

2023

Annual Report



Prepared by
Mary Lynn Black

Presented by
Steve Schleiker



Table Of Contents:

About the Clerk & Recorder's Office

Meet Our Team

Vision and Mission

2023 Office Highlights

Clerk to the Board 2023 Review

Elections 2023 Review

Recording 2023 Review

Motor Vehicle & Driver's License 2023 Review

MV & DL 2023 % of Business

MV & DL 2023 Wait Times within Goal

MV Kiosk Statistics 2023 Review

2022-2023 Clerk to the Board Revenue

2022-2023 Elections Revenue

2022-2023 Recording Revenue

2022-2023 MV & DL Revenue

2022-2023 Clerk & Recorder Total

Contact Us

About the El Paso County Clerk & Recorder's Office:

The Office of the Clerk & Recorder is where many of the transactions between County Government and its citizens occur. This office is where you go to be issued a marriage license, search for land records and deeds, title your vehicle, renew your vehicle registration, and register to vote. They also are responsible for conducting all County elections.

El Paso County **Clerk & Recorder, Steve Schleiker**, serves in the following roles:

- Chief Election Official of El Paso County
- Agent of the State of Colorado for motor vehicle titling and licensing
- Ex-officio recorder of property and other legal documents for El Paso County
- Agent of the State of Colorado for issuing marriage licenses and certificates
- Clerk to the Board of El Paso County Commissioners
 - The Clerk to the Board attends public hearings, business meetings, and other special meetings conducted by the Board of County Commissioners and maintains the official records of those meetings



Meet Our Team:



STEVE SCHLEIKER CLERK & RECORDER

Steve Schleiker took office as El Paso County Clerk & Recorder in January 2023. Previously he served two terms as the El Paso County Assessor and worked in the Assessor's Office since 1999. During that time Steve served as a Personal Property Appraiser, Personal Property Manager, Office Operations Manager, and Deputy Assessor. He is currently a licensed appraiser in the State of Colorado. During his tenure as our Assessor, he was the recipient of the 2017 Downtown Civil Servant Star Award and was also named the 2019 Assessor of the Year for the State of Colorado.

Fiscal responsibility and government efficiency are two key initiatives in Steve's portfolio. He has helped the County usher in new technologies that have provided greater transparency and efficiencies in the appraisal processes. He returned over \$650,000 back to the county general fund by the end of 2022. As Clerk & Recorder, he incorporates these initiatives and others including customer service and effectiveness into the operations of Motor Vehicle, Elections, Recording and Clerk to the Board. He will identify and implement new approaches to reduce costs and continue the office's vision for innovation.

Citizens can be assured that Steve will protect their democratic right to vote and reinforce the commitment of the Clerk's Office to conduct transparent, accurate, fair, and secure elections. While fulfilling the statutory requirements of each department he will strive to provide efficient, personable service to customers and build relationships within the community. Steve will liaison with the state legislative branch of government to ensure laws impacting the Clerk's Office are in the best interest of our citizens and support the local and state structure.

Steve has served the public throughout his career. After graduating from Widefield High School in 1987, he joined the United States Marine Corps where he received numerous awards and was a decorated veteran from Operations Desert Shield, Desert Storm, Southern Watch, and Deny Flight. In 1993, Steve was named first runner-up for the John W. Finn Aviation Ordnance Man of the Year award for the United States Navy and Marine Corps. He holds a Bachelor of Science Degree in Information Technology Management, a Master's Degree in Project Management, and an Executive Master's in Business Administration.

Meet Our Team:



KRISTI RIDLEN

DEPUTY CHIEF CLERK & RECORDER

Kristi Ridlen demonstrates her commitment to the Clerk & Recorder's Office by her service as both Deputy Chief Clerk & Recorder and Public Information Officer (PIO). She joined the Clerk's Office in 2018 as PIO and was promoted to Deputy Chief in 2023. The responsibilities of the two positions are well aligned. They ensure the public receives accurate, professional communications, the office operations are efficient and structured, and the Clerk's staff delivers experienced, empathetic customer service.

Working with the Clerk, Kristi develops strategic goals and programs that are integrated within the office's fiscal guidelines. She is integral to the decision-making process that impacts the operations of all departments (Motor Vehicle, Elections, Recording, and Clerk to the Board). Kristi ensures the Clerk's Office is in compliance with local, state, and federal requirements. Her participation on boards and committees that includes the El Paso County Strategic Planning Team, ensures we support county initiatives and that we have a voice in matters which impact our office and you, our customer.

Kristi is responsible for all aspects of communications from the Clerk's Office. This includes websites, social media, presentations, email marketing, media/news releases and video productions and podcasts. She develops and initiates innovative methods to educate the public and decision-makers on issues relevant to the Clerk & Recorder's Office.

Being immersed in the legislative process of the Colorado General Assembly, Kristi and the Clerk monitor regulations and laws and offer insight into the possible impacts related to our Office. Kristi is very involved in managing our office's Colorado Open Records Request (CORA) program. By investigating, analyzing, and preparing responses, she provides the public with timely, orderly, and efficient access to pertinent public records.

Kristi is well versed in election management and is a graduate of the Election Center (National Association of Elections Officials) Certified Elections Registration Administrator Program. Her engagement in the election process and coordination with the Election Department help guarantee our office successfully conducts transparent, accurate, fair elections.

A graduate of Colorado State University-Pueblo, Kristi holds a Bachelor's Degree in Mass Communication / Public Relations / Marketing. She is a Colorado native, and she and her husband have two children.

Meet Our Team:



ERICA ADAMS

CLERK & RECORDER OPERATIONS MANAGER

Erica and her staff ensure all Clerk & Recorder operations are carried out in an appropriate, cost-effective way. She works on improving operational management systems, processes and best practices. She purchases materials, plans inventory and oversees our distribution warehouse efficiency. Erica helps the organization's processes remain legally compliant, and formulates strategic and operational objectives. She examines financial data and uses it to improve cost cutting measures for our taxpayers.



JACKIE ALLRED

CLERK TO THE BOARD MANAGER

Jackie and her staff attend every meeting of the Board of County Commissioners to record the proceedings and decisions of the Board as the designee for the Clerk & Recorder. They prepare agendas, maintain minutes, attest the Chair's signature, preserve and catalog the official records and documents of the Board.

Additionally the Clerk to the Board of County Commissioners department is your contact for liquor and medical marijuana licensing matters for unincorporated El Paso County, for Secure Transportation Service Licensing and for property tax appeals to the Board of Equalization.



ANGIE LEATH

ELECTIONS DIRECTOR

Angie and her staff are responsible for conducting all Primary, General and Special Elections for El Paso County. Her department maintains the voter registration rolls and works with other municipalities to assist with their elections.

Meet Our Team:



JIMMIE VAN BUSKIRK
RECORDING MANAGER

Jimmie and his staff in the Recording Department are responsible for recording, indexing, copying, and preserving permanent public documents - primarily real estate records. Our Recording Office also is where you go to get a marriage or civil union license in El Paso County. And if you need to record or obtain a copy of your DD Form 214, visit Jimmie and his team.



KELLY LINDGREN
MOTOR VEHICLE DIRECTOR

Kelly and her staff in the Motor Vehicle Department are responsible for certification of motor vehicle titles and registrations and act as a Division of the Colorado State Department of Revenue. She and her staff also renew Colorado Driver's Licenses and offer other select driver's license services.

There are four office locations throughout the county that provide motor vehicle and driver's license services. **Note: Kelly Lindgren retired in January, 2024.**



ELIJAH SHOCKNEY
MOTOR VEHICLE OPERATIONS MANAGER

Elijah's duties as the Motor Vehicle Operations Manager include being responsible for overseeing the four Motor Vehicle Branches' operations. He ensures all standards are met for professionalism, team appearance, work ethic, customer service, and that staff and customer safety are upheld at all times.



