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## **Clerk and Recorder rolls out customer kiosks at four county offices** *New queuing system will improve experience at motor vehicle, recording offices*

**LITTLETON, CO** – Arapahoe County citizens will now check-in for services at four Clerk and Recorder office locations using touch-screen kiosks, and enjoy the option on some transactions to be notified by text message when their number will soon be called.

The Clerk and Recorder's Office has unveiled new kiosks and queuing technology at its Centennial and Littleton branch offices and Altura Plaza driver's license office in Aurora, and will bring the machines to its Aurora branch office in late October. The nine kiosks are expected to serve the thousands of citizens monthly who visit the Clerk and Recorder's Office for motor vehicle titles and registration, driver's licenses and ID cards, recording and public records, passport applications and election services.

"Thanks to this new kiosk technology, our citizens can enjoy shorter wait times, improved lobby flow and a more comfortable visit to the Clerk and Recorder's Office," said Clerk and Recorder Matt Crane. "Our offices are among the busiest in the County, and we are proud to offer enhanced technology to better serve and track the needs of our citizens."

Customers will use a kiosk to select the reason for their visit, and receive a printed ticket that serves as their place in the queue. Television screens throughout the lobby will broadcast the next number to be served. For some longer and more detailed transactions, customers will have the option to enter their cell phone number on the kiosk and receive free text messages when they are fourth in line, second in line and when their number is called.

Unlike manual ticketing, the queuing system will match each customer with the employee who is best equipped to process their transaction based on knowledge and experience level. This will ensure that customers' needs are met efficiently. There will no longer be assigned waiting areas for specific services, giving customers the flexibility to wait wherever they are comfortable.

In early 2015, customers will be able to find wait times for the four Clerk and Recorder offices on the County's website and plan their visit. Also coming soon, persons with a disability will be able to request an appointment online.

Arapahoe County's motor vehicle and driver's license offices are busiest on Mondays and Fridays, and the last day of every month. Customers are encouraged to plan their visit on Tuesdays, Wednesdays and Thursdays. For more information about services offered by the Clerk and Recorder's Office, please call 303-795-4500 or visit [www.arapahoegov.com](http://www.arapahoegov.com).

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**Download photos of the Clerk and Recorder's new kiosks at this link:**

<ftp://ftp.arapahoegov.com/Pub/Communication%20Services/Photos/Clerk/>

**Customer.jpeg:** Andrew Vanderploeg of Cherry Hills Village uses a new touch-screen kiosk to check in and renew his motor vehicle registration Oct. 9 at the Arapahoe County Clerk and Recorder's Office in Littleton.

**Kiosks.jpeg:** The Arapahoe County Clerk and Recorder's Office installed touch-screen kiosks at four branch locations where customers will check in for services.

**CheckIn.jpeg:** New touch-screen kiosks will reduce wait times and improve the customer experience at four Clerk and Recorder branch offices in Arapahoe County.

**ClerkLobby.jpeg:** Customers are served at the Clerk and Recorder's Motor Vehicle Branch in Littleton after checking in using a new touch-screen kiosk.