

CLERK-RECORDER-ELECTIONS DEPARTMENT 2022 PERFORMANCE REPORT

I. DEPARTMENT MISSION

A. ELECTIONS DIVISION MISSION

With integrity, respect, and commitment to customer service, provide the highest level of voter registration and election services to the citizens of the County by:

1. Conducting elections in a fair, secure, accurate, and timely manner;
2. Accurately preparing, tabulating, and reporting election results;
3. Conducting outreach to maximize voter registration, particularly to underrepresented groups;
4. Promoting voter education activities to elevate awareness of election procedures to increase public trust in elections;
5. Eliminating obstacles to civic participation and voting;
6. Ensuring that all eligible residents of Contra Costa County can exercise their right to vote, according to federal and state requirements;
7. Maximizing opportunities for voting: by mail, in person, access to the ballot online, and at early voting locations;
8. Receiving, processing, verifying state and local initiative, referendum, and recall petitions;
9. Employing accessible, safe, and adequate locations for voting;
10. Implementing new technologies to reflect new legislative requirements and for efficient operations;
11. Exploring innovative ways to provide access to department services at remote locations in our communities; and
12. Managing all operations effectively and with respect for our fiduciary responsibility to the taxpayers.

B. CLERK-RECORDER DIVISION MISSION

With integrity, respect, and commitment to customer service, provide access to important documents and records to constituents and customers by:

1. Accurately maintaining, protecting, and preserving-e all official records and indices relating to real property and vital records in Contra Costa County;
2. Providing certified copies of real property and vital records;
3. Issuing marriage licenses, performing civil marriage ceremonies, registering confidential marriages, filing Fictitious Business Name Statements, registering professional agents, filing notary bonds, administering notary and other oaths, and accepting filings as provided by California code.
4. Providing capability, equipment, staff and facilities to digitize documents and preserve them in perpetuity;
5. Exploring and implementing new technologies and innovative ways to provide access to department services at remote locations in our communities; and
6. Providing access to public documents, while preserving the confidential and/or restricted components of such documents.

7. Managing all operations effectively and with respect for our fiduciary responsibility to the taxpayers.

II. MAJOR PROGRAM DESCRIPTIONS

A. ELECTIONS DIVISION

The Elections Division is responsible for the conduct of elections; promotion of voter registration and voter registration outreach; verification of signatures on initiative, referendum and recall petitions; maintenance of voter registration records and filing and certification of nomination papers and campaign finance documents.

This budget includes the Administration Division, which provides department-wide administration for fiscal management, facilities oversight, human resources, payroll, employee performance management and development, division clerical supervision, overall department oversight, and other department and county-wide priorities as well as special projects. This budget also includes Department Information Technology staff, who oversee networks, desktop support, physical and cybersecurity for the department. Outreach and Engagement staff, who provide civic outreach and education opportunities to constituents of Contra Costa and monitor and oversee social media activities and media relations also are included in this budget.

BUDGET: \$15,117,000
FTE: 33.5

B. CLERK-RECORDER DIVISION

The County Clerk-Recorder Division provides County Clerk and County Recorder services on behalf of Contra Costa County.

The County Clerk is responsible for the issuance of marriage licenses, performance of civil marriage ceremonies, registration of confidential marriage licenses and registration of notary public commissions/oaths. The County Clerk accepts Fictitious Business Name Statements, proof of publication of such statements and withdrawal of partnership and abandonment statements for filing. Additional responsibilities include registration of Process Servers, Legal Document Assistants, Professional Photocopiers, Unlawful Detainers and the provision of public notice of all filed environmental documents.

The County Recorder responsibilities include examining, recording, imaging, indexing, preserving and archiving all official recorded documents relating to real property located in the County. The County Recorder registers public marriages and issues certified copies of all vital records (births, deaths and marriages) for events occurring in the County. The County Recorder also collects Documentary Transfer Tax on property transfers.

