



ANNUAL REPORT 2010

Stephanie Y. O'Malley

Clerk and Recorder
City and County of Denver



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.



I am pleased to present our 2010 annual report.

2010 was a year spent building upon the improvements implemented in the prior years of my administration and striving for innovative solutions. We made major progress in a number of important multi-year initiatives and we continued to make organizational changes to further streamline our operations while remaining focused on our commitment to customer service.

I'm pleased to report that we made major headway in our efforts to make the Office of the Clerk and Recorder more electronically accessible to our customers. We have been working toward allowing our customers to conduct more transactions via the Internet and training our staff to have a higher level of technical acumen. A number of these

projects will come to fruition in 2011. You will read about some of these projects on these pages.

Setting the Stage for the Future

In 2010, the Office of the Clerk and Recorder was involved in a broad variety of legislative initiatives encompassing issues from foreclosures to elections and setting fees for services. I was honored to serve as a member of the Colorado Secretary of State's Best Practices and Vision Commission, a role that gave Denver a seat at the table during the crafting and analysis of election legislation. I served on the commission's Elections Calendar sub-committee, and as such, had significant input into a legislative proposal to revise the state's current elections calendar. This work involved obtaining consensus among the state's county clerks with regard to the all-important issue of ensuring that our military and overseas voters are able to participate in the voting franchise.

The world of elections never stands still. In 2010, a change in state law allowed counties to hold primary elections by mail ballot. To ease this change for Denver voters, we implemented a system of Voter Service Centers throughout the city, where voters can drop off their ballots, obtain replacements for lost or spoiled ballots, emergency register or vote provisionally.

Our Public Trustee Division became a model of efficiency that frequently drew visitors from other local jurisdictions who wanted to see our foreclosure auction process firsthand. We will soon have a new online foreclosure search system that the general public can use to obtain information about specific foreclosures.

The ongoing Inventory of Historic Records project made significant progress, examining nearly 2 million pages of documents over the life of the project to date. The Recording Division saw an increase in revenue and an increase in the number of documents filed electronically. The City Clerk Division saw an increase in marriage licenses issued and an increase in city contracts completed. The Records Division has done yeoman work quality-assuring the more than 7 million records reproduced to date in our Records Imaging Initiative.

2010 was another year where fiscal realities required creativity and skill behind the scenes to be able to continue to provide seamless service to the citizens of the City and County of Denver. I am proud of how our staff members stepped up to the plate and gave their best to our customers, our citizens.

Very truly yours,

Stephanie Y. O'Malley
April 2011

Mail Ballot Primary Election

After seeking public input, the Elections Division conducted Denver's first mail ballot Primary Election under a new law that allowed all-mail elections – putting into place a system of full-service Voter Service Centers across the city. This allowed the division to offer high-quality customer service while saving \$1.3 million for the city.

Increased Use of Technology

A new electronic campaign finance reporting system was developed and implemented at the end of 2010, making it easier to process campaign finance information and upload it to the website. The public now has access to more readable reports.

Progress was made toward implementing a new web-based e-Foreclosure database that will allow

the general public greater access to foreclosure information.

Internally, staff was trained on how to use and navigate new databases, including databases developed for tracking ballot inventory and temporary personnel placement. A new database was also developed for the purpose of supporting the agency's Inventory of Historic Records project.

Inventory of Historic Records

The Office of the Clerk and Recorder is the depository for many types of city records that have both informational and historical value. The team created to undertake the massive task of inventorying and individually examining the collection of historic records continued to discover historical treasures.

Some of the records inventoried and preserved in 2010 included original

articles of incorporation for National Jewish Hospital, the National Western Stock Show, St. Luke's Hospital, the El Jebel Shrine Association, Russell Stover's Candy and the Public Service Company of Colorado.

In all, more than 200,000 documents containing nearly 2 million pages have been examined and catalogued to date.

