



# Fort Bend County Clerk Annual Report

Laura Richard



# County Clerk Increased Revenue for the County

- County Clerk's Office Revenue collection for FY 2023 - \$8M.
- Recovered revenue from past due fines to date over \$360,000+.
- Under budget every year of tenure.



# County Clerk Increased Customer Satisfaction

- Expedited services offered for Vital Records with dedicated staff to fulfill orders.
- Keeping the public informed through social media of County Clerk services and important public information.
- Opened to the public on Saturday for special service events. Held first Back to School birth certificate event in 2023.
- Instructional videos made available on the County Clerk's website featuring topics that are frequently asked questions.

# Satisfaction





# County Clerk Programs & Accomplishments

- Awarded Public Official of the Year for 2023 from the University of Houston Master of Public Administration (MPA) program.
- Co-Hosted the County and District Clerks' Association of Texas Region 7 2023 Fall Conference.
- Hosted Fall 2023 Civic Houston Internship Program (CHIP) intern from the University of Houston.
- More Than Words – Thank A Veteran program began issuing benefit cards & working with local merchants.
- Partnered with NAACP Armed Service & Veterans Affairs Committee of Missouri City to promote the More Than Words – Thank a Veteran program.



# Preserving Fort Bend County History

- Continued efforts to digitize Real Property and Vital records.
- Property Fraud Alert, a free service that monitors documents recorded in public record by individual's names with 7,946 members and growing.





# What's Next for the County Clerk's Office

- **Records Express**, mobile satellite office – bringing County Clerk services to outlying areas of the county and saving residents from traveling long distances to county offices will start in late 2025.
- **Online Tutorials**, providing step by step instructions on County Clerk services including online record search and online ordering of court, property, and personal records.
- **Sugar Land Annex** branch of the County Clerk's office is set to open in the Summer of 2024.
- **Birth Certificate and Veteran Services event** set for more Saturday dates in 2024. First event in April, the second will be hosted at the new Sugar Land Annex in Summer.
- **Ribbon Cutting** services for new businesses that have registered their Assumed Name Certificates(DBA) with the County Clerk's office.
- Digitization of Probate Records located at the Justice Center.

