



Clerk and Recorder, Carly Koppes Brings Much Needed New Technology to the Weld County Clerk and Recorder Office

Her Efforts Have Reduced the Wait Times and Saved Taxpayer Money

by Staff Writer

Over the last 2½ years, Weld County Clerk and Recorder Carly Koppes has been on a mission to upgrade technology in the Weld County Clerk's office. The office is responsible for license plates and renewals, property title recording and conducting elections.

Carly Koppes has spent many years working with horses; in fact, she started riding when she was only 6 months old.

Carly who is an accomplished horsewoman, competes in gymkhanas as a barrel racer and has learned many lessons in caring for her horses. She currently owns three horses that she keeps at her Greeley home. These lessons apply to her position as the clerk and recorder.

Carly states one of the lessons she has learned through working with her horses is the need to saddle up and keep pushing forward. "Horses teach you a lot. Very little of it actually has to do with horses."

Her efforts to upgrade the technology are beginning to pay dividends for Weld County residents in both saving customer time and staffing needs. After 10 years of working in the Clerk and Recorder office, Carly saw the struggle to keep up with population growth and



Wait times have been dramatically reduced under Carly's tutelage. Of course everyone knows you go to the DMV in the middle of the month on a Wednesday at 10:30am or 2:30pm.

it was clear that growth was going to continue. She knew she would have to continue the efforts of her predecessor. "Believe it or not, when I began seeking solutions to reducing wait lines for residents for license plate registrations and renewals in early 2015, we discovered that office computer systems were operating on an old copper line dial up technology," said Carly. "Working with Weld County IT department, the old copper line from the early 1990's was

replaced by a new modern connection that reduced computer time significantly. What used to take minutes to load from the Department of Revenue in Denver, now takes seconds." Carly is now happy to report that this made the transactions much faster and thus, the line moves much faster for everyone.

In addition to upgrading the connection from the Weld County Clerk and Recorder's Office to the Colorado Department of Revenue,

Carly was successful in making Weld County a pilot project for self-service kiosks to renew license plates throughout Weld County. Allowing residents to renew their license plates without waiting for a clerk.

Customers who need to renew their plates can do so online, that is if they don't wait to the last minute and their current plates have expired. Carly is working on a way to still allow that to be done over the internet.

Recently, her advocacy to renew plates on-line for vehicles with diesel engines has paid off with the state now allowing these vehicles to be done online as well.

Another big improvement that Carly is excited about is the implementation of a queuing system to expedite line management. If a particular type of transaction has more

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customers at a given time, management can reallocate staff to that line. Customers are told when they get their line number, what exactly is needed to finish their transaction, so they can get the additional documentation before they spend time in line, only to have to be told to come back. This service is currently available in the Greeley office and will be available in Fort Lupton and Del Camino offices in January.

Carly reached out in August 2015 to car dealers in Weld County to find out what they thought was needed to improve their transactions. Dealers are required to provide sales information on each sale so their customers can pay the correct amount of tax. In addition, dealers are required to provide the clerk's office the transaction information within 30 days. This information had to be exactly correct in order to finish the transaction. The previous clerk had implemented a separate dealer line but lengthy waits for computer returns because the old copper line created delays. And if there were errors in the paperwork from the dealer, it had to be returned.

Even with the new computer connections, Carly wanted input on ways to turn those transactions around for the dealers faster than had previously been done. Dealer agents can now set appointments. The office now issues a quarterly newsletter to dealerships for improved communication. A process that expedites paperwork



Pictured above are 2 of Carly's horses. The one on the trailer eating the hay knows she's in trouble as Carly walks up to them. Carly had a heck of time getting the trailer out of the mud as well.

because of special circumstances are now in place. Turnaround has been improved to two weeks, after receiving the paperwork in the office, with efforts to make that even faster.

Todd Maul of John Elway Dealerships says "The communication between the Clerk and Recorder's office and our office has improved greatly. We are working more as a team to bring the best service to all of our customers."

One longtime customer recently shared this, "I have been coming to this office for all years that I've been living in Greeley. It has gone from an entire afternoon endeavor with employees who clearly did not want to be there, to my experience today which was 20 minutes to re-title a trailer with an employee who was interactive. As I sat waiting my turn, I was struck by the employees actually engaging with customers and even enjoying light humor as they completed their tasks. It was such a turnaround from previous experiences, I felt I

had to make sure you knew it was much appreciated. I told the lady who helped me how much things had changed and her response was "Carly has done such a great job." Just thought you should know. Keep up the good work!

NEW ELECTION EQUIPMENT

Carly also is responsible for conducting local, state and national elections with integrity. She became concerned with using election equipment that in some cases was more than two decades old because of reliability and security. "The election equipment was falling apart and reaching a crisis level," said Carly. "In 2016, we borrowed equipment from El Paso and Adams County to successfully operate the election."

In May 2016, after obtaining the Weld County Commissioners to approve purchase of the new equipment, the delivery, set up and training is underway to roll out the new election equipment later this year. "Replacing the outdated election equipment has taken more than a year, but I am

pleased Weld County residents will have a new voting system to serve them for years to come." states Carly.

RECORDING

Although not as often obvious to the general public, the recording department of the Clerk and Recorder office is the official location to register titles for real property. The number of transactions has exploded as people buy, lease and sell houses, mineral rights and water rights. The Clerk's office is also the happy spot where people get marriage licenses.

Changes to streamline the work in the recording section has occurred to streamline billing processes, allow scanning of documents at the time of recording, and improvements to accuracy of recording.

CONCLUSION

Carly has several projects on the horizon to use available technology to improve customer service at the Clerk and Recorder office. Carly works with her very capable staff and the Secretary of State and the Department of Revenue to keep abreast of new and useful ideas. And she needs to because as she says, "Weld County is the fastest growing county in Colorado, and we already license more vehicles than Larimer County, even though they have 30,000 more people. By 2025, Weld County will surpass Larimer County in population and we need to use whatever reasonable means, especially technology, to meet the needs of our residents." **G**