

NEWSLETTER

Issue No. 1

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Nancy A. Doty - Arapahoe County Clerk and Recorder

FROM NANCY'S DESK



I have now been in the Clerk and Recorder's Office for just over a month. It has been an amazing experience for me. I can honestly say that I feel privileged to be part of the Arapahoe County government as the leaders and staff are some of the best people I have ever had the pleasure of working with. I sense the commitment of teamwork between departments and know that is an essential ingredient in leading our county to be the best for our citizens.

Before I took office, one of the issues I planned to address was employee morale. So, I asked employees to complete a survey to provide me information about how they felt about their jobs. Nearly every employee returned a survey, and I found the responses very insightful. I learned that, in general, employees were happy and really didn't want a different job. I learned that the number one thing employees do well is provide excellent customer service. Responses also indicated that most employees give and receive compliments to each other. The number one concern was the lack of communication within the office.

To improve communication for employees, I have implemented the following changes. First, we will publish a monthly newsletter. Every division will be required to share their latest "happenings" in the newsletter. The newsletter will also include information about county issues, new employees, and policy changes. And of course, I will include a message from me to let you know what is going on in my world.

Second, I contacted the IT Department and requested that all employees be given email. There is no cost to our office for this. I did this for a couple reasons. First, information can be distributed efficiently and effectively. We no longer need to print or fax copies of memos. Also, everyone can be assured they will receive the information as all employees will be included on the distribution list rather than relying on someone "to get the word out." Employees will have access to county information. In addition, voice mail will soon be available to all employees.

I also requested managers to hold regular staff meetings. Sometimes my schedule will not allow me to be present, but I will make a concerted effort to attend as many as possible. In addition, employee reviews will be given consistently, and, for those not having received a review during the past year, a June review will be scheduled.

Every month I plan to hold a lunch meeting with six to eight staff whereby we can get to know each other and discuss any concerns, recommendations, or problems that someone wants to address. The first lunch meeting is scheduled for April 27th from noon to 1 p.m. in my office. If you are interested, please see Priscilla. Due to space limitations, the first seven who sign up will be invited.

Employees will be encouraged to take courses offered through the Executive Safety Committee. Of course, we'll have to rotate who attends these classes, but you will not need to use vacation time to attend.

As we get to know each other, I want to thank everyone for making me feel welcome. I look forward to coming to work everyday and know that staff will work together to provide the service our taxpayers deserve and expect. My appreciation for your work well done has been re-enforced during the past month. Thanks for all you do.

-Nancy Doty

Contest!



Put your thinking caps on - we need a name for our new monthly newsletter, and everyone is invited to participate.

Submit your suggestion to Priscilla by Friday, April 23rd. A committee consisting of Nancy and the deputies will decide on the winning name. The prize is a secret. (Actually, we haven't decided what the prize will be!)

Be sure to sign your name on the written suggestion so we'll know who submitted the winning name!

-Priscilla Brown



Welcome Back!

Mary Whitley and Donna Larson

Clerk to the Board-What's That?



The Clerk to the Board Division maintains the County's historical records. We attend all Board of County Commissioner public meetings. We also scan a variety of countywide documents into the County EDMS (Enterprise Document Management System). In addition, we assist the public with searching for these documents.

We scanned about 58,300 pages during the month of March for Board of County Commissioners, Motor Vehicle, DSIM, Liquor Licensing and the C & R Bookkeeping division, just to name a few. Soon we will be scanning for the Treasurer and the Attorney's Office.

We also clerk and record meetings for the Planning Commission, Board of Adjustment, and periodically miscellaneous other Boards and Commissions. Often times we are "coming and going" at different times of the day because these meetings are held at different times. Sometimes these meetings run as late as 12 AM. We adjust our schedules accordingly, coming in late or leaving early. Last month we clerked (attended and recorded) approximately 18 hours minutes of meetings. It took about 54 hours to convert the audio to a typed hard copy. That's a lot of typing! One must have "fingers of fury" and a lot of quiet to get this job done!

-Joleen Sanchez

Employee of the Month



We would like to have an employee honored each month in our newsletter. Nominations can be made by following certain criteria and submitting a nomination to Priscilla for Nancy and the deputies to review and make a decision. The deadline for turning in the nominations will be the 1st of each month. Priscilla has nomination forms, but a form is not required.

Criteria:

- 1 Knowledge of job
- 2 Attitude toward work responsibilities
- 3 Attitude toward public (if applicable)
- 4 Attitude toward peers
- 5 Special contribution during the month

This information would be confidential until the meeting is held to make a decision.

Recording

The mission of the Recording Division is to make public records accessible to citizens and taxpayers, within the guidelines administered by the Colorado State Statutes. We strive to provide excellent service to the public that exemplifies the highest level of courtesy and ethical performance.