BUDGET: \$5,400,000
FTE: 39

C. RECORDER-DEDICATED PROJECT BUDGETS

- Recorder Micrographics/Records Management/Archive Program
- Recorder Modernization
- Vital Records Improvement Program (VRIP)
- Recorder Redaction Program
- Electronic Recording Delivery System

The Clerk-Recorder Micrographics responsibilities include digitization and conversion of all Clerk-Recorder documents into electronic and archival format (including microfilm for emergency backup purposes). With the passage of AB212 in 2019, Recorder records management and archive services are appropriate dedicated uses for these funds.

The Clerk-Recorder Modernization responsibilities include the development of procedures to efficiently identify and locate documents for the public and other County users, to upgrade and support modernized systems for recording, indexing, cashing, customer service and related duties.

The Clerk-Recorder Vital Records Improvement Program (VRIP) responsibilities include improving vital record processes and system enhancements.

The Clerk-Recorder Redaction Program responsibilities include the redaction of a portion of Social Security Numbers from documents as required by law, to address privacy issues and enhance security.

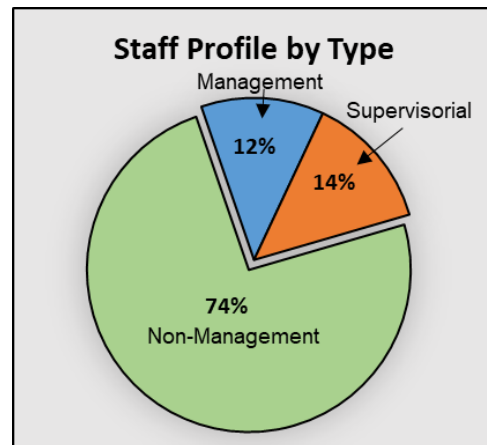
The Clerk-Recorder Electronic Recording Program responsibilities include maintaining the Electronic Recording Delivery System (ERDS) in compliance with the Department of Justice (DOJ) regulations.

BUDGET: \$10,861,000
 FTE: 13

D. TOTAL DEPARTMENT DATA

BUDGET: \$20,517,000 General Fund
 \$10,861,000 Dedicated Funds
 FTE: 85.5

Staff Profile by Type		
Management	14.0	16.4%
Supervisory	12.0	14.0%
Non-Management	59.5	69.6%
Total	85.5	100.0%



Department Classifications

CLASSIFICATION	FTE
County Clerk-Recorder	1
Deputy County Clerk-Recorder	1
Assistant County Clerk-Recorder/Assistant Registrar	2
Administrative Analyst II	1
Executive Secretary	1
Information Systems Manager I	1
Network Administrator II	1
Clerk-Recorder Services Manager	2
Election Services Manager	3
Clerk-Recorder Archivist / Records Manager	1
Civic Outreach and Engagement Assistant	.5
Civic Outreach and Engagement Specialist	1
Clerk-Recorder Services Supervisor	5
Election Processing Supervisor	5
Outreach Coordinator	1
Accountant I	1
Information Systems Technician I	2
Information Systems Technician II	1
Elections Services Specialist	9
Clerk-Recorder Services Specialist	14
Elections Services Technician	9
Clerk-Recorder Services Technician	12
Clerk - Experienced Level	6
Information Systems Assistant II	4
Information Systems Assistant I	1
Total	85.5

III. DEPARTMENT ACCOMPLISHMENTS

A. DEPARTMENT-WIDE

1. Despite a worldwide pandemic and several phases of shelter orders during 2020-22, the department continued to provide all public services for the constituents of Contra Costa. In order to protect staff and customers, some of the outreach and community events were forced to be cancelled or postponed, but all essential services continued to be conducted.
2. All department staff are designated as “essential workers”, required to interact face-to-face with voters and customers. Federal Homeland Security designates

Election Services as “critical infrastructure” of the United States, providing a secure and resilient electoral process by which citizens can be assured of a free and fair society. The State designates Clerk-Recorder services as essential to the economy, the financial industry and crucial to commerce. The Clerk-Recorder Division provides essential records such as copies of birth, death, and marriage certificates, conducts civil marriage ceremonies and provides other services that are vital to the County and its residents.