Vision And Mission:

Vision

- **The Vision of the Clerk & Recorder's Office is to be the trusted source of information and business transactions in the areas of elections, motor vehicle, recording and clerk to the Board of County Commissioners. Through innovative processes, renowned expertise and a fully engaged workforce the public is confident in the Clerk's Office.**

Mission

- **The Mission of the Clerk & Recorder's Office is to provide services in accordance with the Colorado Constitution, statutes and legal requirements. Services are delivered in a timely, cost efficient, accurate, professional and secure manner with respect and courtesy to the public.**

2023 Office Highlights:



2023 City of Colorado Springs Mayoral Election:

The El Paso County Clerk & Recorder's Office did not administer or oversee the City of Colorado Springs Municipal and Mayoral Elections; however, the Clerk & Recorder's Election Department provided much support, such as providing up-to-date voter lists for eligible active voters within the City and use of our ballot drop boxes and surveillance cameras during these elections.



I Voted Stickers

I Voted stickers were added to the mail ballot packet for the first time in 2023. We wanted every voter to have an opportunity to show they participated in our democratic process. In the past only in-person voters could receive a sticker. There were five different colorful designs, rather than one standard design. Our vendor worked with our staff members to accomplish this creative addition.

2023 Office Highlights:



Clerk & Recorder's Office Implements New Voter Registration Maintenance Program:

The El Paso County Clerk & Recorder's Office contracted with Experian to provide an additional data management option for the nearly 460,000 voter files in the El Paso County voter registration database. Experian is a respected voter registration and maintenance service provider assisting to create process efficiencies, reduce the number of undeliverable ballots and improve the voter experience, by providing an additional mechanism for election officials to maintain accurate and up-to-date voter rolls.

The goal of this project was to receive enriched data for voters registered in El Paso County, when available. The voter's first name, last name, and address was processed through Experian's Nationwide Skip Tracing Solution, which then verified and appended the most up-to-date address on the voter. If the information received from Experian did not match the voter's file, the Clerk's office contacted the voter to verify their information and update their voter registration record, if needed.

This program allowed the Clerk's office to verify and correct data provided by voters during registration, identify and obtain contact information, verify authenticity of the registered voter's credentials, and take a cost-effective approach to updating records; ultimately reducing the cost of an election to taxpayers.

The Clerk's office already audits the voter registration database by validating that third party data provided by the Social Security Administration, Colorado Department of Health, Colorado Department of Revenue, SAVE (federal Immigration information) and the Colorado Department of State, is accurate and delivered in a timely manner for counties to process, in accordance with Colorado law.

El Paso County is the first in the state to work with Experian on this voter registration maintenance project.

2023 Office Highlights:



Clerk & Recorder's Office Upgrades Security Cameras at Ballot Boxes:

The El Paso County Clerk and Recorder's Office upgraded the security camera system which monitors each of the 39 ballot drop-off boxes to increase surveillance capability in real time, 24/7 during the election cycle.

A link to the camera system on the Clerk's website allowed the public to view motion-triggered activity at each location.

An alert system immediately notifies the Clerk's office of equipment issues so they can be resolved promptly.

Storage is up to 10 years, longer than the statutory 25-month requirement.

This new camera system further solidifies the security of our election system and the confidence which voters have in its integrity.

2023 Office Highlights:



New Clerk & Recorder employee online platform “MY VOICE”:

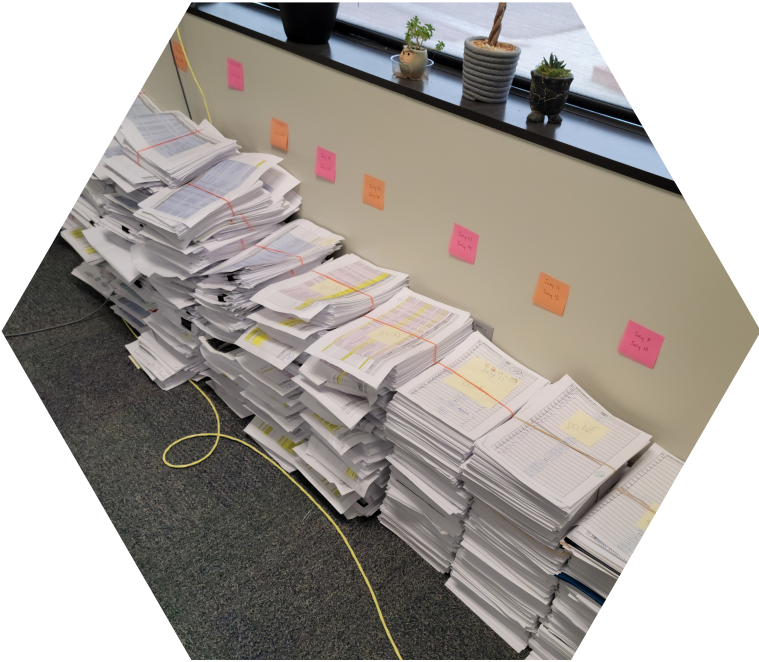
Mid April, MY VOICE was launched. This platform allows every employee of the Clerk & Recorder’s Office opportunities to express ideas, concerns, and perspectives with authenticity and without fear of social or workplace consequences. This now means the Clerk & Recorder employees have the ability to influence decisions at work through their feedback.

This influence now means leaders act based on dialogue with our employees. Action could represent a new way of completing work, embracing ideas and innovative work processes, improving culture, or resolving problem areas in the Office.

To date, MY VOICE has received over 241 comments and suggestions.

<https://forms.office.com/g/szfc8zma5D>

2023 Office Highlights:



Board of Equalization Season Soars

Clerk to the Board tackled the busiest-ever Board of Equalization season during the summer 2023 appeal period. The previous record had been 789 appeals in 2021, and last year they received a whopping 3,294 property tax appeals. It was truly an all-hands-on-deck situation and our staff of two received help from many different departments within our office, including Elections, Recording and Motor Vehicle. During the appeal season, we set up a phone bank and had 4 employees answering phone calls around the clock for close to a month. We hired 7 hearing referees and held an average of 88 hearings per day. Once all Board of Equalization hearings had concluded, we also coordinated 25 Binding Arbitration hearings, whereas in a typical year we would only see 2-4.

This massive accomplishment would not have been possible without the hard work and dedication of Jackie Allred and Bridget Roe, who during this time also acted as clerks at 5 BOCC meetings and several redistricting meetings all across the County.

2023 Office Highlights:



FRAUD ALERT

New Clerk & Recorder Property Fraud Safeguard:

March 16, 2023, the Clerk & Recorder's Office alerted property owners in El Paso County to an increase in mortgage and property fraud across the nation. The premise is that a person can file a Quit Claim Deed to take ownership of the property from the rightful owner.

The Clerk's Recording Department which records deeds and myriad other documents took action to offer home title safeguards to all of our property owners.

The Clerk's Office is being very proactive in notifying customers when a Quit Claim Deed is filed on their property. While the Clerk's Office is required by law to record the Quit Claim Deed when it is presented, the Office now subsequently reaches out to the current owner (Grantor) on record to inform them of the transaction to another person (Grantee).

Once notified, the owner can affirm if the Quit Claim Deed is legitimate or if it is a fraudulent attempt by someone to seize ownership.

Along with the Quit Claim Deed there are many other document types that may be recorded. When the exact name on public records is listed as a Grantor or Grantee, the property owner is notified by the Clerk's Office. It provides an early warning system that allows the property owners to take action if they believe fraudulent activity has occurred with their property.

2023 Office Highlights:



New Vehicle Renewal Kiosk in Fountain, CO

May 15, 2023, residents in the Fountain area can now easily renew their vehicle registration close to home. The Clerk & Recorder's Office announced a self-service kiosk is now available inside the Safeway store at 6925 Mesa Ridge Parkway.

