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Clerk and Recorder office hours to change in 2016

New office hours will reduce customer wait times by maximizing staffing levels

LITTLETON, CO – The Arapahoe County Clerk and Recorder’s Office will change its office hours beginning Jan. 1, 2016 to 7 a.m. to 4 p.m., Monday through Friday, holidays excepted. These hours will apply to motor vehicle, recording, marriage and civil union licenses, passports and voter registration services at the Clerk’s branch locations in Aurora, Byers, Centennial and Littleton. The only exclusion will be Driver’s License services, which will be available 8 a.m. to 4 p.m. at the Centennial and Littleton branches only.

These changes will help to ensure more County employees are available to serve customers during all hours that offices are open by positioning the workforce over nine hours, instead of ten. Currently, the Motor Vehicle, Elections and Recording Divisions operate from 7 a.m. to 5 p.m., while Driver’s License windows are open 8:30 a.m. to 5 p.m. weekdays.

The change in office hours was precipitated by a dramatic increase in demand for motor vehicle title and registration services over the past six years, while the Motor Vehicle Division’s workforce has remained substantially the same size since 2010. Because employees currently are deployed in shifts over ten hours, the County has not been able to offer a full complement of employees first thing in the morning or at the end of the business day, when its branch offices are busiest.

“Our customers are experiencing long wait times when they visit our offices to register or title a vehicle, and we are acutely aware that this is not the level of service that they should expect from Arapahoe County,” said Crane. “We had to make the difficult decision to adjust our office hours downward to a nine-hour workday, in order to make more employees available during all hours that we are open, to reduce wait times and improve service levels.

Arapahoe County’s Motor Vehicle Division has seen a 17.4 percent increase in motor vehicle transactions from 2010 to 2014, while the Division’s workforce grew by just 3 percent during the same period, from 68 to 70 employees. Arapahoe County processed 85,000 more transactions than any other Colorado county last year, and its workload is projected to surpass this level in 2015. The Division’s workload was up 10 percent in the first eight months of 2015 compared to the same period last year.

Crane requested 12 new Motor Vehicle positions through the 2016 [budget process](#); however, early projections show that the Board of County Commissioners will fund just three positions. Therefore, Crane [recently announced](#) that the satellite driver’s license office at Altura Plaza in Aurora will

permanently close Nov. 30, in order to free up four employees to serve customers at its Aurora Motor Vehicle Office.

In addition, the Clerk and Recorder's Office created new self-service options to help customers complete their transactions and avoid waiting in line.

- Courtesy computers are now available at the County Administration Building in Littleton, where customers may go online to renew their vehicle registration, driver's license or ID card, and receive their documents in the mail. These courtesy computers will be available in our Aurora and Centennial Branch offices soon.
- Drop-boxes are available at all Clerk and Recorder branches, where citizens may deliver a vehicle registration renewal and a check for payment. Documents will be mailed within three business days.

"Nearly sixty percent of customers come to our offices to renew their motor vehicle registration—a service that they can easily do online, by mail or via our drop boxes," said Crane. "By taking advantage of these tools, you can avoid a wait in line and help to conserve tax dollars as we serve citizens whose transactions must be done in-person."

For more information about services offered by the Arapahoe County Clerk and Recorder's Office, please call 303-795-4200 or visit www.arapahoegov.com/clerk. To renew your driver's license, ID card or vehicle registration online, please visit www.arapahoegov.com/DMV.

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