

## ELECTIONS DIVISION

### 2008: A Significant Year

The division conducted a highly successful November 2008 election for the citizens of Denver under close public scrutiny, following a year-long planning effort.



Additional achievements included:

- ★ Implemented strategic plan to retool the division's organizational structure, staff responsibilities, records management and business processes.
- ★ Implemented new voting model based on maximum voter convenience.



- ★ Recruited and trained 2,000 election poll workers to assist voters at 185 polling places; designed new poll worker training including hands-on practice.
- ★ Developed new ballot processing procedures and purchased additional equipment, allowing Denver to be the first large county in the metro area to finish ballot counting on election night.
- ★ Moved to a new facility providing increased access for the public and staff.

- ★ Reinstated a Spanish language advisory group (ACCESO) for outreach to Spanish speaking voters.

The new voting model, adopted in January 2008 after extensive research and discussion with a citizens' advisory panel, offered voters three different ways to vote: by mail, at 13 early voting locations across the city or on Election Day at assigned precinct polling places.



Voting was by paper ballot, with each voting site offering an electronic voting machine to be in compliance with federal law. This model resulted in substantial cost savings for the city in comparison to all other voting models studied.

2008 General Election Statistics	
Number of registered voters	415,808
Number who voted in General Election	278,224
Number who voted by mail-in ballot	174,600
Number of voters who cast ballots during early voting	51,952
Number of voters who cast ballots on Election Day	51,672
Number of voter registration records processed	241,967
Number of Election Day poll workers at voting sites	1,854
Number of early voting poll workers	210
Number of temporary workers on Election Day	635

## CITY CLERK DIVISION

2008 Statistics	
Marriage licenses issued	4,865
Marriage certificates recorded	4,580
Domestic partnership registrations	151
City contracts completed	1,968
Campaign finance reports filed	38
Lobbyist registrations (individuals and organizations)	53
Ordinances and resolutions processed	941



Marriage licenses and the domestic partnership registry are administered by the City Clerk Division. It also oversees and maintains campaign finance reports, lobbyist and bidder disclosure records, and city officer and employee disclosure records. It publishes City Council ordinances and resolutions, and maintains

city records including all City Council proceedings and ordinances, rules and regulations, bonds and permits, contracts and official appointments. The City Clerk also publishes updated versions of the City Charter and the Denver Revised Municipal Code.



## COMMUNICATIONS DIVISION

The reorganization of the Clerk and Recorder's office included creation of a communications unit at the start of 2008 to ensure that the citizens of Denver would receive timely and user-friendly information, particularly with regard to elections.

Communications also handles media relations and community relations, and serves as liaison for candidates and campaigns, elected officials and other government agencies.

In 2008, the new Communications Division:

- ★ Planned & executed a major public education campaign for Elections, including:
  - ★ Voter registration brochure (English & Spanish versions)
  - ★ Brochure on 2008 vote model (English & Spanish versions)
  - ★ Bus ads and Spanish language radio ads
  - ★ Redesign and re-launch of Elections websites (English and Spanish)
  - ★ Design and production of informational mailings to voters
  - ★ Poll worker recruitment marketing materials
- ★ Created brochure for Public Trustee, explaining foreclosure process to homeowners (English & Spanish versions)



## 2008 ANNUAL REPORT

Office of the Clerk and Recorder  
City and County of Denver

Stephanie Y. O'Malley  
Clerk and Recorder

*The mission of the Office of the Clerk and Recorder is to efficiently and kindly respond to each customer who has cause to interact with the department for any purpose; diligently abide by mandates prescribed by federal, state and local laws and rules; and effectively and efficiently plan, prepare, and execute all steps necessary to fairly afford the voting public its right to enfranchisement.*

## CLERK'S MESSAGE



2008 was a year of momentous change for the Clerk and Recorder's Office. Following a voter-approved change to Denver's Charter creating an elected Clerk and Recorder in early 2007, I was elected to the position.

I had a huge challenge in taking over and leading the department. Although faced with a number of large hurdles, we've made significant strides in increasing transparency, efficiency, productivity and accountability. After reorganizing the Clerk and Recorder's office, we revised many business procedures. We instituted standard

accounting practices and brought the agency into alignment with the city's invoice and payment structure.

Although an independent agency, the Clerk and Recorder's Office has been responsive to the Mayor's budget measures designed to weather the recession. The agency has voluntarily fully participated in city budget reductions.

I am proud to say the Elections Division carried out a very successful election in November 2008 for Denver's voters. The division also implemented my vision of "Denver Votes." To the outside observer, it may not look difficult to deliver a presidential election, but it requires a massive and sustained planning effort. With a new strategic plan, we delivered an election without significant problems.

