

# 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

20%

"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."

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Reporting Date — February 15 — Chapril 15 — Dana For Office Use Only:	15 August 13 October 15

# The Old Process

Before SeamlessGov

# s **215**

Paper form submissions annually

Errors across forms submitted annually

## 2+

Days to process paper forms

According to Dominic,

a Deputy County Clerk

Denver Clerk & Recorder White Trustee			222		A	
Lobbyist Bi-N	Nonthly A	ctivit	y Rep	ort		
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# The Solution

#### The New Process

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

"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."



#### SeamlessGov Case Study

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:

Denver Clerk & I

Debra Johnson

DEBRA JOHNSON Denver Clerk & Recorder Public Trustee		Denver,	<u>)</u>
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Choose One		~	
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## 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.

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## **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.

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## **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.