

Q1-2016 Quarterly Update Office of the Clerk and Recorder

Chuck Broerman
Clerk and Recorder

May 10, 2016

Table of Contents

- Motor Vehicle Update
- Driver's License Services Update
- Recording Update
- Elections Update
- Fort Carson

Motor Vehicle Update

- Motor Vehicle Renewal Mail Pilot Program-expanded
- 646,955 motor vehicles, up 61,080 or 10.4% since 2012

Transactions-YTD

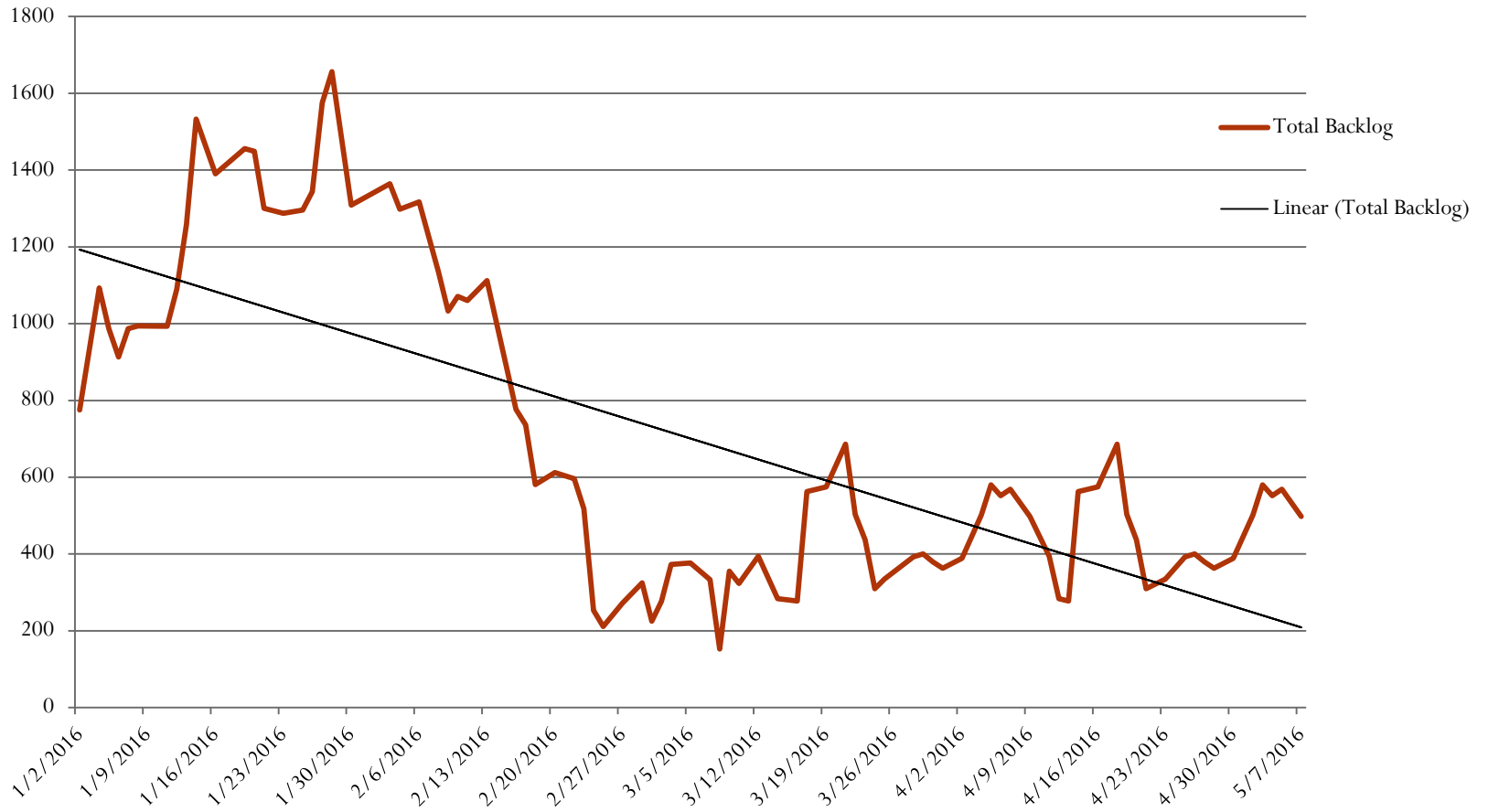
Area	2016	2015 Delta	% Change
Driver's License	29,947	443	1.5%
Express/Renewals/Handicap	39,398	-716	-1.8%
Titles	55,809	5,513	11%
Military	11,332	664	6.2%
Dealer	2031	-424	-18%

Motor Vehicle Update

- Wait Times-YTD vs. 1Q 2015
 - Driver's License-16:37 minutes vs 20:44 minutes
 - Express/Renewals/Handicap-6:56 minutes vs 9:11 minutes
 - Titles-24:53 minutes vs 30:48 minutes
 - Military-10:55 minutes vs 11:57 minutes

2016 Total Transactions-138,517 vs. 133,037 (2015 Q1)

Title inventory backlog



Powers Branch Phone system upgrade

- VIOP phone system upgrade at the Powers (Southeast) office
 - No more dropped calls
 - No more bandwidth issues with county computers
- Phone bank upgrade
 - Up to five people answering calls
 - 10,567 calls in April
 - Average wait time 1:20 minutes
 - Average service time 2:12 minutes

Other projects

- Union Town Center office
 - Reorganized office layout
 - Added an additional Recording process station
 - Supervisor office
 - Increased VSPC space for the 2016 elections
- Powers Upstairs
 - Utilizing existing cubicles and office furniture
 - Supervisor office
 - Title filing area-can be converted to service counters
- CSC Elections
 - Rearranged to increase voting area for the public