3. Contra Costa County was the first Clerk-Recorder Department in California to go digital. While most paper-based documents have been removed from day-to-day operations, invaluable old records are retained in original form (after they are digitized) for historic and legal purposes. The Clerk-Recorder’s charge is to maintain all recorded documents in perpetuity – many dating from the mid-19th Century. Ongoing program archives, indexes and assesses the condition of all documents for preservation and long-term management. The “old historical book” collection contains 4,998 volumes and 2,672 maps.
4. The Department continues to work at the state and federal levels on legislation and policies to benefit California and Contra Costa County, including potential reimbursement for State and Federal election costs.
5. The Department actively participates in statewide, national, and international associations, including the California Association of Clerks and Election Officials (CACEO), the County Recorder’s Association of California (CRAC), the national Elections Center, and the International Association of Government Officials (IGO).

6. In 2022, the department continued its program to bring services into our county communities, in particular East and West County, where we have heard feedback from our constituents on the need for more flexible options from our office. We have plans to expand this program in 2023 by continuing to work with our local community and government partners to increase our presence at more community events and elevate our visibility throughout the county.



Clerk-Recorder-Elections Outreach Trailer

7. The Department intends to update its Strategic Communication Plan. This plan helps to communicate important and timely messages to the public. One facet of the plan is a social media policy and the expansion and organization of a social media program.
8. In coordination with CCTV staff, the Department developed several instructional videos about different issues concerning elections and voting. The Department is

also producing videos about what it does in both divisions (Elections and Clerk-Recorder) to provide transparency into our operations. These videos are available on the Department's YouTube channel.

B. ELECTIONS DIVISION

1. The Elections Division successfully prepared for and conducted multiple elections, including a Special Election for State Assembly District 11, the June 7, 2022 Statewide Gubernatorial Primary Election, and the November 8, 2022 Midterm General Election.
2. With passage of AB37, every active, registered voter was mailed a ballot for all elections conducted by the Elections Division. The Elections Division also prepared 152 polling places and 5 early voting locations for in-person voting. Staff reviewed all polling place locations for accessibility and created plans to mitigate potential accessibility and social distancing issues. This provided voters safe and secure alternative sites and allowed voters to vote in advance of Election Day.
3. The Elections drop boxes continue to be popular. 37 permanent drop boxes are located throughout the County. In the June 7, 2022 Election, 31% of all VBM returns were through our drop boxes. This jumped to 37% of all VBM returns in the November 7, 2022 Election. In 2022, a larger capacity drop box was installed at a Danville location due to its overwhelming popularity with voters. A second box was installed at a location in Concord. Future plans include purchasing and installing several more large-capacity drop boxes in 2023 in anticipation of high voter turnout during the 2024 Presidential Election cycle. Ballots dropped off in this manner help save taxpayer dollars since they do not incur the cost of First Class return postage required when voters return their ballots in the mail.
4. The Elections Division continued its hybrid training model to instruct all Election Volunteers who served during the 2022 election cycle, including Election Day. Classes are held via Zoom to instruct volunteers on procedures/processes and answer all their questions. Volunteers also attended small in-person training classes to gain hands-on experience with voting equipment and specialized training on specific voting procedures. Each class is led by two instructors; instructors and attendees wore masks to protect each other from COVID-19. In addition to Zoom and In-person training, the Elections Division offers supplemental training in the form of videos, reference guides, and quizzes to test their knowledge on voting procedures. All training aides along with recorded Zoom training classes can be accessed at any time online through their election volunteer account.
5. To provide quality service to all voters, we work closely with community members to share information, better understand voting needs and gather feedback. Our Election Citizens Engagement (ECE) Group meets regularly with representatives from community groups to answer questions, receive feedback, and provide suggestions for future elections, civic engagement programs, and policies. ECE members participate in planning for elections operations, engagement activities,

to promote the activities of the Elections Division, and perform civic engagement work within the community. Due to COVID, these meetings were moved online to Zoom. This forum allowed better access for attendees from all corners of Contra Costa to offer feedback and suggestions about upcoming policies and programs.

