

2024 Critical Needs Clerk & Recorder's Office

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Clerk & Recorder
El Paso County Clerk & Recorder's Office
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Department's Vision & Purpose

Our Vision:

El Paso County will be a trusted regional leader known for excellence in county service delivery.

Our Purpose:

We provide essential public services to the Pikes Peak Region in support of our residents, businesses, and communities, enhancing the freedom for all to thrive.



Department's Strategic Plan Goals

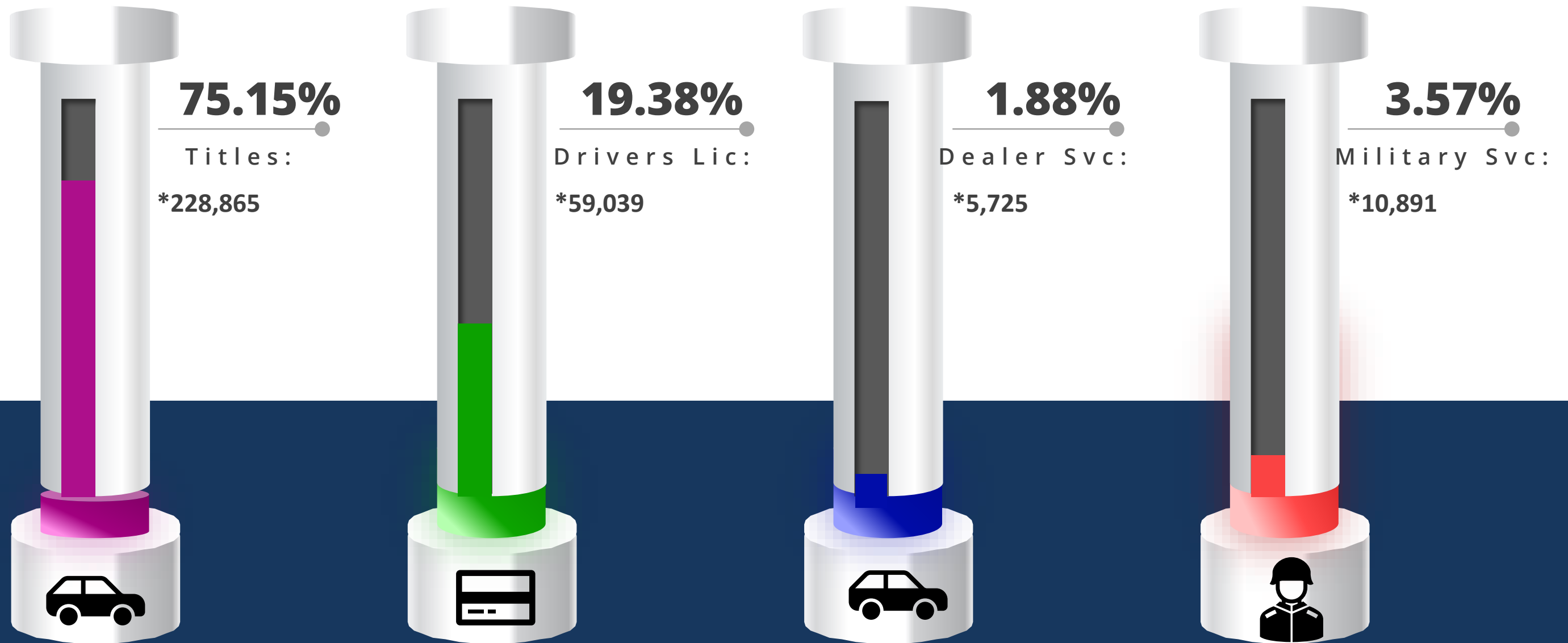
1. Goal 1 (Measurable increasing customer satisfaction):
 - Provide the best customer experience – measure based on reaction time, customer sentiment, and brand.
2. Goal 2 (Offering great customer value):
 - Continually work on the customer's perception of our services.
3. Goal 3 (Boosting customer outreach):
 - Discover which platforms our customers are most active on so we can reach them about our services.
4. Goal 4 (Open new dealer desk):
 - Would eliminate 1/3 of CSC's customer flow.
5. Goal 5 (Increasing employee retention):
 - Invest in employee and reassess compensation.