The Clerk's Office is gratified to offer southern EL Paso County residents this service. Residents now enjoy the convenience of being able to renew their registration while shopping.

This new kiosk brings to 11 the total locations of the Colorado MVExpress kiosks: two at Safeway stores, five at King Soopers, three 24/7 kiosks and one at the Powers DMV Branch. These vehicle registration renewal kiosks allow the Clerk's Office to provide accessible, customer-centric motor vehicle services for residents.



PockeTalk

As our communities continue to diversify, the need to overcome language barriers when serving our customers is increasingly important. Our office implemented the use of PockeTalk to communicate with customers in the language of their choice. It is a pocket-sized translator device which translates the person's voice into one of 82 languages. Each Motor Vehicle branch and our Recording Department utilize PockeTalk to facilitate transacting customers' business.

During election cycles, our Election Judges at Voter Centers will utilize the PockeTalk mobile application to communicate with voters. This will ensure eligible voters understand information related to voting in their own language.



2023 Office Highlights:



CONVERTED ALL EMPLOYEE EVALUATIONS TO NEOGOV

Converting to NEOGOV eliminated time-consuming performance reviews with an easy-to-use automated system. The Clerk & Recorder's Office can now deliver more valuable and timely feedback, easily track evaluations, and take a more strategic approach to employee performance.



2023 CLERK & RECORDER WEBSITE CONVERSION

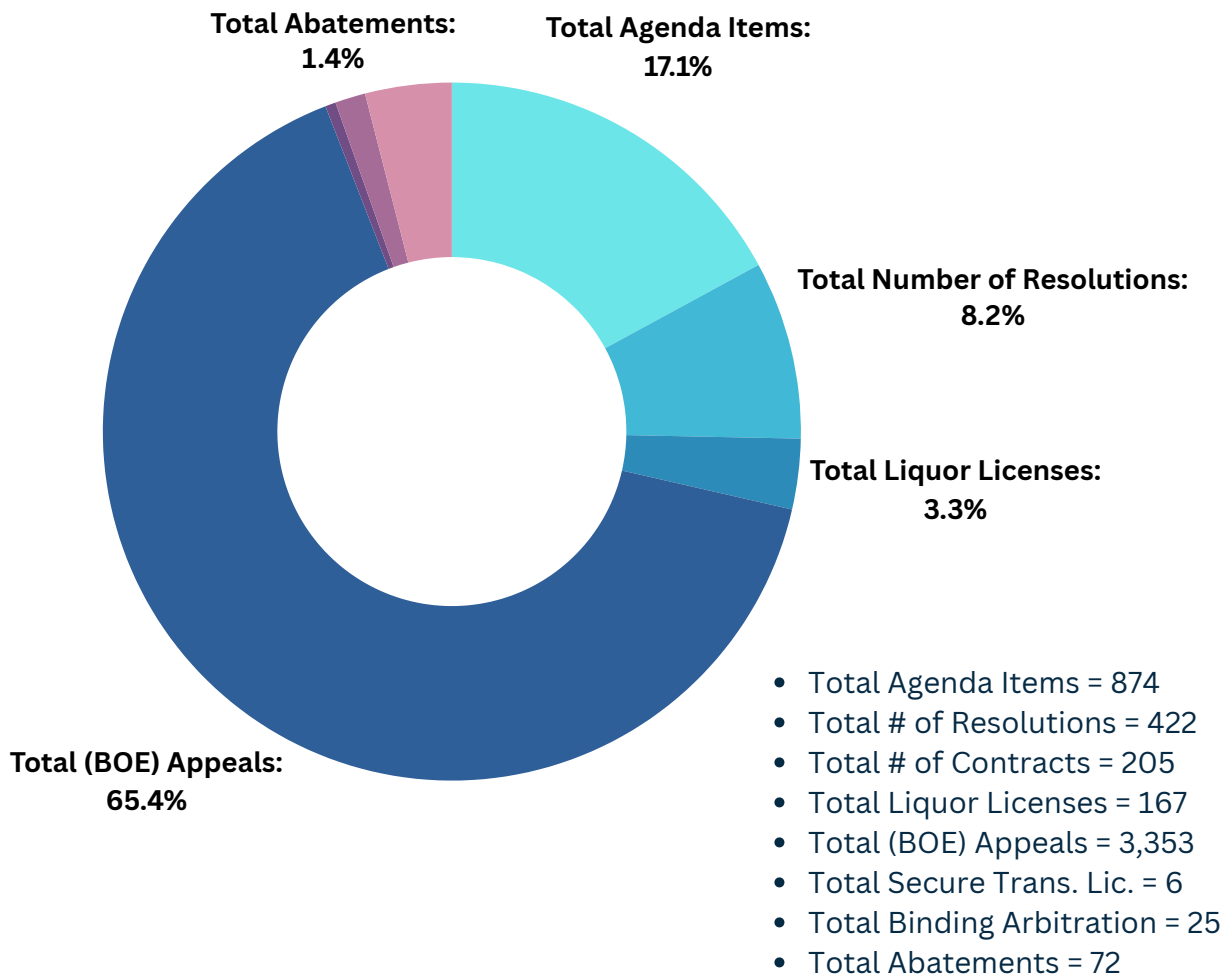
The County coordinated a major conversion of the website for all offices. The Clerk & Recorder's updated website provides the foundation for success for many of our online business transactions and helps to increase customer satisfaction and service. This conversion helps our customers to complete any of their goals with the Clerk & Recorder's Office.



MOTOR VEHICLE RESTRUCTURE

In 2023, the Motor Vehicle Department embarked on a restructuring process. This was with the recognition that each of the Clerk & Recorder departments is defined by professional operations and good relationships, and understanding the amount of work to maintain the excellent caliber of service the Office provides to both the customer and staff. It was determined that we can always get better.

Clerk to the Board 2023 Review:

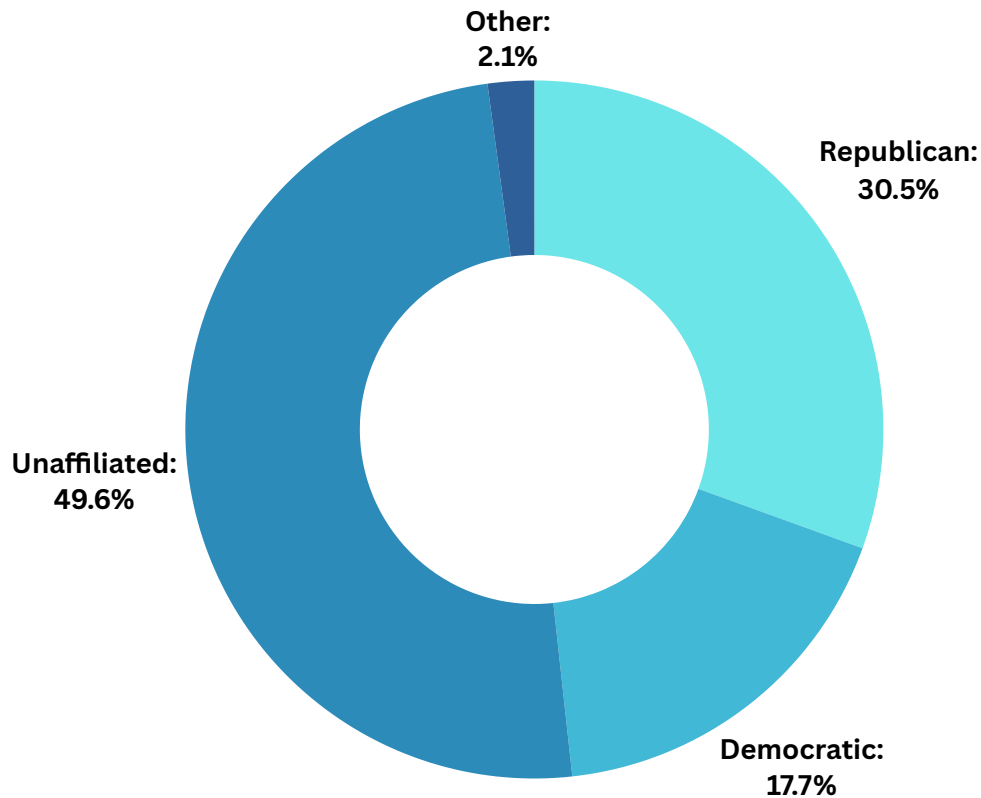


CLERK TO THE BOARD OF COUNTY COMMISSIONERS:

