

# Denver Clerk and Recorder's Paperless Lobbyist Report Process Receives Praise

Population  
**693,060**

Employees  
**14,000**

"The SeamlessGov platform has empowered us to not only exceed customer expectations but also to serve as a model of efficient and forward-thinking municipal government. SeamlessGov has served as a catalyst for innovation in our office and has increased our agency's reputation as a bright spot in both the City and County of Denver and the State of Colorado."



**Dominic Diaz**  
Office of the Clerk and Recorder  
Denver, CO

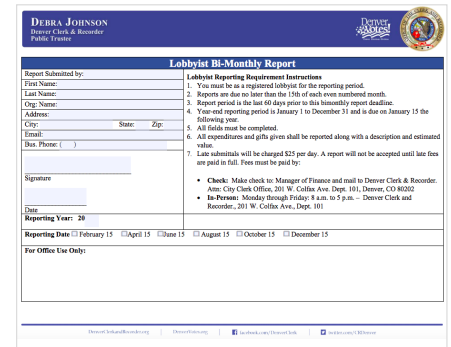
## The Challenge

### The Old Process

#### Lobbyist Bi-Monthly Activity Report: Before

According to Dominic, a Deputy County Clerk

"The Denver Office of the Clerk and Recorder needed to increase accessibility and mistake-proof our lobbyist forms. Our office was inundated with submissions containing missing information and blanks. Tracking the status of a submission was cumbersome. Lobbyists often printed the form, completed it, then scanned and emailed it back to us. Lobbyists also submitted out-dated versions of the form. We wanted to empower lobbyists to submit anywhere, anytime and remove any unnecessary constraints."

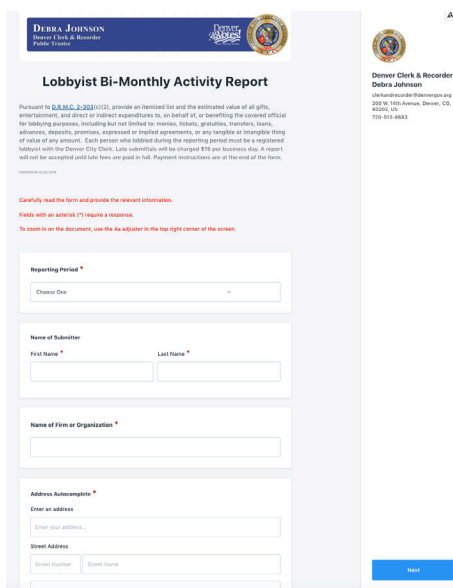


**The Old Process**  
Before SeamlessGov

**215**  
Paper form submissions annually

**20%**  
Errors across forms submitted annually

**2+**  
Days to process paper forms



## The Solution

### The New Process

#### Lobbyist Bi-Monthly Activity Report: After

According to Dominic, a Deputy County Clerk

"Now, forms can be completed online with required fields, validation, and the ability to pay late fees directly through the form. Completed forms arrive via the GRM and triggers send lobbyists a time-stamped copy of their submission. Lobbyists can now easily track and view their submissions through the GRM, and our office can also easily track the status of a submission through Tags and Stages."

"We are receiving positive feedback and praise for our new process. We are constantly listening to the voice of our customers to understand how we can better serve our community. By switching to SeamlessGov, our internal and external customers have reported increased accessibility and ease of use."

### The Results

Implementing SeamlessGov

3

Number of digital forms in Clerk's Office

75%

Time saved by automating the process

250

Submissions received electronically

A glimpse into the solutions and features that allow governments to innovate:

**DEBRA JOHNSON**  
Denver Clerk & Recorder  
Public Trustee

**Lobbyist Registration Form**

REGISTRATION STATUS

New Registration  Renewal

Year \*

Choose One

Individual Lobbyist (\$50) One person acting as lobbyist and who does not employ persons who may act in a lobbyist capacity.

