

## State of the Clerk's Office 2024



Each year in the Douglas County Office of Clerk and Recorder, we celebrate an annual theme to inspire our team to live out our Vision, Mission, Core Values, and Strengths-based culture in a fresh new way.

**Our Vision:** To be leaders in customer satisfaction, employee empowerment, and to serve with integrity.

**Our Mission:** To serve all citizens and each other with respect, courtesy, transparency, and professionalism.

**Our Core Values:** Growth & Development, Adaptability, Ownership, Integrity, Communication, Equity.

**Our Gallup Strengths-Based Culture:** Employees who know and use their strengths are more engaged; we embrace individuals and inspire each person to apply their diverse talents and viewpoints for the common good, optimizing performance across our organization.

Our theme for 2024, Better Together, focused on the strength that rises from our combined efforts as a team. Here are some of the accomplishments we are celebrating when we are Better Together:

- Elections, Motor Vehicle, Recording, and Administration participation on statewide committees to share and shape resources and best practices for providing excellence in local government service
- Clerk and division leadership testimony during the legislative session to inform and shape state policy and law
- Enhanced community education and engagement through Coffee with the Clerk & Conversation with the Clerk events at our public libraries throughout the year
- Updating Motor Vehicle, Driver License, and Recording accounting practices to streamline processes and reduce errors
- Adding new staff members to the Recording team to successfully navigate the busiest year for marriage licenses in Douglas County history and an increasing number of passport applications
- Partnering with local law enforcement agencies and emergency management teams for tabletop exercises and detailed planning to ensure the secure conduct of three consecutive Elections
- Piloting the addition of a limited-service Driver License desk at each county motor vehicle office to enhance the service provided by full-service state Driver License offices
- Facilitating the use of Trainers and the Communications Center team from other divisions to support the Elections division throughout the year, and the entire Office of Clerk and Recorder team in support of the General Election
- Providing staff and operational support across office locations to allow for dedicated training, team building, and celebration activities
- Coordinating and partnering with additional Douglas County departments to provide resources and support in conducting each election
- Implementing the annual celebration of Public Service Recognition Week and "Why I Serve" activities to reflect on and share our dedication to excellence in government service
- "Better Together Tuesday" and "Throwback Thursday" campaigns to enhance colleague connections and office culture
- Partnering with IT and vendors to develop new methods for data collection, dashboard displays, and customer service delivery options
- Hosting Motor Vehicle Title training sessions for local car dealerships to reduce errors and promote successful transactions
- Partnering with the Castle Rock Chamber of Commerce Leadership Douglas County Program to provide leadership lessons and Gallup Strengths training

Please join our Clerk and Recorder team in celebrating the many ways our community is Better Together and reflecting on the key metrics and innovations highlighted in our State of the Clerk's Office report for 2024.

A handwritten signature in cursive script that reads "Sheri Davis".

Sheri Davis  
Douglas County Clerk and Recorder