6. Redistricting for the City, School, and Special Districts was successfully completed before the November election candidate processes began. Over 250 precincts required editing due to boundary changes resulting from redistricting. The timelines to finalize, proof, and synchronize data between the close of the June 2022 election and the candidate filing period for the November 2022 election were incredibly tight.
7. Certified Election Observer Program - To combat misinformation and election skepticism, the County Elections Division created the Certified Election Observer (CEO) program to increase public trust in elections by providing a transparent and educational view into the entire elections process. While tours and public access have always been widely available at the office, the CEO program provides in-depth and informational opportunities to learn about elections. During the June primary election, staff piloted the first CEO Program, giving constituents an intensive, guided, multi-day tour of the entire elections process in Contra Costa County. The members of the public who participated in its first two cohorts became ardent fans of the department and well-equipped ambassadors to spread the word about the work of the Elections Division staff.
8. Coalition of Bay Area Election Officials (“the Coalition”) – The Elections Division spearheaded the formation of the Coalition, a collaboration of 11 counties in the Greater Bay Area to join forces and work collaboratively with a regional approach to combat mis- & dis-information with an expanded voter outreach and education program in its shared media market and 4.3 registered voters in total. The mission of the Coalition is “Ensuring public trust in elections by collaborating, communicating, and providing access to accurate, current, and transparent election information across the Bay Area.” The Coalition committed to raise the level of public awareness and understanding of the election process. The Coalition was recognized nationally with the 2022 Democracy Award for best practice in the elections community by the Election Center – The National Association of Election Officials.
9. U.S. Alliance for Election Excellence – The Elections Division was selected as one of the 16 Centers for Election Excellence throughout the nation from a field of 91 applicants. This distinguished honor recognizes the Division’s leadership in election administration and is focused on developing even more resilient, trustworthy, and voter-centric election administration practices. As a result, the Contra Costa County Elections Division will have an opportunity to work together with a bipartisan group of election officials to support each other and improve their skills and develop values and standards of elections excellence. The department received \$650,000 in grant funds in 2023. The Election Division anticipates receiving \$1,350,000 in 2024 as part of the second year of funding for planning and operationalizing safe and secure elections administration infrastructure. This

funding cannot be used to supplant previously appropriated funds and is intended to expand our outreach plans, among other activities.

C. CLERK-RECORDER

1. 215,656 real property documents were recorded in 2022, an average of 17,971 documents per month – a 48% decrease from 2021 because of the rising interest rates which started in March of 2022 by the Federal Reserve.
2. Since the Clerk-Recorder implemented a new Integrated Electronic Recording, Cashiering, Indexing, and Imaging System in August of 2020, the Division has continued to work with the vendor to fine tune the system. One new feature is the implementation of QR codes on recorded documents. Recorded index information can be accessed easily by scanning the QR code.
3. Contra Costa implemented electronic recording in 2012. In 2022, Seventy-three percent (73%) of documents were submitted and recorded electronically. The County Recorder collaborates with other government agencies such as the County Treasurer/Tax Collector, the Department of Child Support Services and the cities within the county to process their recordable documents electronically. In 2022, three cities (Oakley, Orinda and Danville) signed up to electronically record. Electronically recorded documents provide for more efficient operations, eliminating the scanning and mailing of physical documents as well as the associated postage and envelopes to return them.
4. The Clerk-Recorder Division continually pursues collaborative opportunities to offer its services to the public outside the office. In 2017, the Division began hosting a yearly event called Operation Documentation which facilitates veterans aware recording honorable discharge (DD-214) documents at no charge with the Recorder's office. While COVID prevented the Division from hosting any Operation Documentation events in 2021, in November 2022 the Clerk Recorder Division safely held the event during the extended late hours and is looking for ways to host multiple events for veterans in 2023.
5. Marriage ceremonies conducted by the County Clerk continue to be a popular service. In 2022, the Division conducted 2,350 marriage ceremonies, a 18% increase from 2021.
6. The Division's "Destination Weddings" Program returned in May of 2022 after a two-year hiatus because of COVID-19 restrictions at the John Muir Historical Site, performing 14 ceremonies. This was followed by an event on Mount Diablo in September where 16 ceremonies were performed. Planning is ongoing for four Destination Wedding events in 2023.
7. Our Real Estate Fraud Notification Program, in partnership with the District Attorney and County Assessor, continues to be instrumental in identifying and prosecuting incidents of fraud. Since its 2012 inception, the DA last reported that 33 real estate cases have been prosecuted – the first perpetrators were identified within the first two weeks of the implementation of this program.