Lobbyist Organization (\$75): A person or organization that employs one or more lobbyist and/or persons who may act in a lobbyist capacity.

PRIMARY REGISTERING LOBBYIST

**Denver Clerk & Recorder**  
**Debra Johnson**  
clerkandrecorder@denvergov.org  
200 W. 14th Avenue, Denver, CO, 80202, US  
720-913-8683

### SeamlessDocs & Web Forms

Denver leverages SeamlessDocs to transform their paper forms and processes into smart, interactive online services. Lobbyists complete the Lobbyist Bi-Monthly Activity Report form every other month. They can calculate and pay fees directly through a link in the form.

### Open Records Portal

Denver uses the Open Records Portal to create a public display of the Lobbyist Bi-Monthly Activity Report submissions. This dashboard provides transparency around submissions. Lobbyists can create a Visitor Account within the Open Records Portal to track their own submission.

**Denver Clerk & Recorder Debra Johnson** Submit Sign in Visitor Sign up

Lobbyist Bi-Monthly Activity Report

#	Submitted On	Add Image	Reporting Period	Name of sub
1	[Redacted]	[Redacted]	[Redacted]	[Redacted]
2	[Redacted]	[Redacted]	[Redacted]	[Redacted]
3	[Redacted]	[Redacted]	[Redacted]	[Redacted]
4	[Redacted]	[Redacted]	[Redacted]	[Redacted]
5	[Redacted]	[Redacted]	[Redacted]	[Redacted]
6	[Redacted]	[Redacted]	[Redacted]	[Redacted]
7	[Redacted]	[Redacted]	[Redacted]	[Redacted]

Field Information

- Created
- form\_id
- Submitted By: unknown user
- Reporting Period

Powered by seamless GOV

Lobbyist Bi-Monthly Activity Report Filter

Create Submit New Submission

Submitter is not Registered | Submitter is Registered

#	Submitted On	Record	Signature Status	Tags/Stages	Assign	Reporting Period	Name of submitter
1	Tue Jul 17 2018	[Redacted]	Not signed	Submitter is Registered	ADD	July 15, 2018 (for reporting period May 1 - June 30)	[Redacted]
2	Tue Jul 17 2018	[Redacted]	Not signed	Submitter is Registered	ADD	July 15, 2018 (for reporting period May 1 - June 30)	[Redacted]
3	Tue Jul 17 2018	[Redacted]	Not signed	Submitter is Registered	ADD	July 15, 2018 (for reporting period May 1 - June 30)	[Redacted]
4	Mon Jul 16 2018	[Redacted]	Not signed	Submitter is Registered	ADD	July 15, 2018 (for reporting period May 1 - June 30)	[Redacted]
5	Mon Jul 16 2018	[Redacted]	Not signed	Submitter is Registered	ADD	July 15, 2018 (for reporting period May 1 - June 30)	[Redacted]
6	Mon Jul 16 2018	[Redacted]	Not signed	Submitter is Registered	ADD	July 15, 2018 (for reporting period May 1 - June 30)	[Redacted]
7	Mon Jul 16 2018	[Redacted]	Not signed	Submitter is Registered	ADD	July 15, 2018 (for reporting period May 1 - June 30)	[Redacted]
8	Mon Jul 16 2018	[Redacted]	Not signed	Submitter is Registered	ADD	July 15, 2018 (for reporting period May 1 - June 30)	[Redacted]
9	Mon Jul 16 2018	[Redacted]	Not signed	Submitter is Registered	ADD	July 15, 2018 (for reporting period May 1 - June 30)	[Redacted]
10	Mon Jul 16 2018	[Redacted]	Not signed	Submitter is Registered	ADD	July 15, 2018 (for reporting period May 1 - June 30)	[Redacted]

### Government Relationship Manager

Denver uses the Government Relationship Manager, or GRM®, to set up workflows and manage data. Tags/Stages enable lobbyists to easily track the status of a submission, and for office staff to update the status.