



## OFFICE OF THE BOARD OF COMMISSIONERS

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### NEWS RELEASE

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#### **COUNTY MAKES STRIDES WITH IMPROVEMENTS FOR CLERK AND RECORDER'S OFFICE**

WELD COUNTY, CO – Weld County Commissioners and the Information Technology (IT) Department continue to move forward on solutions to reduce wait times and increase work-flow efficiencies for the office of the Clerk and Recorder. In late June, the Board directed the IT Department to work with the Clerk and Recorder, Carly Koppes, to examine both traffic flow and work flow issues as well as efficiencies that could be made to help reduce wait times for customers.

"There were several areas we asked IT to assist with," said Commissioner Chair Mike Freeman. "The first of which dealt with current internet connectivity with the state; dialogue with the state office and with Century Link was initiated requesting they improve the connection to the state computer system."

In late June this year, IT worked with the state and with Century Link to upgrade the internet connection for the motor vehicle computers in Weld County, including installing fiber which increased the load capability from 1.5MB to 20 MB. The complete upgrade of this system was completed on September 9.

In July, the IT Department's Business Process Analyst studied the work flow of how the Clerk and Office handles recorded documents. Part of the study included meeting with neighboring Clerk and Recorder Offices to learn how they handle their mail process and to bring best practices back to the Weld County office. Review of a kiosk system to allow customers to schedule a time for motor vehicle business was initiated in July as well, and was implemented just this week. The easy-to-use system is aimed at providing a customer-friendly streamlined way to conduct business with the office.

Other business-process improvements include examining how phone calls are routed within the office as well as staffing analysis.

"The goal for everyone is to make sure government is providing services efficiently to our residents," said Freeman. "Both the county and the Clerk and Recorder's Office have worked together diligently to find ways to increase efficiencies for the public."

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