

Year-End Update
Office of the Clerk and Recorder

CHUCK BROERMAN

**CLERK AND RECORDER
FEBRUARY 23, 2017**

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Motor Vehicle Performance

⦿ Wait Times: 2016 vs. 2015

Driver's License-20:15 minutes vs. 19:27 minutes

Express/Renewals/Handicap-8:35 minutes vs. 9:48 minutes

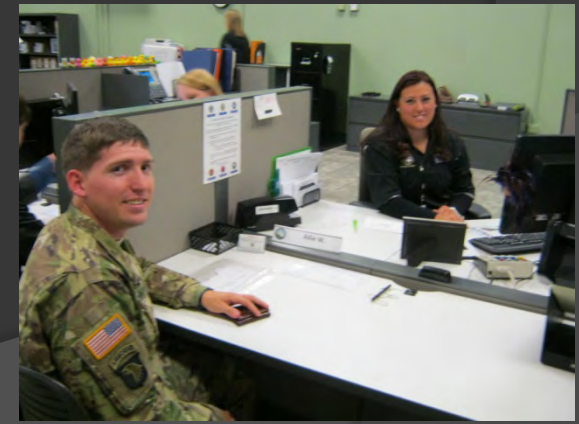
Titles-37:19 minutes vs. 31:51 minutes

Military-13:10 minutes vs. 11:57 minutes

Average wait time for 2016 24:03 minutes vs 20:05 minutes

**2016 customer visits-537,030 over
1 million transactions**

Fort Carson Office Grand Opening



Fort Carson Office Grand Opening



Fort Carson by the Numbers

- ◎ 9,688 customers since August 18
- ◎ 1,851 Driver's Licenses
- ◎ 1,036 voted
 - 413 on Election Day
 - 324 new registrations
- ◎ 135 Marriage Certificates
- ◎ 190 Recorded Documents

Phone bank performance

☉ Phone bank

- Upgraded phone system
- Up to five people answering calls
- 90,803 calls since April
- Average wait time: 2:06 minutes
- Average service time: 2:21 minutes

Motor Vehicle Update

- ◎ 650,705 motor vehicles
 - Up 10,750 since 2015
 - Up 65,395 or 11.2% since 2012

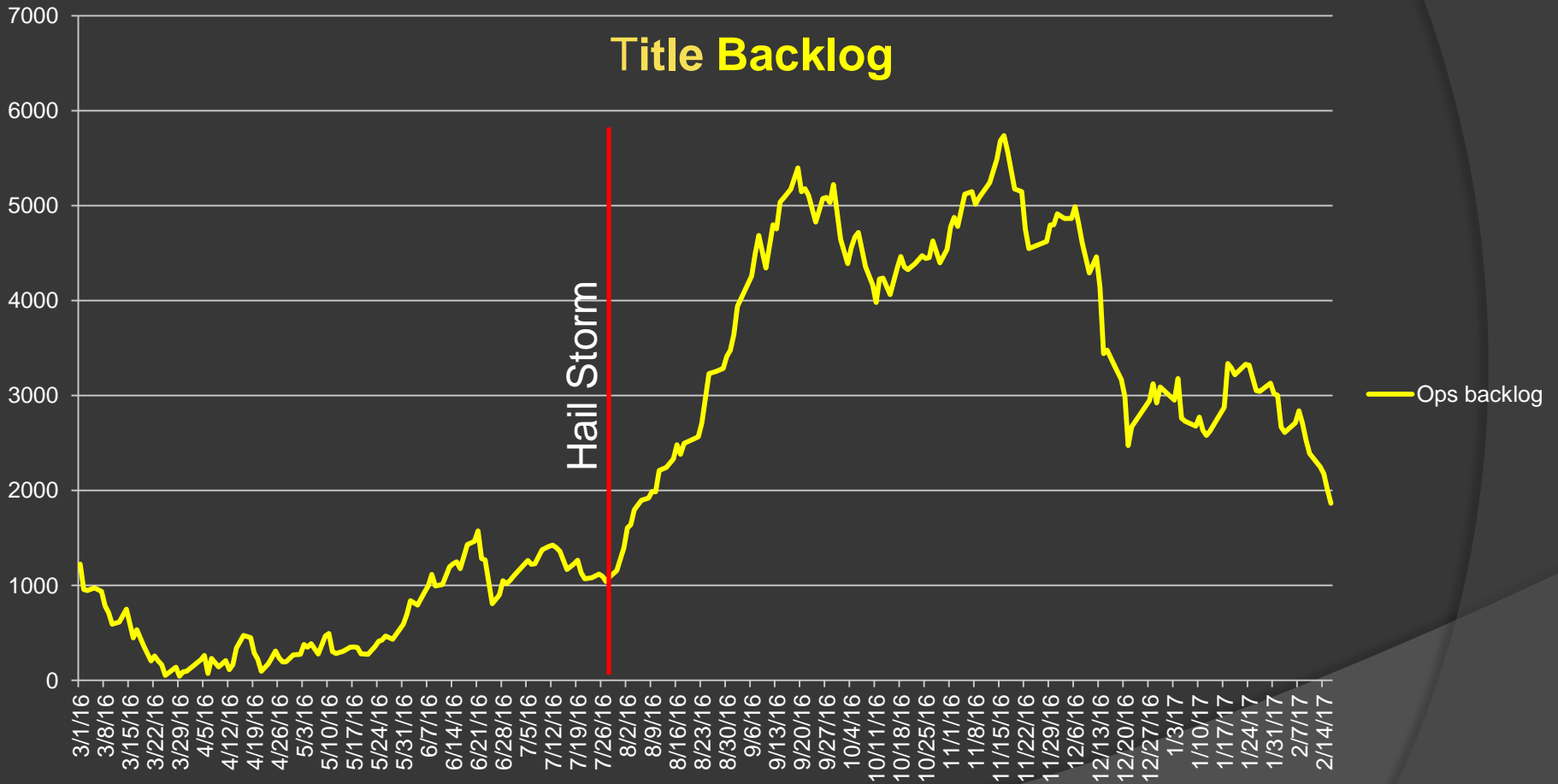
Customer visits-YTD 537,030, over
1 million transactions

July 28 Hail Storm



- Insurance industry estimates over 25,000 vehicles affected
- Sharp increase in motor vehicle service for duplicate titles
- Purchase of new vehicles
- Increased wait times for the balance on the year

Title Backlog



Motor Vehicle Enhancements

- Colorado DRIVES Driver's license upgrade-Presidents' Day weekend (February 21)
- Additional DL station at CSC and UTC
- DMV in a box-ATM kiosk for renewals (Video)

Recording

- **Recordings- 153,608 up 7% from 2015**
- **Home Sales up 15.6% for 2016 over 2015**
- **General Fund revenue for Recording- \$5.2 million up 15.3% from 2015**
- **Marriages- 6,488 up 2% from 2015**

Elections

⦿ 2017 Legislative Session

- Supportive of laws to require photo ID
- Supportive of laws to increase election security
- Supportive of laws to change Voter Service and Polling Center requirements

⦿ Purchase new equipment

- Current equipment is workable but aging
- New equipment complies with new laws
- New equipment will increase transparency and allow public to see how the machines tabulate a vote

Questions?