Department's Operating Indicators

Motor Vehicle Department

*85 Full Time & 26 Part Time Employees (Jan 1st thru Current):

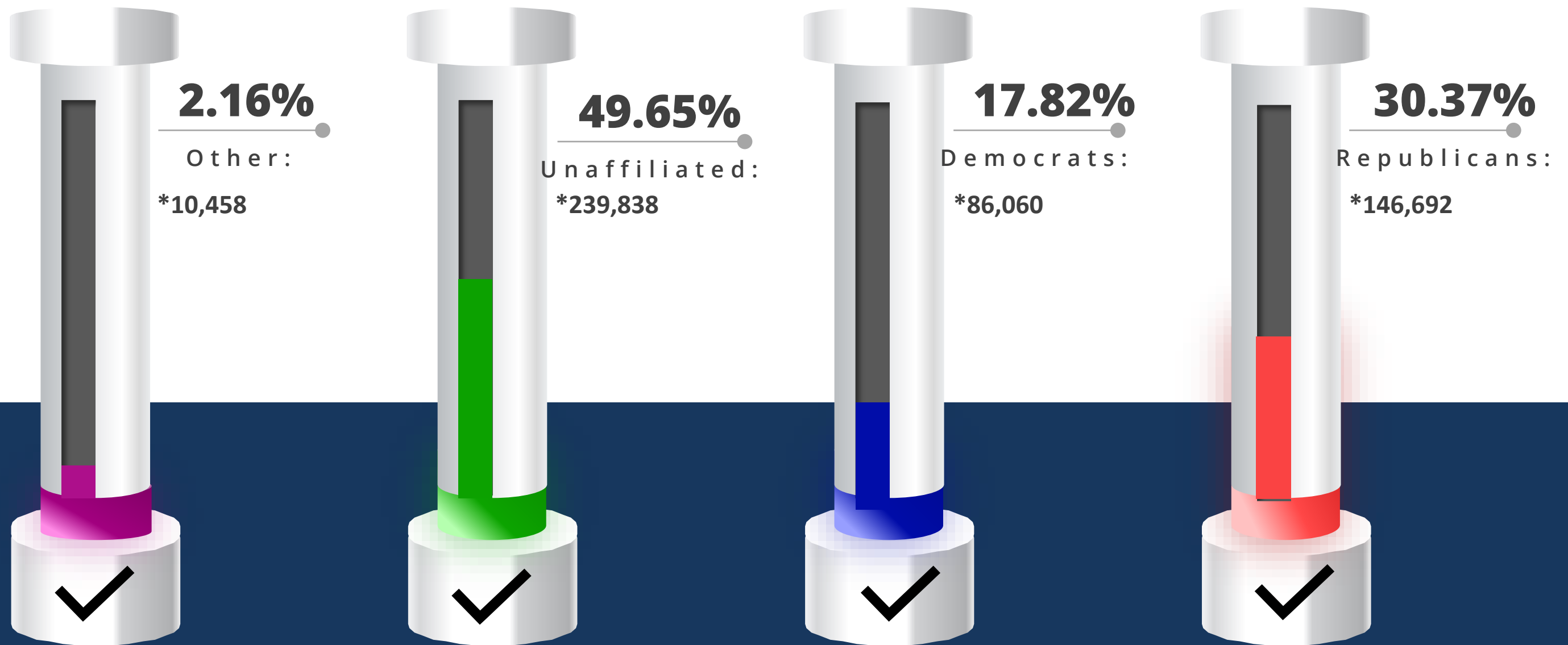