- The Clerk to the Board staff attends every meeting of the Board of County Commissioners to record the proceedings and decisions of the Board as the designee for the Clerk & Recorder. They prepare agendas, maintain minutes, attest the Chair's signature, preserve and catalog the official records and documents of the Board. Additionally the Clerk to the Board of County Commissioners department is your contact for liquor and medical marijuana licensing matters for unincorporated El Paso County, for Secure Transportation Service Licensing and for property tax appeals to the Board of Equalization.

- Total staffing:
 - 1 Clerk to the Board Manager
 - 1 Clerk to the Board Specialist
 - 1 Clerk to the Board Technician (Part-Time)
 - **TOTAL STAFFING = 2 FULL-TIME EMPLOYEES / 1 PART-TIME EMPLOYEE**

Elections 2023 Review:

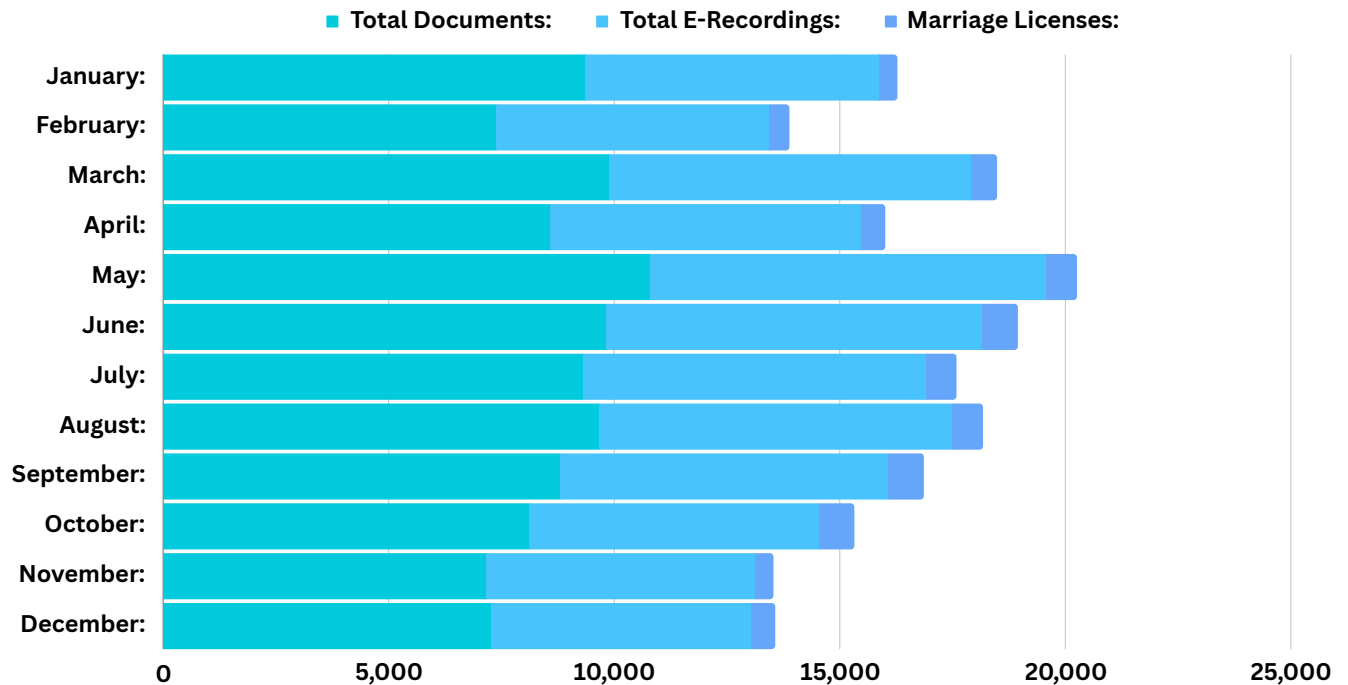


- Republicans = 141,413
- Democratic = 82,164
- Unaffiliated = 229,705
- Other = 9,949

ELECTIONS DEPARTMENT:

- The El Paso County Elections Department is responsible for conducting all primary, general and special elections for the County. This office maintains the voter registration rolls and works with other municipalities to assist with their elections.
- Total staffing:
 - 1 Director of Elections
 - 1 Election Operation Lead
 - 1 Election Administrative Lead
 - 9 Election Specialists
 - 1 Election Technician
 - **TOTAL STAFFING = 13 FULL-TIME EMPLOYEES**

Recording 2023 Review:

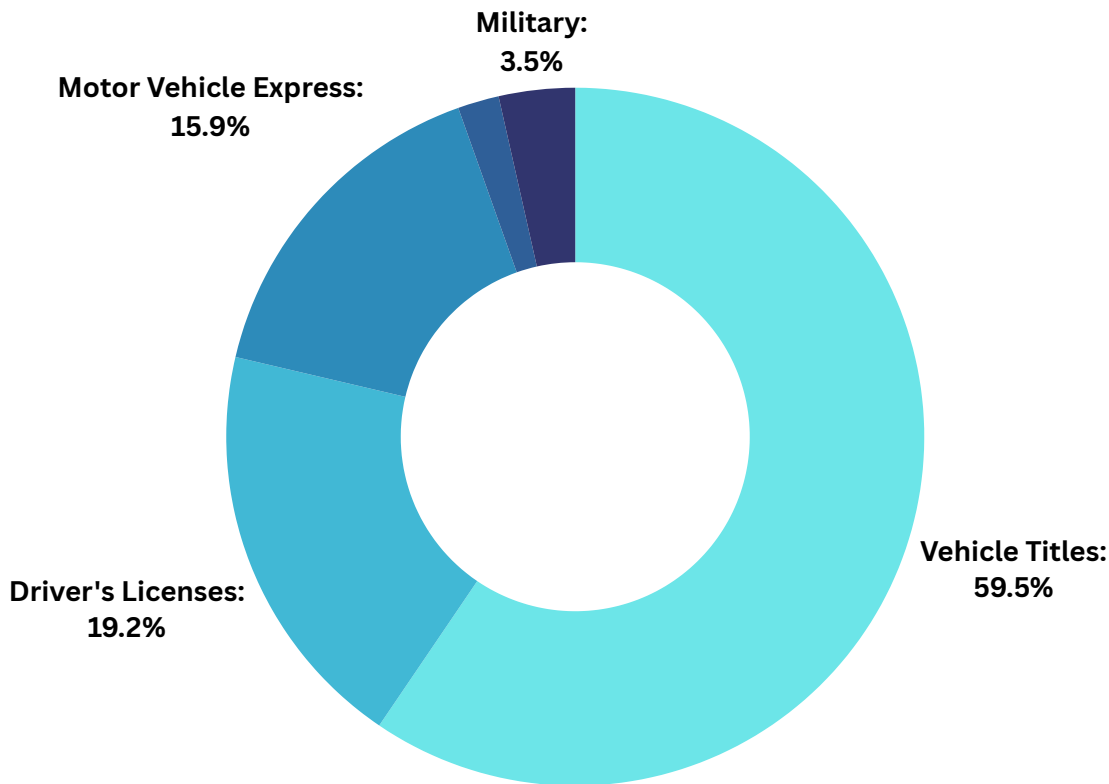


- Total Documents = 106,202
- Total Pages = 454,231
- Total E-Recordings = 85,464
- Total Marriages & Civil Unions = 7,222
- Total Copies = 41,226
- Total Property Fraud Letters = 746