8. The Clerk-Recorder Division has an active customer service feedback program that includes customer survey/comment cards in the lobby and at customer service windows, a website survey process and a YELP page. The Division carefully monitors customers' feedback and provides it to staff for constant process improvement.
9. The Clerk-Recorder Division continues its video Language Line translation services which were added in 2019. The video service has been used to perform marriage ceremonies in French, Cantonese, Tagalog, Vietnamese, Portuguese, and Arabic and has aided in explaining recording requirements to customers in Korean and Mandarin, to name a few. Over 200 languages can be translated. Staff use this service, as needed, when answering the phones as well as in-person interactions. This service is an invaluable addition to our customer service.
10. The Clerk-Recorder Division can process orders for copies of vital records and real property documents via e-commerce, providing customers the ability to get copies of their important documents without having to travel to Martinez. The Division added online customer authentication as an alternate to notary authentication, allowing a customer to complete their order without leaving their home.
11. The Clerk-Recorder Division relaunched the Summer Extended hours in July and August of 2022. Since 2015, every Thursday during the months of July and August, the Clerk-Recorder Division extended County Clerk services by, remaining open until 7:00 pm. Additionally, the department extended the Extended Hours program into winter. Extended winter hours were held on the second Thursday every month through the end of 2022. A total of 172 customers took advantage of the extended hours in 2022.

D. CLERK-RECORDER-DEDICATED PROJECT BUDGETS

- Recorder Micrographics/Records Management/Archive Program
- Recorder Modernization
- Vital Records Improvement Program (VRIP)
- Recorder Redaction Program
- Electronic Recording Delivery System (ERDS)

The five dedicated funds listed above support specific functions and are not General Fund accounts.

Note: Large portions of the Clerk-Recorder Division's duties are designed to facilitate commerce. Therefore, private interests have advocated for special funding for Clerks and Recorders to assure that offices are open during regular business hours, indices are produced and verified within set timelines, documents are recorded, certified copies are produced in a timely manner and that images and the index are readily available to the public.

1. Microfilm is no longer our primary media for document storage and retrieval and the Department stopped collecting the fee in 2007. Microfilm continues to serve as the redundant storage medium in the event of a disaster.
2. Map and Document Restoration Program: The Department is developing and implementing a phased program to restore old maps, books and vital records in the Clerk-Recorder Division. The County's collection dates back to the mid-19th century – some records originated before California Statehood. Assessment and identification of records in the most critical need of restoration and preservation is ongoing. Complete preservation of all records is estimated to cost more than \$14,000,000. The Department plans to develop a long-term restoration program and pay for most of this project with dedicated funding, which preserves the General Fund appropriations for operations.
3. In 2019, AB212 amended the Government Code to allow for the micrographics fee to also be used to implement and fund a County Recorder archive program as determined by the County Recorder. In 2020, the Board reauthorized collection of the micrographics fee to be used for a County Recorder archive program. To this end, the department was approved for an addition of a Records Manager position to oversee the development and implementation of a records management program which will include a map and document restoration program.
4. The Clerk-Recorder Division uses Vital Records Improvement Program (VRIP) funds to purchase security enhanced banknote paper required to authenticate copies of birth, death and marriage certificates to reduce the incidence of fraudulent or forged documents.
5. In July of 2022, the Clerk-Recorder published the plan to establish a Restrictive Covenant Modification Program (pursuant to legislation set forth in AB 1466 passed in 2021). This program authorizes the division to reinstate the Redaction fee of \$2 that will be collected on recorded documents.