Department's Operating Indicators

Elections Department

*13 Full Time Employees

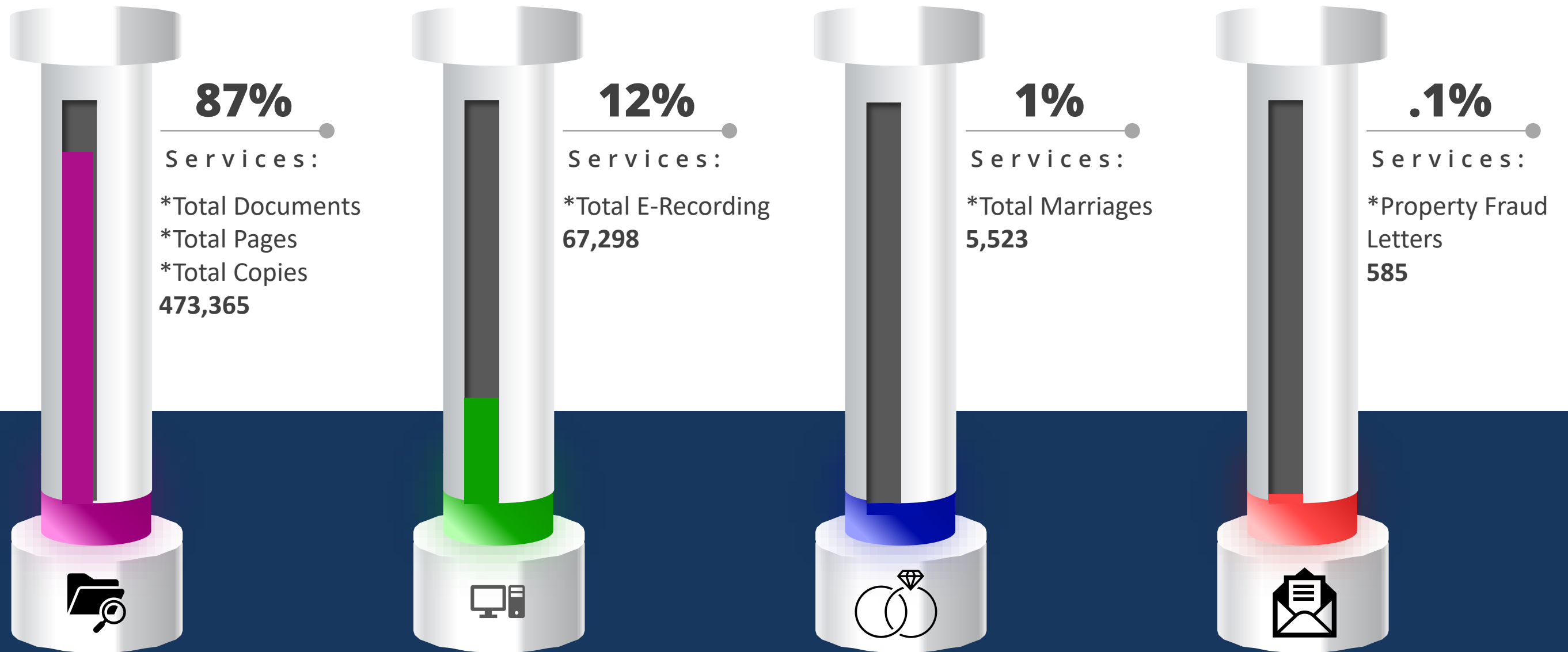
*Total Active Voters as of 10/09/2023 = 483,048