Records Imaging Initiative

During the past year, the agency completed Phase 1 of a multi-phase digital imaging project. During Phase 1 the Records Division worked in tandem with a selected vendor to capture, scan and index recorded documents that were originally captured on 16mm microfilm during the period of 1989 - 2002. During this phase of work, approximately 7 million pages of documents on microfilm were converted to digital images.

Major Accomplishments

Clerk and Recorder Rulemaking Initiative

In the interest of providing increased transparency for the public, candidates and campaigns, a new initiative was begun to promulgate election rules. This process also allows the city to clearly exercise home rule authority when state statutes conflict or are unclear. With public hearings and public input, the first rule created in 2010 concerned campaign finance, including creation of the new electronic campaign finance reporting system. Subsequent rules outline procedures for the candidate petition process and for recounts.

Budget & Revenue

	2008	2009	2010
Clerk and Recorder Budget	\$9,895,700	\$5,918,438	\$8,318,900
Funds expended	\$9,657,689	\$4,937,081	\$6,527,641
Projected revenues	\$6,991,000	\$6,167,200	\$5,897,100
Actual Revenues	\$5,247,367	\$6,141,657	\$5,616,073

Budget figures fluctuate based upon types of elections in any year.

Successful Elections, Innovation

In 2010, the Elections Division continued to strive for excellence in innovation, efficiency and effectiveness. Existing processes were modified to build upon past successes while adjusting procedures to accommodate change. In the ever-changing world of elections,

the division remained responsive regardless of whether these changes were legislative or part of an organizational commitment to put the voter first.

The Elections Division conducted three successful elections in 2010: Council District 1 Vacancy (May), State Primary (August) and General

Election (November). For the first time ever, the Primary Election was conducted solely by mail ballot. Because of the popularity of the ballot drive-through drop-off concept, the division increased the number of drive-through locations in 2010 from one to five. These locations were strategically placed across the city for voter convenience.

Elections Division



Annual Achievements

- Won the Eagles Award for Innovative Use of Technology from the National Association of Election Officials for the pioneering Ballot TRACE program. This first-in-the-nation program allows voters to track their mail ballot's progress through the U.S. Postal Service. By the end of 2010, the number of Ballot TRACE subscribers rose to more than 6,800. In addition to being a great tool for voters, it allows the Elections Division to closely monitor where all of the ballots are in the mail stream at all times.
- Saved Denver taxpayers more than \$1.3 million by conducting the August Primary Election by mail ballot and streamlining processes.

- Created a centralized database to facilitate a smooth onboarding process for the hundreds of temporary personnel who work elections annually.
- Laid the groundwork to bring ballot layout and proofing in-house – a move that will save money and give the Elections Division more control over the ballot creation process.
- Moved operations from a rented location into a city-owned facility, a move that saves Denver taxpayers \$250,000 annually.
- Our Spanish-language advisory group, ACCESO, was transitioned to a legally-recognized advisory board through passage of an ordinance. ACCESO provides guidance with regard to voting outreach to primarily Spanish-speaking citizens.

Election Statistics

	2008	2009	2010
Registered voters	415,808	418,396	428,156
Number of ballots mailed in the November election	173,188	346,955	160,363
Number of people who voted in the November election	277,114	82,549	194,648
Voter registrations processed – all categories	827,163	322,933	335,497
Petition signatures processed	N/A	76,567	1,945
Elections-related letters mailed to voters	1,096,030	98,480	278,961

Fewer Foreclosures, Fewer Staff

After two years of heavy activity, foreclosure numbers decreased in 2010. This trend may signify that a once full-blown foreclosure crisis may be easing. Legislation was passed to create a foreclosure deferment period. Pressure on Congress from grassroots organizations appeared to make lenders a little more willing to work with struggling homeowners.

A code of conduct was implemented and then strengthened to ensure that our foreclosure auction remained a model process while providing a setting that will not be intimidating for any participant. The Public Trustee Division also continued its free seminars designed to help people understand and navigate through Denver's foreclosure auction and foreclosure redemption processes.