IV. DEPARTMENT CHALLENGES

A. ELECTIONS DIVISION

1. The current budget and finance system compares departments on a year-to-year basis, rather than the actual 2- and 4-year budget cycles in which the Department operates. The cyclic nature of billing jurisdictions for their share of election costs only during general elections makes the following fiscal year with little or no election revenue challenging. A 2-year cycle might help smooth the Net County Cost for the Elections Division.
2. Vote-by-mail logistics require that we effectively conduct two separate elections simultaneously: a vote-by-mail election and a polling place election. This was first identified during the November 2020 election and has proven true since. It is anticipated that vote-by-mail participation will continue to increase, while still being mandated to offer sufficient in-person voting opportunities for all our voters.

3. Counties are now required to mail a ballot to every registered voter for each election. There are currently no State funds earmarked for continued reimbursement of this mandate. This has resulted in sustained, increased costs with no financial relief.
4. Beginning in 2020 counties were required to pay return postage for the return of all ballots. This mandate did not include a funding stream from the State. The State Legislature continues to pass and advocate for expanded election services, including postage-paid returns, early voting sites, expanded state language requirements, ballot drop boxes, ballot tracking and curing, and other services. The State does not provide funding for these ongoing services. This results in the increased financial burden being borne by county and local jurisdictions.
5. All counties are required to offer an Accessible version of the Voter Information Guide online (SBVG). To provide this service, the Division incurs additional costs in the amount of \$26,000 in set up fees with our vendor for each major election.
6. Some key IT challenges include cybersecurity and preventing hacking attempts, handling large amounts of data, data privacy and protection, integration with various voting systems, ensuring accessibility and fairness, maintaining accurate voter databases, managing technical support and maintenance, ensuring transparency and accountability, meeting tight deadlines, and managing limited budgets and resources. Addressing these challenges is crucial in ensuring the integrity of the electoral process and building public trust in the outcome of elections and the Department is fortunate to have highly talented IT staff to meet these challenges, but additional resources are necessary.
7. With the conclusion of the 2020 Census, all state legislative districts were redrawn. Delays in the release of 2020 Census data caused an undue burden and added stress on the Elections Division to complete redistricting. Only two staff members can effectuate precinct changes and they made timely edits that incorporated the district changes to voters for the November 2022 election. This was only a temporary solution. A new set of precincts that more efficiently organizes voters that respects district lines, communities of interest, voter travel times, physical and natural barriers, and future voter growth patterns, will be evaluated, created, and implemented in 2023.
8. Since the 2016 Presidential Election, cybersecurity has become increasingly important. The Department of Homeland Security declared Elections as critical infrastructure. The Clerk-Recorder-Elections IT staff is developing a Cybersecurity Plan to harden its systems against unauthorized intrusions. The Department will utilize services provided by the Cybersecurity and Infrastructure Security Agency (CISA) for cyber hygiene with system vulnerability scans and penetration testing of systems as well as ongoing staff training with best practices to prevent unauthorized access.