Driver's License Services Update

- Services added in 2015
 - Motor Vehicle Records
 - Youth Replacement Licenses
 - Motorcycle Endorsements
- New services by the numbers

Service	2015 Q1	2016 Q1	% increase
MVRs	1,057	1,461	38%
Youth Duplicate	186	317	70%
M/C endorsements	80	132	65%
Total	1,323	1,910	44%

- **Total Revenue-\$9,550 vs \$6,615 in 2015 Q1**

State Driver's License equipment upgrade

- MIDS upgrade
- Required by Homeland Security
 - Additional security features
 - Second address verification in moved
 - Temporary with a picture
 - Voter registration-digital
 - Longer processing time ~8 minutes vs 5 minutes

Recording Update

- Recordings -31,560 up 1% from 1st Quarter2015
- Home sales up 23% for Q1 2016 over 1Q 2015
- Colorado Springs real estate ranked 12th hottest in the Nation
- General fund revenue for Recording 1,026,551 up 1% from 2015
- Marriages -1,253 for Q1

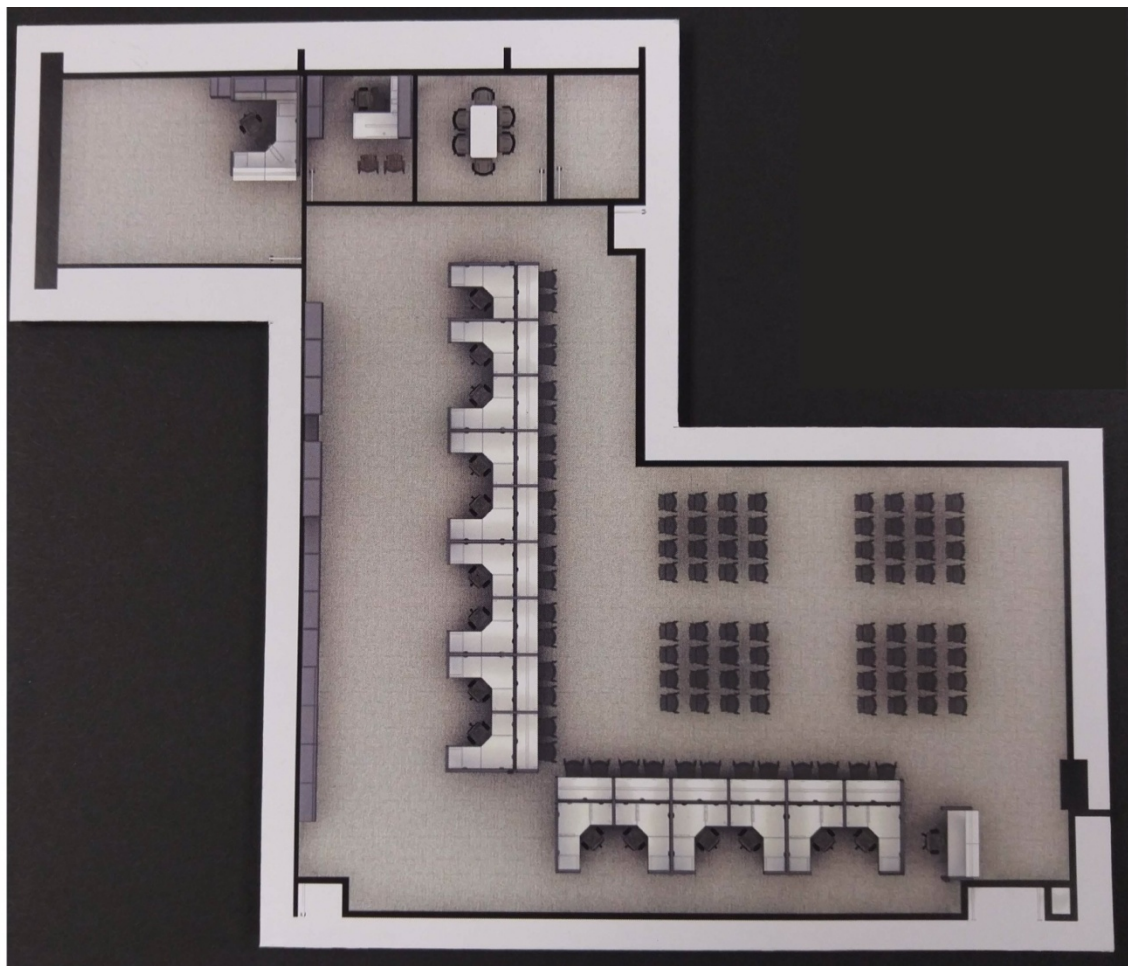
Elections

- Primary Election-June 28th all mail-in voting
- Two additional 24/7 ballots drop boxes
 - City Administration and Woodmen/Black Forest Road
- May 13th-Military and Overseas ballot mailed
- Ballots sent –June 6th
 - 228,000 ballots Democratic 76,431 Republican 151,574
- Voter Service and Polling Centers
 - Total of five VSPC open
 - CSC-June 6th
 - June 20th -Union Town Center, Southeast (Powers/Airport),Centennial Hall
 - June 27th and June 28th Fountain Police station
- November 8: General Election
 - Ballots mailed approximately October 17

Fort Carson

- Remodel of Mountain Post Soldier Center near completion
- Lease signed last week
- Office furniture installation nearly complete
- Week of May 23rd
 - Com rack, General office equipment, PCs, Phone System, Alarm system, Surveillance cameras etc.
- Project coming in below estimate
- Soft opening in July
- Tentative opening date is August 4th

Ft. Carson





Fort Carson



Fort Carson