Department's Operating Indicators

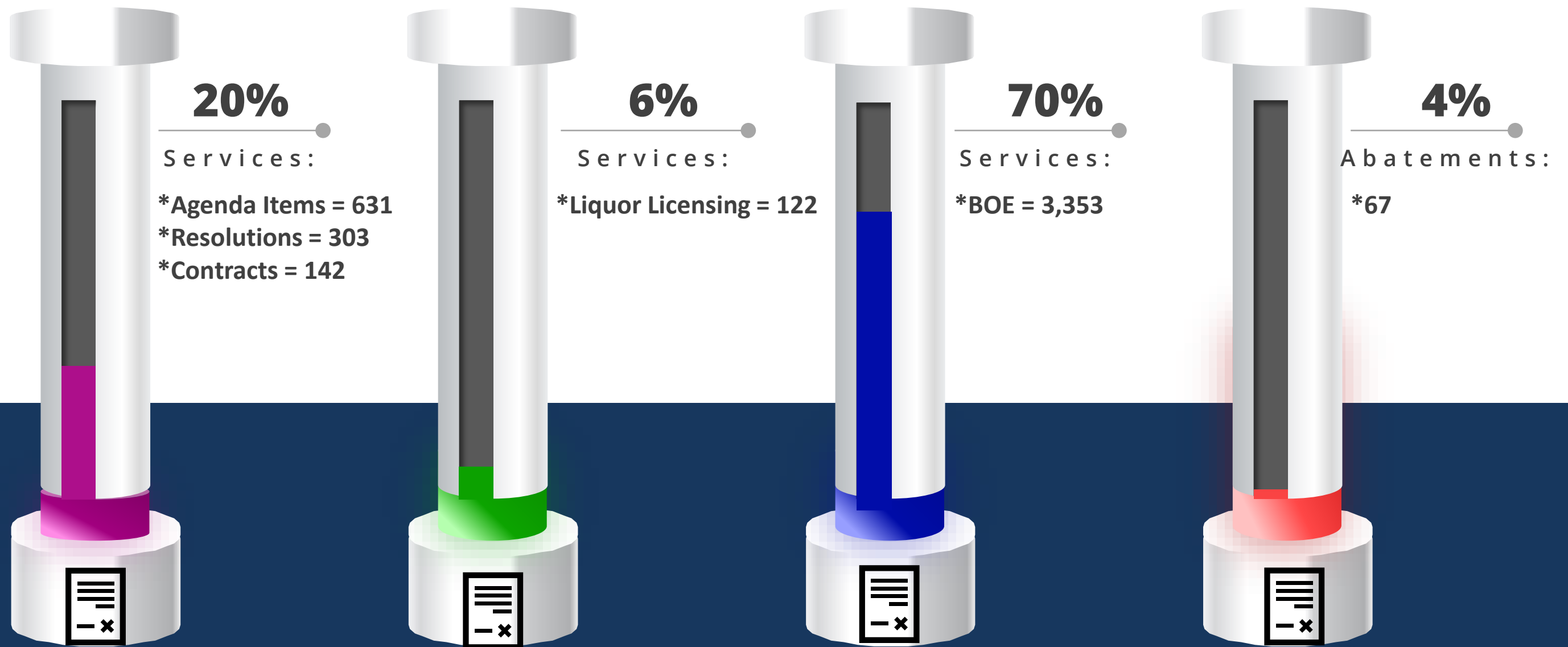
Recording Department

*9 Full Time Employees (Jan 1st thru Current):



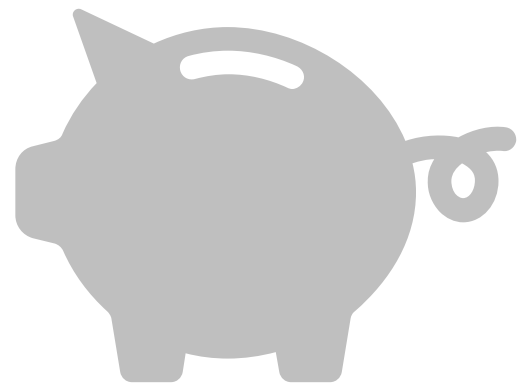
Department's Operating Indicators Clerk to the Board Department

*2 Full Time Employees (Jan 1st thru Current):



Budgetary Highlights

Motor Vehicle Department



Income	2023 Collected:	2023 Retained:
Motor Vehicle	\$185,425,754	\$7,911,410 (4.26%)
Drivers License	\$1,546,193	\$617,483 (39.94%)
Clerk to the Board	\$33,537	\$500 (1.49%)
Elections	\$6,870	\$6,798 (98.95%)
Recording	\$4,408,794	\$4,025,864 (91.31%)
Total Collected / Retained:	\$191,421,148	\$12,562,055 (6.56%)



Budgetary Highlights

- El Paso County Property Fraud
- Voter Rolls - Experian
- PockeTalk for Elections and Motor Vehicle Departments
- Ballot Box Surveillance Cameras
- DMV Kiosk in Fountain, CO
- Installed Ballot Box at Monument Santa Fe Trailhead
- Elections GIS Mapping Community Site



Critical Needs and Justification

<u>Description</u>	<u>2024 Base Budget</u>	<u>2024 Critical Needs/Requests</u>	<u>2024 PBB</u>
Clerk & Recorder	\$ 13,081,586	\$ 23,000	\$ 13,104,586

2024 Critical Needs:

- 2024 CAM (Common Area Maintenance) Increase of \$23,000 for our Union Town Center Motor Vehicle Office.
- Cost of Living Allowance (COLA) for all County Staff.





Questions?