B. CLERK-RECORDER DIVISION

1. The Clerk-Recorder Division workload fluctuates with the real estate market, which influences the demand for recording. The Division experienced a sudden decrease in recording volume during 2022 due to high mortgage interest rates which profoundly reduced real estate transactions across California.
2. The Clerk-Recorder Division developed a program to collect Documentary Transfer Tax (DTT) on unrecorded transfers of ownership among legal entities. In 2017, the Supreme Court affirmed counties can impose DDT in cases where beneficial interest is transferred among legal entities and is accompanied by consideration. In 2022, \$3,402,859.15 was collected by the County from multiple entities. The Clerk-Recorder Division pursues collection of DDT when such transfers occur. From the amount collected approximately \$91K was additional revenue deposited to the General Fund, however this revenue does not pass through to the Clerk-Recorder Division budget.
3. SB2 added a substantial fee onto many recorded documents, with 90% of the funding sent to the State for housing programs. The Clerk-Recorder Division collected more than \$8 million for this program in 2022. Though the Division receives a small administrative fee for collecting this fee, the vast majority of the additional income from this fee is transmitted to the State. Since passage of this bill in 2018, the division has transmitted over \$65 million to the State.
4. The Department's Records Within Reach program collaborates with organizations to hold events throughout Contra Costa to issue certified vital records. This brings services to areas where it may be difficult to travel to Martinez. The Records Within Reach program has been on hold since the pandemic, due to system limitations as well as collaboration and scheduling issues with other organizations.
5. The Clerk-Recorder Department implemented the cybersecurity platform CrowdStrike, completed an uninterruptible power supply (UPS) and Network refresh, and upgraded NetApps to the most current version. These were critical technical upgrades that will ensure smooth and secure operations.
6. The Department replaced its legacy online ceremony appointment system in February 2021. The new system has allowed the division to monitor the number of couples booking appointments as well as the amount of "no shows." In 2022, the "no show" percentage was about 17%. This is necessitating the need for appointment deposits, which will be reviewed in 2023.

V. PERFORMANCE INDICATORS (Revised in 3 Attachments Previously Emailed to you – To be finalized with your input, Julie)

A. Elections Office

1. Objective: Provide sufficient vote-by-mail capacity.
 - a. Indicator: Percentage of voters receiving ballots by mail
2021 Gubernatorial Recall Special Election: 100%
 - b. Indicator: Number of ballots and ballot cards processed, counted and

reported on Election Night and as a percent of ballots cast
2021 Gubernatorial Recall Election: 363,472 ballots, 1,817,360
ballot cards, 61% of ballots cast

2. Objective: Maintain a high level of voter registration and accurate rolls.

a. Indicator: Number of active, registered voters (January 2022)
708,526 registered voters

3. Objective: Conduct timely, accurate, and cost-effective elections

a. Indicator: Total cost per registered voter
September 2021 Gubernatorial Recall Special Election: \$8.18*
*The State passed legislation and reimbursed counties for the
cost of conducting this special election.

b. Indicator: Time final unofficial Election Night results printed
2021 Gubernatorial Recall Special Election: 12:00 am

c. Indicator: Election Day Internet web site usage (November 2020)
30,567 visits and 10,050 unique visitors

B. Clerk-Recorder and Recorder Micrographics/Modernization

1. Objective: Maintain or increase productivity without reducing accuracy

a. Indicator: Annual recording volume
415,116 documents were recorded in 2021, a 7% increase from
2020, when 384,381 were recorded