We also set and met internal productivity goals in the Records, Recording, City Clerk and Public Trustee divisions, resulting in cost savings and enhanced service to customers. Employee morale also significantly improved, as shown in the city's annual employee survey.

I take great pride in our progress and hope you will find this annual report both useful and informative.

*Stephanie Y. O'Malley*

Stephanie Y. O'Malley  
Denver Clerk & Recorder

*Stephanie Y. O'Malley is Denver's first elected Clerk and Recorder. She was previously Director of Denver's Excise and Licenses Department, appointed by Mayor John Hickenlooper. Prior to this, she was an attorney in private practice focused on public policy. A native Coloradan, she grew up in Denver's City Park West neighborhood.*

## 2008 BUDGET & REVENUE

<b>Budget:</b>	\$9,895,700
<b>Expended:</b>	\$9,657,689
<b>Projected Revenues:</b>	\$6,991,000
<b>Actual Revenues:</b>	\$5,247,367

Elections accounted for about 70 percent of the Clerk and Recorder expenditures in 2008 or \$6,950,580.

## OVERALL 2008 DEPARTMENTAL ACHIEVEMENTS

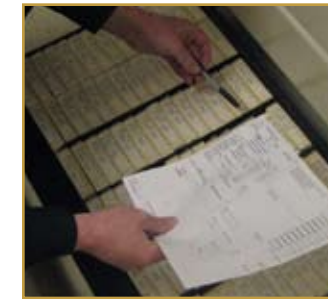
- ★ *Completed a reorganization of the Office of the Clerk and Recorder for greater efficiency and effectiveness, including personnel assessments, employee reassignments, revised procedures and reduced costs.*
- ★ *Successfully developed and implemented a plan to conduct the 2008 presidential Primary and General elections in an accurate, transparent and efficient manner for the citizens of Denver. (See the Elections Division section of this annual report.)*
- ★ *Reduced overtime costs by 98.5 percent and 2007's work backlogs by 100 percent in Public Trustee and Recording divisions. Established work processes and daily tracking procedures to closely monitor workloads and productivity.*
- ★ *Instituted standard accounting practices across the department in alignment with city budget procedures.*
- ★ *Implemented data entry efficiencies in the Public Trustee Division resulting in a significant reduction of required labor.*
- ★ *Developed an employee manual including department-wide policies and procedures related to personnel practices and employee expectations.*
- ★ *Implemented employee evaluation plans with objective measures to promote employee productivity and satisfaction.*
- ★ *Improved the efficiency, accuracy and transparency of Public Trustee property auctions through audit of procedures and research of best practices.*
- ★ *Began five-year project to catalogue and convert about seventeen million Clerk and Recorder documents to electronic files. This information currently exists on several deteriorating media including microfilm, microfiche and paper, dating back to 1859.*
- ★ *Inventoried all document collections in advance of document conversion project.*
- ★ *Discussions were opened with the Denver Public Library, which has an interest in archival preservation of the city's oldest records.*

## PUBLIC TRUSTEE DIVISION

2008 Statistics	
Foreclosure filings	6,145
Foreclosure cures	90
Foreclosure withdrawals	1,956
Foreclosure redemptions	81
Properties auctioned	4,362
Deed of Trust Releases	31,047



The Public Trustee Division administers all foreclosure filings in the City and County of Denver. This includes the processing of all foreclosure cures, redemptions, withdrawals and sales. The Public Trustee conducts a weekly foreclosure auction on Thursdays, to which the public is invited. This office also processes Releases of Deeds of Trust and accepts payments on installment land contracts.



## RECORDS DIVISION

2008 Statistics	
Number of customers served	22,192
Number of document pages mailed in response to customer requests	35,216
Number of recorded documents mailed back to Recording customers	178,998

All requests for Clerk and Recorder records go through the Records Division. This division researches, copies and verifies documents in response to customer requests and performs quality control for all documents submitted. It also oversees the storage and retention of all documents in the custody of the Clerk and Recorder. This is approximately 16.9 million records, some of which date back to 1859.



## RECORDING DIVISION

2008 Statistics	
Documents recorded	145,017
E-recordings processed	57,128
Documents recorded by other divisions	33,981
Total number of documents recorded	236,126

Recording is responsible for scanning, indexing and quality assuring all documents presented to the Clerk and Recorder for recording. This small division processes a phenomenal number of documents every year. In addition to the paper documents received, the division also records a growing number of electronically submitted documents.