2010 saw continuing effort on a very important project that is scheduled to come to fruition in 2011. The "e-Foreclosure" project is a complete redesign and updating of the Public Trustee's web-based foreclosure database. This project will allow web users to search Denver's foreclosures by a variety of criteria including name, street, neighborhood or zip code. It will also include access to documents associated with each foreclosure, and show the progression and status of every foreclosure filing.

The Public Trustee Division continued to have input regarding future legislation that will be submitted to the Colorado Public Trustee's Association's legislative committee for approval.

Public Trustee



Public Trustee Statistics

	2008	2009	2010
Foreclosure filings	6,145	6,141	5,053
Foreclosures cured by homeowner	90	136	188
Foreclosures withdrawn by lender	1,956	2,025	2,983
Foreclosures redeemed by lienholders	81	47	27
Properties auctioned	4,362	3,108	2,880
Deed of Trust Releases	31,047	34,064	31,080

Providing Great Service to the Public

One of the highlights of 2010 for the City Clerk Division was the annual Valentine's Day event for couples who obtain their marriage licenses on February 14 or on the nearest business day to Valentine's Day. Once again, fellow city agencies and downtown businesses gave generously to provide gifts for the lucky couples who visited the *Sweetheart Bistro*, also known as the Clerk's conference room.

The marriage license counter issued more than 5,000 marriage licenses in 2010, the highest number issued since active tracking began in 2004.

The division's technology staff created, tested and implemented the new electronic campaign finance system at the end of 2010. This followed the Clerk's successful effort to pass clarifying amendments to the campaign finance ordinance.

Additionally, the division codified new municipal ordinances and provided updates to the online municipal code. It continues to serve as the steward of rules and regulations of all city agencies. Legal notices and ordinances were also timely published throughout the year.

The division continued to improve efficiencies by creating and implementing written procedures around its marriage licensing, ordinance and contract processing duties.

The division participated in all aspects of the city's design and implementation of Alfresco, a city-wide database software program designed to increase efficiencies in the city's contracting processes. City Clerk staff were cross-trained to perform all functions.

City Clerk



City Clerk Statistics

	2008	2009	2010
Marriage licenses issued	4,865	4,868	5,038
Marriage certificates recorded	4,580	4,701	4,887
Domestic partnership registrations	151	149	199
City contracts completed	1,968	2,060	2,208
Campaign finance reports filed	34	33	38
Lobbyist registrations	53	54	48
Ordinances and resolutions processed	941	942	941

Timely Recording of All Documents

During 2010, the Recording Division recorded nearly 160,000 documents and generated revenues of nearly \$3.8 million. This represents an increase in revenue and is directly attributable to the Clerk's legislative support to clarify recording fees and to standardize them statewide.

The Recording Division continues to adhere to the standard it set for itself of recording all documents within 24 hours of receipt. Prompt turnaround is crucial to establish chain of title for property