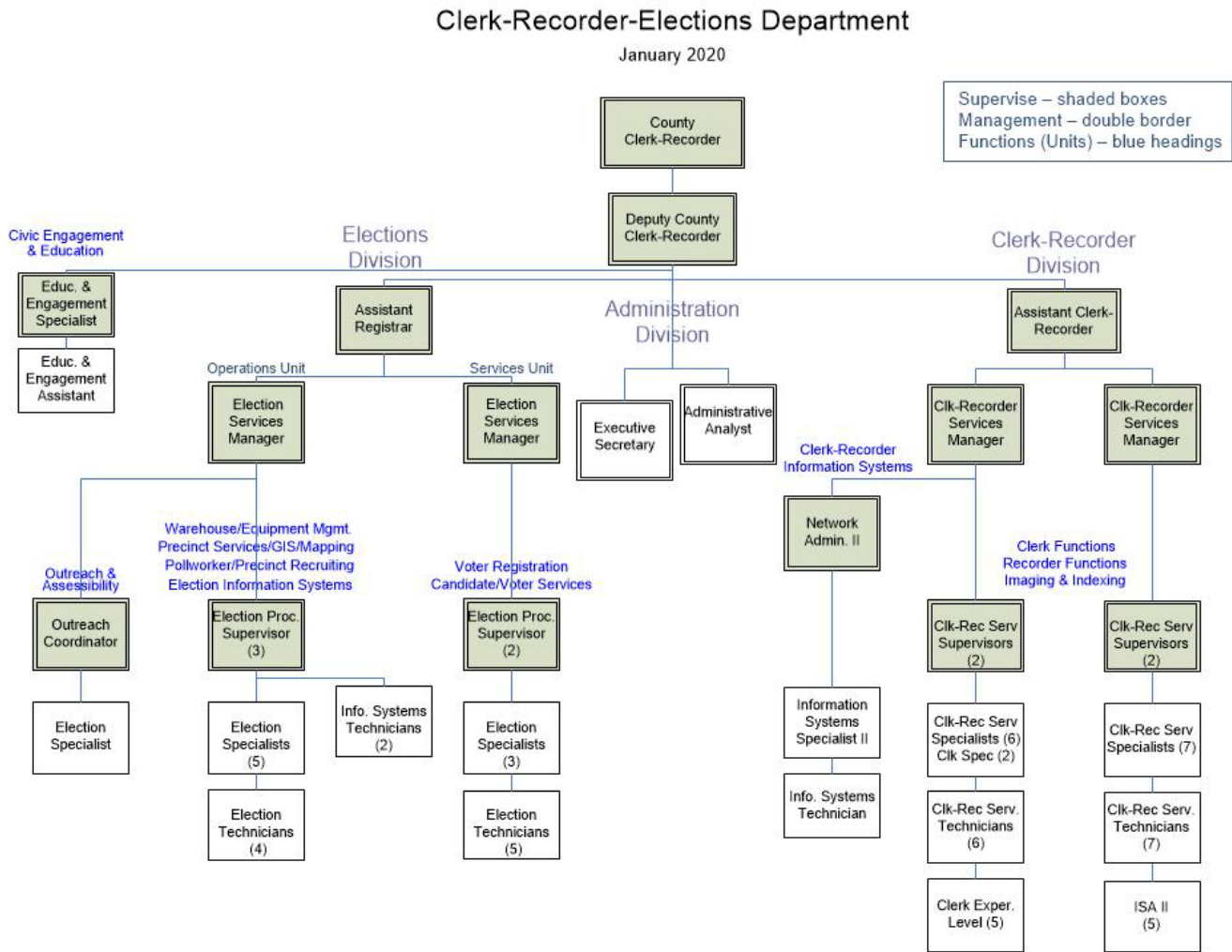
b. Indicator: Percentage of time in compliance with statutory mandate
100% in compliance in 2021

2. Objective: Maintain or increase productivity through use of automation

a. Indicator: Website "visits" to the Recorder's Office website included
1,546,306 from desktop computers and 759,487 from mobile
applications in 2021.

Workload Indicator	2016	2017	2018	2019	2020	2021	Difference from 2020	% change from 2020 to 2021
Marriage Licenses	5,011	5,058	4,799	4,458	3,094	4,112	1,018	25%
Marriage Ceremonies	2,092	2,134	2,006	1,909	1,550	1,991	441	22%
FBN Filings	7,590	7,607	7,651	7,829	6,292	7,465	1,173	16%
Notaries	1,121	1,393	1,335	1,231	654	1,441	787	55%
Birth Certificates	21,277	23,495	24,046	24,846	15,157	23,279	8,122	35%
Death Certificates	5,584	5,912	5,672	5,353	4,069	5,954	1,885	32%
Marriage Certificates	9,724	10,793	11,249	12,298	8,641	11,112	2,471	22%
Recorded documents	328,743	286,107	240,296	268,358	358,062	415,116	30,758	7%
Recorded docs per staff	54,791	52,019	34,321	38,336	35,239	41,511	6,272	15%

VI. DEPARTMENT ORGANIZATIONAL CHART



For additional information regarding the Clerk-Recorder-Elections Department, please visit our web site or contact Department Administration at 925-335-7899.

Website: www.ccclerkrec.us

Social Media sites:



Facebook: @ContraCostaElections



Twitter: @cocoelections



Youtube: Contra Costa County Clerk Recorder Elections



Instagram: contra_costa_elections