Serving the citizens of Arapahoe County from 7:00 a.m. until 4:30 p.m. Monday through Friday, Recording has the impressive task of preserving the past, receiving the present, and making way for the future. The Recording Department records a multitude of Real Estate documents. We also issue and record Marriage Licenses. Additionally, our department receives and records court documents and subdivision plats.

Real Estate activity has been on a steady increase since 1999, with Marriage Licenses averaging 4,495 per year. In 2003, our office received, cashiered, prepared, scanned, entered data, and mailed out 276,566 assorted documents. Impressive numbers! Each original document is assigned both a reception number and a date. The documents are then entered into our media base, scanned, and imaged for future access. County certified copies can be used when original documents are lost, damaged, or otherwise unavailable. Hence, the past is forever preserved and available to those we serve.

At the beginning of 2004, Recording was nearly four months behind on mail returns and fifteen days behind on processing incoming documents. Today, we're on schedule. BRAVO TEAM!

In keeping with our aim of getting and staying current with our workload, the Recording Department employees came up with some very positive departmental goals. Many of these suggested objectives, if not all, fit well under one major heading.... HARMONY and HUMOR. Although there is an important emphasis on teamwork, doing our jobs with a sense of humor has become an equally crucial ambition for our staff.

-Terri Salmon



Newsletter

The next issue will consist of information from our branches.

Elections

April's Election fact: Arapahoe County has 340,057 registered electors making it the 4th largest county in the State of Colorado!

The Election Department is gearing up for the Primary and General elections. The Primary election is August 10 – only four months away! As a result, several voter registration drives are under way keeping us busy with data entry. We are also preparing to mail an absentee application form to all active registered voters. Absentee voting nearly doubled from the 1998 General to the 2000 General and continues to be a popular voting method.

Another important election date this year is Tuesday, April 13, 2004 – Precinct Caucus Day. The precinct caucus is the beginning of the selection process for county, state, and national candidates. At the caucus, two precinct leaders as well as delegates for the County Assembly are elected. In order to vote or be elected at the caucus, you must have been registered to vote with the political party for at least two months and have been a resident of the precinct for 30 days prior to April 13th. For more information, go to <http://www.co.arapahoe.co.us/CR/Election>. It has the caucus locations posted for Democrat and Republican parties and phone numbers for the party headquarters.

Several city elections took place on April 6th, and the special districts have their elections scheduled for Tuesday, May 4, 2004. Special districts allow both registered voters and property owners, who are registered voters in Colorado, to vote on their issues. We have been issuing many voter registration lists to the districts so they can conduct their own elections. The Election Department will be assisting South Suburban Park and Recreation District. They will have eight polling locations for their special election, and the department is providing 16 AVC voting machines.

It's going to be a busy year!

-Cynthia Ponzio

Motor Vehicle

In the early 1970's, the Arapahoe County Clerk and Recorder's office issued only passenger, truck, motorcycle, trailer, SME (special mobile equipment) and farm plates compared to over 68 different types of license plates that we issue now. In 1970, 30-day temporary permits were issued at \$.50 each, and the Department of Revenue (DOR) was issuing the handicap and collector plates. Title fees were \$3.50.

Each county was designated or coded by two alpha characters in the license plates issued to them by the DOR. In 1982, Douglas and Arapahoe Counties were the first to issue the new three alpha, three numeric format.

Back then, license plate registrations always expired on the last day of December, but citizens were given until the end of February the following year to renew their registration. As usual, everyone waited until the last day of February to renew their registrations. Customers would start lining up at 7:30 a.m. and the line started on the second floor of the old courthouse, went down the stairs, through the main entrance, and down the front steps into the parking lot. The line remained until well after 4:30 p.m.

The employees used the IBM Selectric typewriters to type the 5-part registration forms which were color-coded depending on the type of transaction being processed. New registrations were blue; red was used to reissue plates; plate replacements were orange; refunds were brown, and the address change was green. Each part of the 5-part form was stamped with the license plate number. If sales tax was due, a 5-part sales tax form was required to be typed. Have you ever tried using liquid paper to correct your typo's when you have four carbons? In the 70's, ownership tax had to be figured manually as calculators had not been invented yet, and adding machines were used to figure fees. In 1986, Arapahoe County was the last county to go onto the State computer system.

In 1976, the Centennial plate was created to mark the 100th anniversary of our "Centennial State" and was issued during 1976 and 1977. "Tabs" were first introduced during the same period. In 1977, Colorado first offered vanity plates, otherwise known as "personalized" plates.

All airplanes that were located at Centennial Airport were required to be registered by the Clerk and Recorder's office.

Starting salary in 1970 for a Clerk I was \$377.00 per month, so, life is not so tough in the zero's (2000's).

I want to thank Barb Barnes, Aurora office, Linda Burry, Byers office, Cheri Frazier, Littleton office and Linda Huyghebaert, DOR retiree, for their help with this article.

My goals for 2004 are restructuring the classifications and completing the Aurora office move on schedule.

-Donna Larson