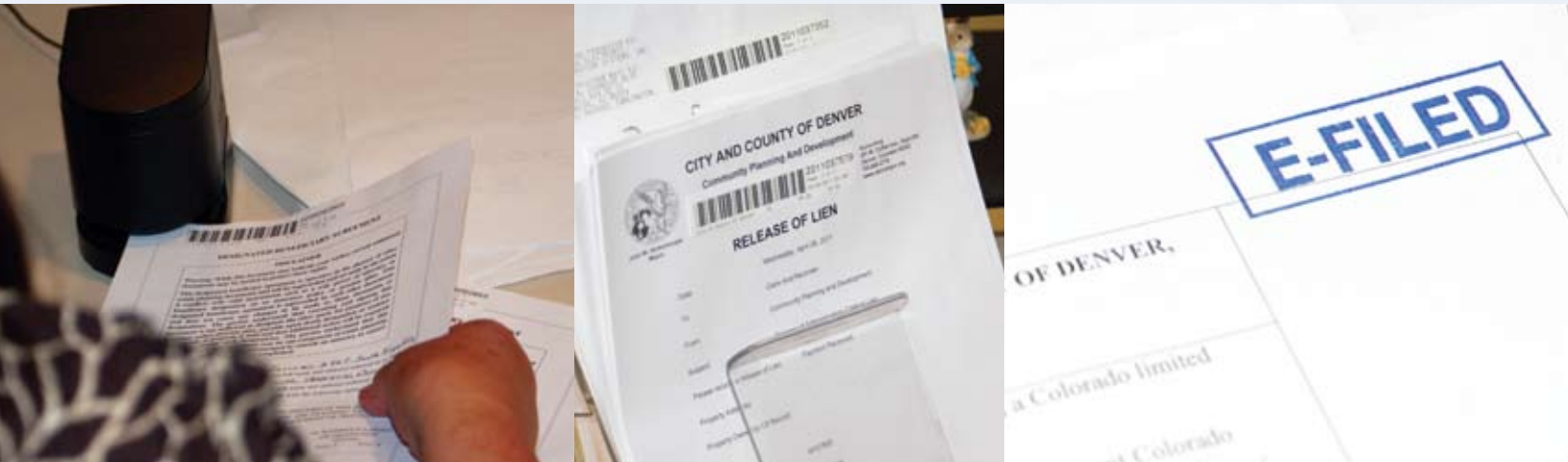
owners as well as for lienholders. The increase in recordings through electronic means and the corresponding decrease in paper recordings illustrates the continuing shift by business and the public toward conducting business online.

The Recording Division streamlined quality control and processes while maintaining absolute document integrity. This was accomplished in part by providing in-depth cross-training for all Recording staff members.

Recording Statistics

	2008	2009	2010
Paper documents recorded	87,889	72,390	67,252
E-Recordings processed	57,128	80,711	81,918
Documents recorded by other divisions	33,981	20,685	10,063
Total documents recorded	178,998	173,786	159,170

Recording



Communications

Mission Critical Informational Resource

The Communications Division is the public education arm of the Office of the Clerk and Recorder. In 2010, the Communications Division was involved in supporting a large number of information-related projects.

During the year, the Communications Division:

- Began a major project to redesign and consolidate the Clerk and Recorder's five separate websites into one that will be easier to use and navigate. Completion and launch is scheduled for mid-2011.
- Staffed the Clerk and Recorder's rulemaking project to create a body of rules designed to make election processes transparent to the public.
- Performed liaison work with candidates for municipal office, citizens wishing to circulate petitions for ballot issues, political parties and other civic and advisory groups.
- Responded to numerous open records requests and news media requests.
- Organized the Clerk and Recorder's annual Valentine's Day event.
- Credentialed poll watchers for the November 2010 election.
- Created or revised numerous publications for voters, candidates and the general public.
- Maintained the Clerk and Recorder's websites and continued to increase social media presence.
- Supported the Elections Division by developing and producing election-related information tools including mailers and Spanish-language ad placements in local bilingual publications.

Your Resource for City Records

Not a day goes by where a customer does not request a copy of an old marriage certificate, a deed of trust or military discharge papers. In response, the Records Division is always ready to accommodate these requests. This is an important service for customers who research genealogy, settle probate issues or need to provide their legal name to update a passport.

The Records Division continues to perform a vital service for the City and County of Denver. It staffs the five-year Records Imaging Initiative with the goal of converting the documents currently on many thousands of aging microfiches and microfilms into digital format. During the year, the division completed Phase 1 of the imaging project, processing more than 7 million document images. This process ensures that record images are of the highest possible quality and assures that the indexing of the images is of equal quality. This will continue to be the focus of the Records Division for several more years due to the sheer size and complexity of this project.

The Inventory of Historic Records, along with cataloging more than 2 million pages of documents to date, also resulted in a reorganization of the rooms where municipal records are stored. In addition to the rooms in the City and County Building, the Records Division also started to utilize space in the Webb Building to store inventoried records.

