



2024 STATE OF THE CLERK'S OFFICE

OVERALL CUSTOMER SATISFACTION



99
Clerk and Recorder Staff

YOUR FEEDBACK MATTERS

5,387

Customer Satisfaction Surveys

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TAKE OUR SHORT SURVEY

61 Motor Vehicle



15 Elections



13 Recording



10 Administration

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Douglas County Clerk & Recorder

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Douglas County Clerk & Recorder

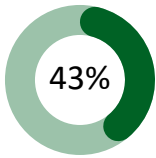
ADMINISTRATION

Key Innovations

- Mobilization of all Clerk and Recorder staff to serve in the General Election
- Partnership with Douglas County IT and Facilities in the renovation of office space to best address business needs and serve citizens
- Creation of an electronic Personnel Action Form board to manage employee onboarding and life cycle
- Implementation of Strengths Squad to provide Gallup-certified coaching for staff
- Update of accounting processes to minimize the use of paper and enhance digital reports to provide faster and more accurate accounting
- Accounting and Motor Vehicle collaboration to convert state desktop computers to a laptop system providing full remote functionality and continuity of operations
- Creation of new Business Strategy Team to foster data management, data-informed business decisions, and innovation across the organization

ELECTIONS

Presidential Primary



Voter Turnout

116,555

Total Ballots Cast

June Election



Voter Turnout

91,395

Total Ballots Cast

General Election



Voter Turnout

248,174

Total Ballots Cast

287,160

Active Registered Voters



+2.9%

Annual Increase

Key Innovations

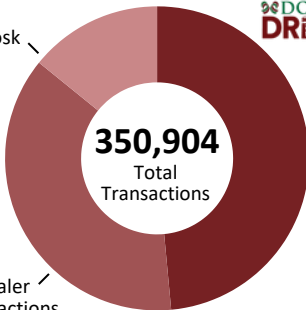
- Completed a complex cycle of four unique, consecutive elections from November 2023 through November 2024: Coordinated Election, Presidential Primary Election, Primary Election / Special Congressional Vacancy Election, General Election
- Installed a new surveillance camera network at the county's 21 ballot drop box locations to provide central control and a live public video feed enhancing security, transparency, and trust in the election process



MOTOR VEHICLE

49,678

MVExpress Kiosk Transactions



170,257

Front Line Customer Transactions

130,969

Business & Dealer Services Transactions



34,553

Mortgage Mail Processed



51,332

Communications Center Calls

Key Innovations

- Added a limited-service Driver License desk at each county motor vehicle office to provide convenient citizen service options in addition to full-service state Driver License offices
- Expanded the citizen liaison role in office lobbies to include processing select transactions for customers
- Created a Return Visit Ticket to streamline the customer experience if a same-day return visit is necessary to complete a transaction
- Launched a remote model for mortgage mail processing to enhance productivity and expand employee scheduling options

RECORDING



58,885

Documents Recorded



290,068

Total Pages

Key Innovations

- Digitized 70,000 pages of metropolitan district filings, special district documents, and historical marriage license applications to preserve the documents and enhance public search options
- Completed technology upgrade on all payment processing terminals to improve customer service options
- Updated the functionality of the electronic appointment system based on employee and customer feedback to more effectively serve citizens



3,094

Marriage & Civil Union Licenses Issued



5,369

Passport Applications Processed



26,385

Unique Customer Interactions

