service offerings.
- ☐ Better in-person MV service location for improved community access.

## ☐ **Optimized operational efficiencies – Long Term Financial Savings**

- ☐ Dedicated back-office unit, focus on customers not on-site, segregation of work.
- ☐ Share service locations with other County public facing partners.

## ☐ **Increased Office employee retention – Improved Office Culture**

- ☐ Better Election security, enhanced safety and peace of mind.
  - ☐ Safer MV location and a dedicated back-office unit has been a long-term request of our staff, and will minimize the stresses that surround current challenges.
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# Challenges/Concerns

## ☐ **Service Delivery**

- ☐ Need to move into the 21<sup>st</sup> century, more virtual and digital service offerings.

## ☐ **Operational efficiencies**

- ☐ MV has to balance between in-person and back-office work, not optimal and creates various unnecessary challenges.
- ☐ Need a safer and better access point for the Aurora MV.

## ☐ **Employee retention**

- ☐ Improve culture, salaries, hiring and professional opportunities.
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