Records Statistics

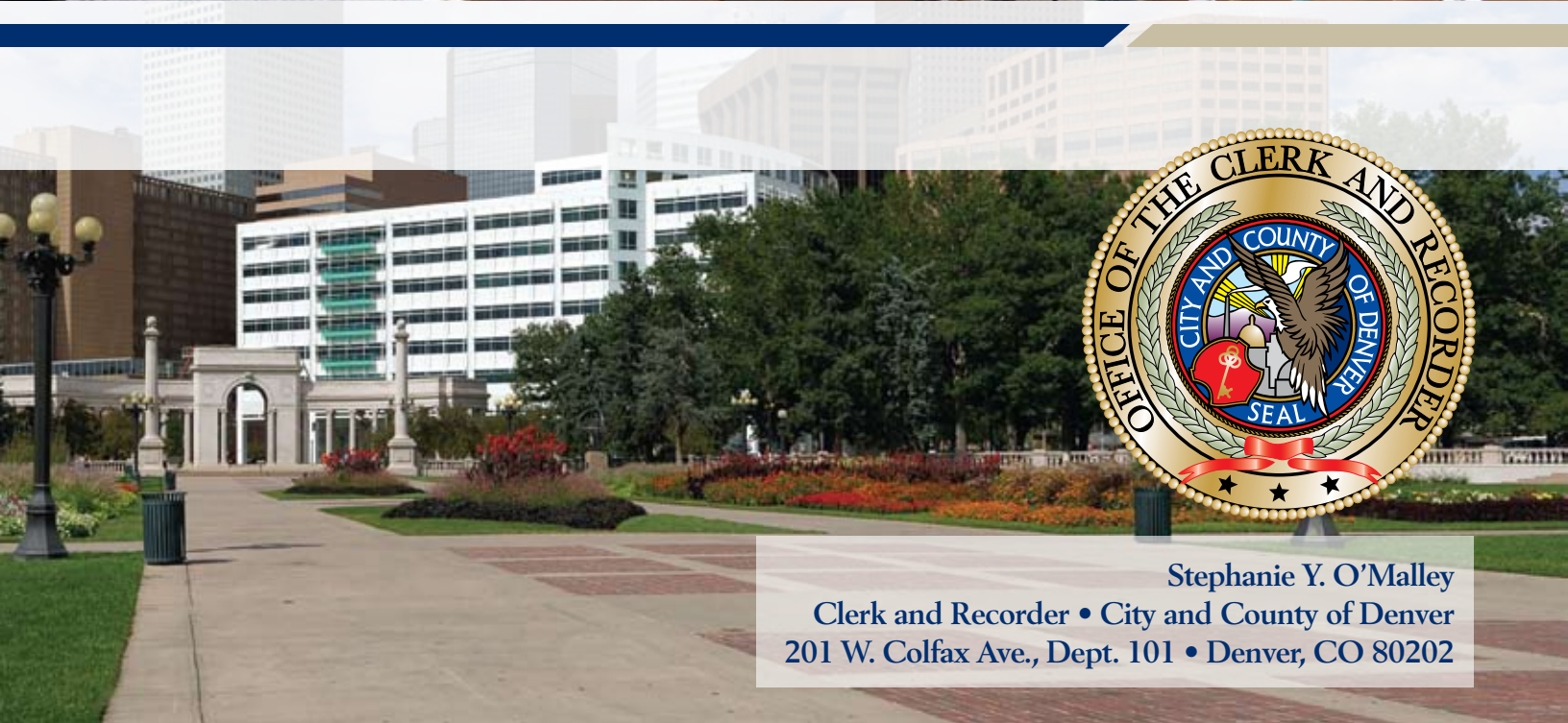
	2008	2009	2010
Customers served	22,192	13,659	20,152
Document pages mailed in response to customer requests	35,216	20,199	17,502
Recorded documents mailed back to Recording customers	121,870	93,075	70,235

Records

Before records inventory



After records inventory



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