RECORDING DEPARTMENT:

- The Recording Department is responsible for recording, indexing, copying, and preserving permanent public documents - primarily real estate records. Our Recording Office also is where you go to get a marriage or civil union license in El Paso County.
- Total staffing:
 - 1 Recording Manager
 - 1 Recording Assistant Manager
 - 1 Recording Supervisor
 - 2 Recording Specialists
 - 5 Recording Technicians
 - **TOTAL STAFFING = 10 FULL-TIME EMPLOYEES**

MV & DL 2023 Review:



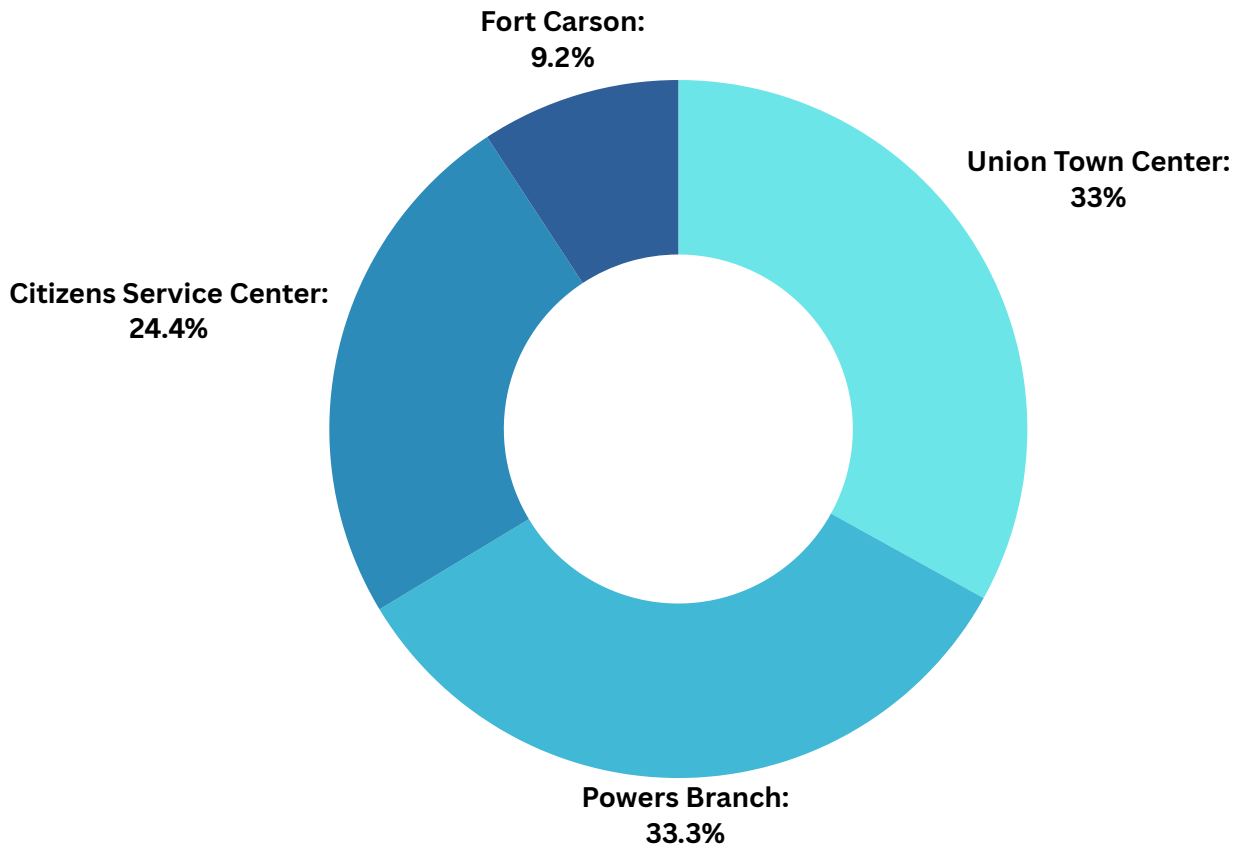
- Motor Vehicle Titles = 228,145
- Driver's Licenses = 73,542
- Motor Vehicle Express = 60,934
- Motor Vehicle Dealers = 7,334
- Military = 13,531

MOTOR VEHICLE AND DRIVER'S LICENSE DEPARTMENT:

- The El Paso County Motor Vehicle Department is responsible for certification of motor vehicle titles and registrations and acts as a division of the Colorado State Department of Revenue. This office also renews Colorado Driver's Licenses and offers other select driver's license services.
- Total staffing:
 - 1 Motor Vehicle Director
 - 1 Motor Vehicle Operations Manager
 - 6 Motor Vehicle Branch Supervisors
 - 4 Assistant Motor Vehicle Branch Supervisors
 - 10 Motor Vehicle Specialists
 - 4 Motor Vehicle Accounting Technicians
 - 60 Motor Vehicle Technicians
 - 2 Motor Vehicle Trainers
 - 24 Part-Time Motor Vehicle Technicians
 - **TOTAL STAFFING = 88 FULL-TIME EMPLOYEES / 24 PART-TIME EMPLOYEES**

MV & DL

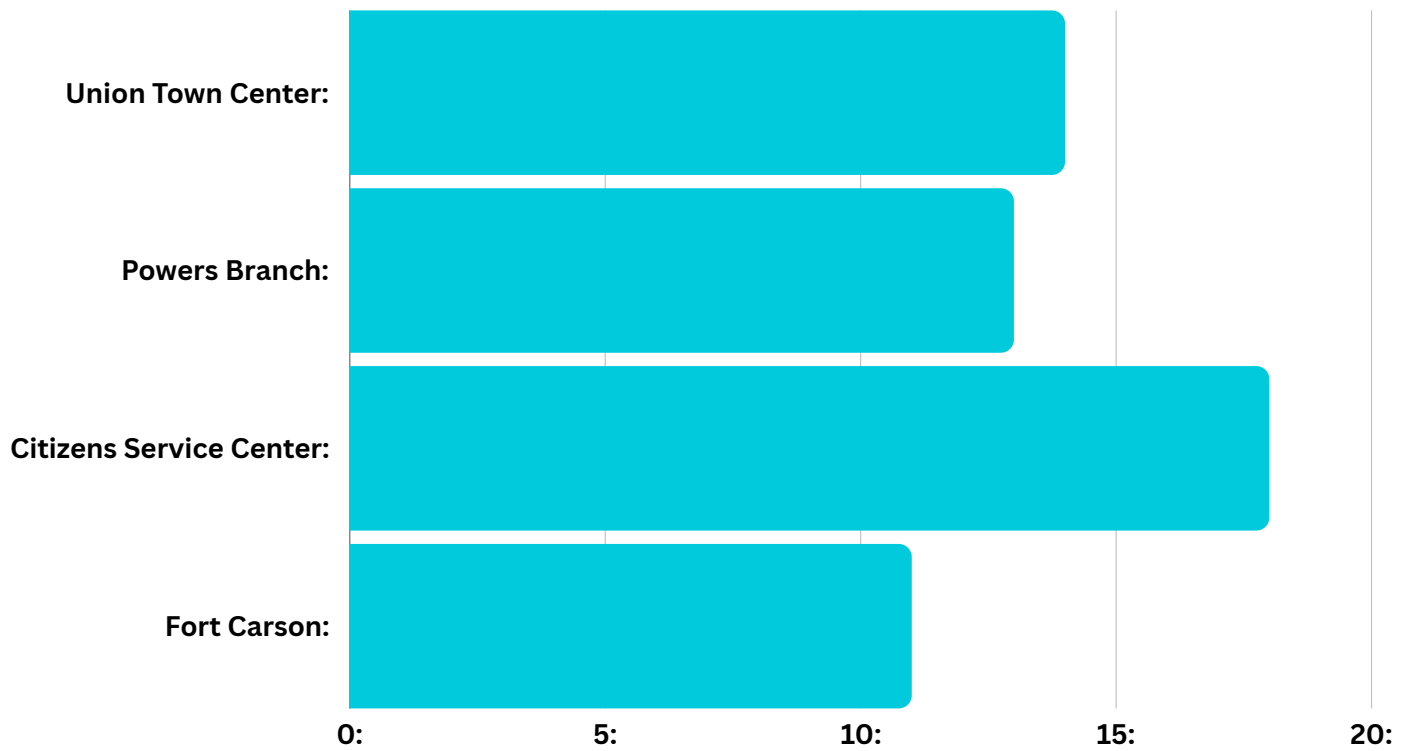
2023 % of Business:



- Union Town Center Branch = 33.05%
- Powers Branch = 33.31%
- Citizens Service Center Branch = 24.41%
- Fort Carson Branch = 9.23%

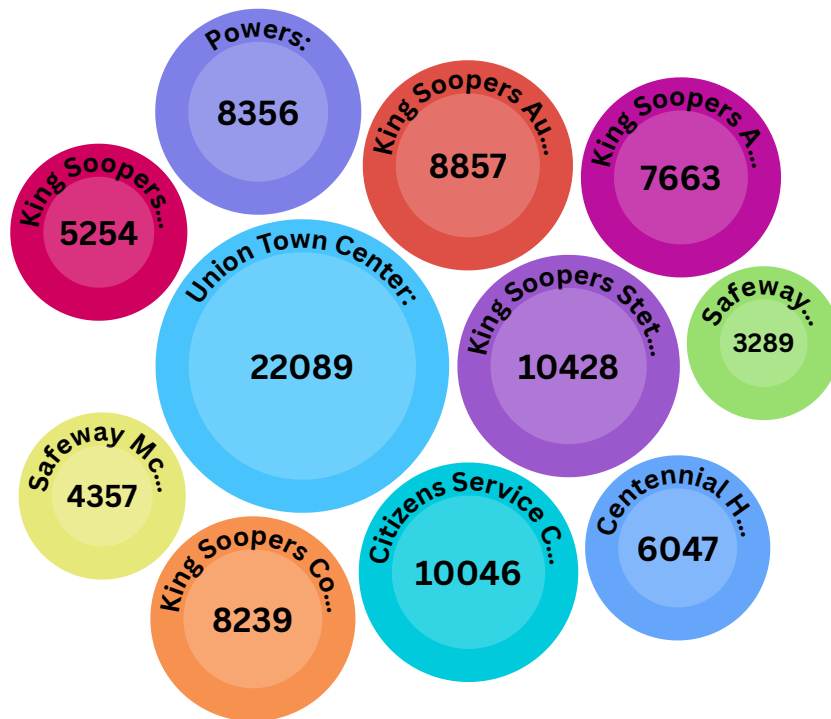
MV & DL

2023 Wait Times within Goal:



- Union Town Center Branch = 0:14:55
- Powers Branch = 0:13:01
- Citizens Service Center Branch = 0:18:58
- Fort Carson Branch = 0:11:30

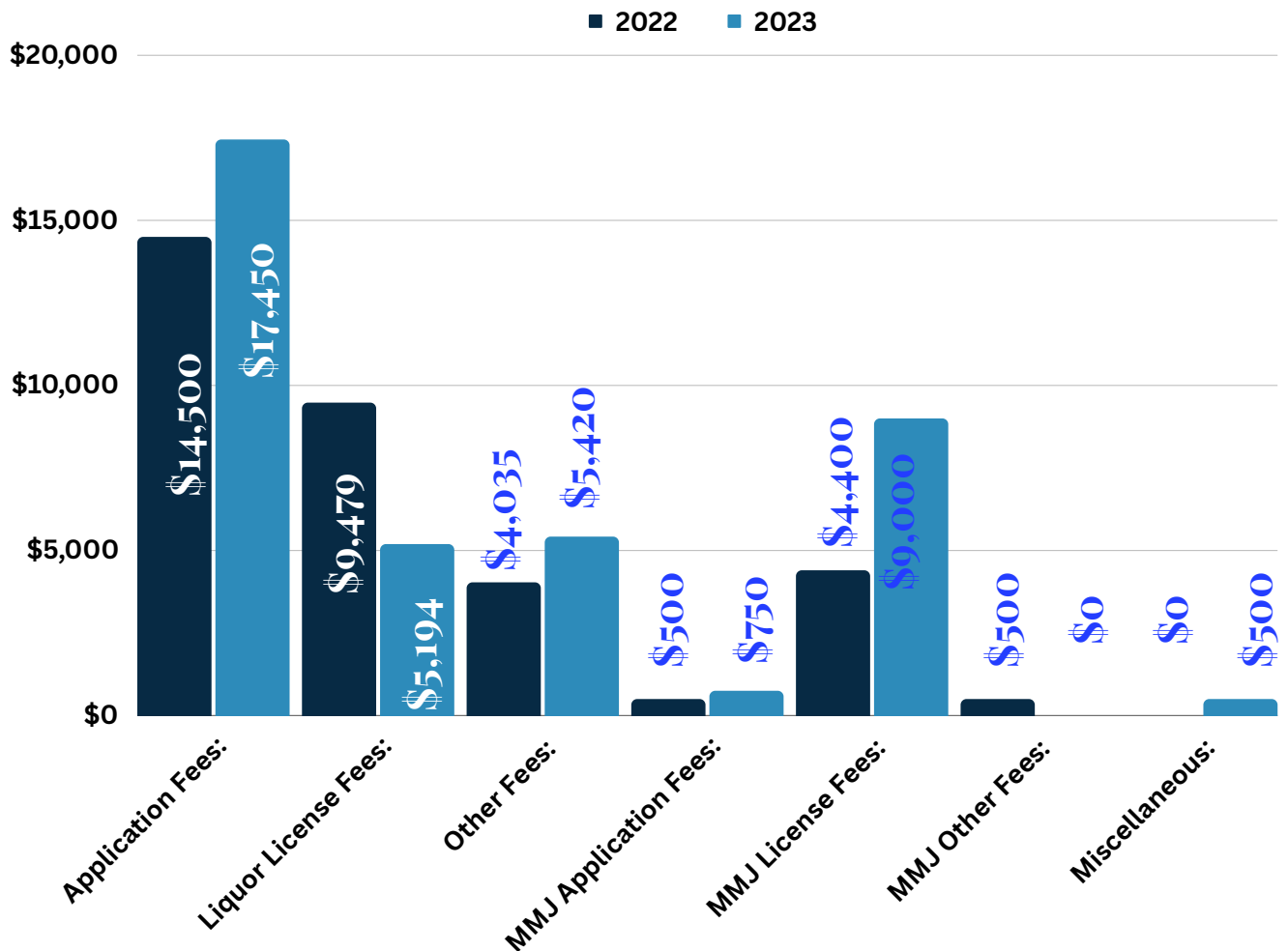
MV Kiosk Statistics 2023 Review:



- Citizens Service Center = 10,046
- Union Town Center = 22,089
- Centennial Hall = 6,047
- Powers = 8,356
- King Soopers Stetson Hills = 10,428
- King Soopers Academy & Hancock = 7,663
- King Soopers Baptist Road = 5,254
- King Soopers Austin Bluffs = 8,857
- King Soopers Constitution = 8,239
- Safeway McLaughlin = 4,357
- Safeway Mesa Ridge = 3,289

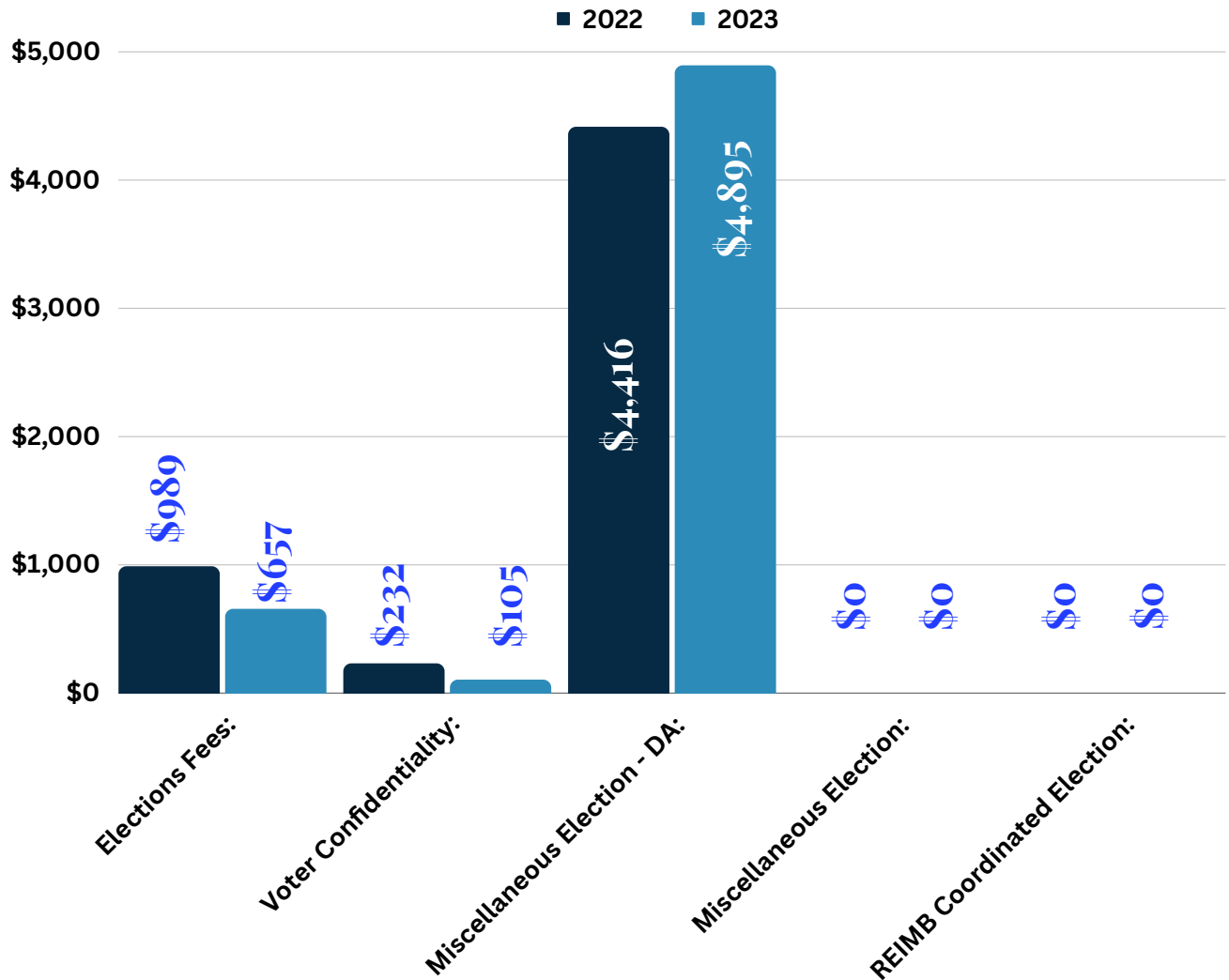
2022 - 2023

Clerk to the Board Revenue:



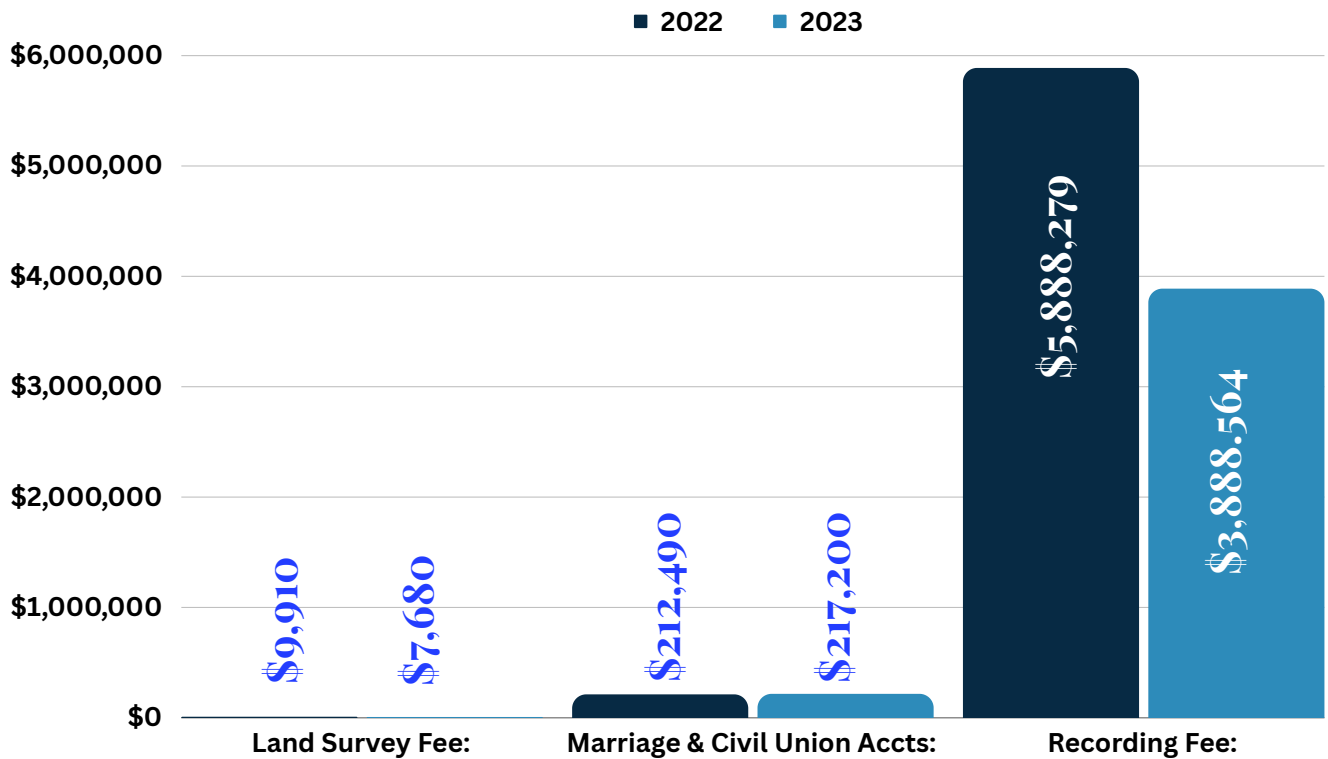
2022 - 2023

Elections Revenue:



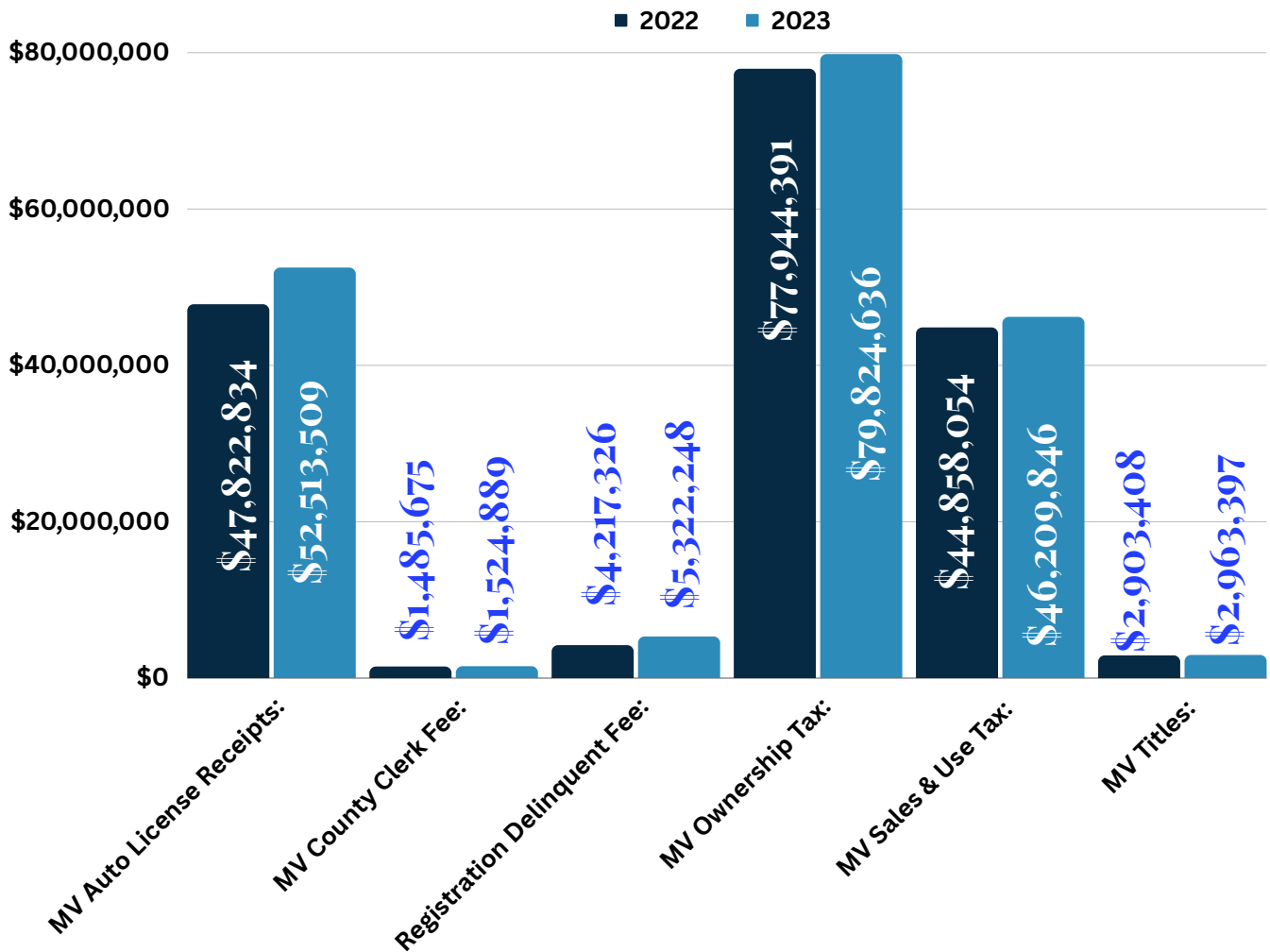
2022 - 2023

Recording Revenue:



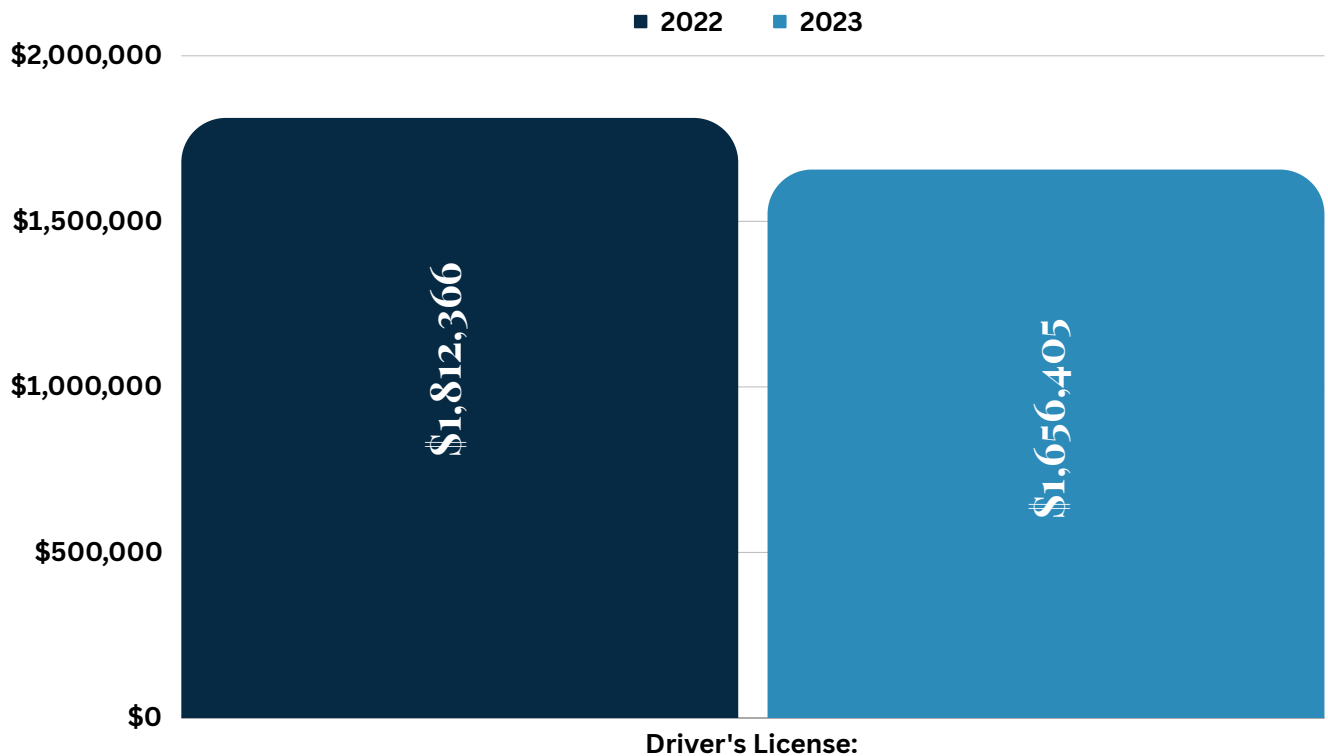
2022 - 2023

Motor Vehicle Revenue:



2022 – 2023

Driver's License Revenue:





Clerk & Recorder Total

	2022	2023
YTD Balance:	\$187,482,185	\$194,497,138
YTD Disbursed:	\$173,331,379 (92.45%)	\$181,933,672 (93.54%)
YTD Retained:	\$14,156,381 (7.55%)	\$12,563,439 (6.46%)

YTD BALANCE = Summary of Total Gross Revenue

YTD DISBURSED = Delivery of payment to other Taxing Entities

YTD RETAINED = Amount of monies retained within El Paso County



Contact Us:



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[www.https://clerkandrecorder.elpasoco.com](https://clerkandrecorder.elpasoco.com)