



Fort Bend County Clerk Annual Report

Laura Richard



County Clerk Increased Revenue for the County

- County Clerk's Office Revenue collection for FY 2024 - \$7.1M.
- Recovered revenue from past due fines to date over \$382,285+.
- Under budget every year of tenure.



County Clerk Increased Customer Satisfaction

- Expedited services offered for Vital Records with dedicated staff to fulfill orders.
- Opened to the public on Saturday for special service events. Birth Certificate and Thank-A-Veteran Events held on April 13th at the Travis Building and July 20th at the Sugar Land Annex. Participated in Pct. 2 & Access Health's Back to School Event on August 3rd.
- Instructional videos made available on the County Clerk's website featuring topics that are frequently asked questions.
- Made iPads available with LanguageLine to provide Sign Language to customers who need it. LanguageLine is also available via phone, with a licensed translator for over 240 languages.

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.
- Co-Hosted the County and District Clerks' Association of Texas site visit in 2024 in preparation for the 2025 CDCAT Summer Conference, which is set to bring 350+ clerks to Sugar Land.
- Opened **Sugar Land Annex** in August 2024 and co-hosted a Grand Opening of the building with Precinct 4 Elected Officials.
- Held the third annual Buddy's Buddies Summer donation drive, designed and hosted by the County Clerk's 2024 Youth Employment Program Interns – 'Be A Hero' themed. Collected over two truck loads of supplies benefiting Fort Bend County Animal Services.



County Clerk

Programs & Accomplishments

Enhanced Efficiency

- Established electronic workflow between clerk and court.
- Digitized over two-million pages of probate and civil files.
- Developed new training program for new hires.
- Technology implemented to support remote hearings.

Legislative Updates

- Instituted criminal e-Filing prior to mandate
- Trained attorneys and District Attorney's Office on new processes
- Implemented electronic signatures.
- Supported the addition of two new courts.

Court Cases Filed with the County Clerk 2015-2023

- Court Division Combined Court Documents Filed – **2,087,649** ; Combined Court Cases Filed – **148,112**; Combined Hearings Held – **328,550**

Expanded Veteran Services

- Partnered with NAACP Armed Service & Veterans Affairs Committee of Missouri City to promote the **More Than Words – Thank a Veteran Program**.
- More Than Words – Thank A Veteran program began issuing benefit cards & working with local merchants.





Who does it benefit?

This program is for veterans and Fort Bend County businesses. Providing discounts for the men and women who have served this country is a wonderful way to show how much our community cares.

How Does it Work?

When veterans file their DD-214 discharge documents at the County Clerk's Office - Travis location, they will be provided with a free ID card* that will allow them to receive discounts with participating merchants.

* (Not an official State ID, for Thank a Veteran Program only). DD-214 paperwork can be filed at **any** location, but IDs are available at [Travis location only](#).

"There is a certain enthusiasm in liberty that makes human nature rise above itself, in acts of bravery and heroism."
- Alexander Hamilton

CONTACT US

TRAVIS BUILDING
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MORE THAN WORDS

THANK A VETERAN PROGRAM

OFFICE OF LAURA RICHARD
FORT BEND COUNTY CLERK

County Clerk More Than Words – Thank-A-Veteran Program



PARTICIPATING MERCHANTS

The **More Than Words - Thank a Veteran Program** is a way of giving back to the veterans who have served our country through the armed forces. This program extends to all branches of the military and offers our service men and women an opportunity to receive our thanks through discounts from participating merchants.

Saying **"Thank You"** is easy and completely voluntary with the Thank a Veteran Program. The chances are high that you know someone who has served in the military. It may be a family member, neighbor, friend, or a co-worker.



GIVE BACK & SHOW YOUR SUPPORT

- Participating merchants will be listed on the County Clerk's website and provided a special, **More Than Words - Thank a Veteran decal**.
- Merchants are given an opportunity to **give back to our veterans** and build a strong customer base.
- We currently have **27,085 veterans (and growing) in Fort Bend County** alone. This is a great opportunity for growth!
- Veterans are shown **gratitude for their sacrifices and service** to our country through a discount from participating, local merchants.



OUR MISSION - MORE THAN WORDS

Fort Bend County Clerk, Laura Richard, is proud to announce the **More Than Words, Thank A Veteran Program**.

"We salute those that wear the uniform and defend our country today as well as those who have served in the past."

This program provides a Thank A Veteran ID Card issued by the Fort Bend County Clerk's office to those veterans who have filed their DD-214 with this office.

If you recorded your DD-214 prior to the launch of the program, the Fort Bend County Clerk's office can verify your discharge recording and then issue your Thank A Veteran ID Card. **Office hours are Monday through Friday, 8 AM - 5 PM, excluding all County holidays.** Offices are located in Richmond, Missouri City, Sienna, and Katy.

"Thank you for help in giving back to those who have served us so selflessly."

Laura Richard
**LAURA RICHARD,
FORT BEND COUNTY CLERK**



COUNTY CLERK'S OFFICE SERVICES FREE & DISCOUNTED

Active Military

- Property Fraud Alert**, a free program that monitors documents recorded under your name and alerts you when anything is recorded within the County Clerk's office.
- Seventy-two hour **waiver** when applying for a marriage license.
- Fees waived** if being deployed to a hostile fire zone on these services: (1) certified copy of birth certificate; (2) issuance of marriage license; (3) certified copy of marriage license; (4) fees for transferring title to real or personal property (**Government Code 437.217**)

Veterans

- Record military discharge at **no fee**.
- Certified copies of recorded military discharge at **no fee**, if for a veteran benefit claim.
- Partial waiver** of fee for recording an Assumed Name Certificate (DBA), with Veteran ID.
- Property Fraud Alert, a **free program** that monitors documents recorded under your name and alerts you when anything is recorded within the County Clerk's office.
- Free certified copies** of a document to make or prove a property claim.

Preserving Fort Bend County History

- Continued efforts to digitize Real Property and Vital records.
- Introduced Property Fraud Alert, a **FREE** service that monitors documents recorded in public record under individual, business, or trust names. Currently over 9,500 home and business owners in Fort Bend County have registered and 500 more projected by the end of 2024.





PROPERTY FRAUD ALERT SERVICE

SIGNING UP IS EASY!

VISIT THE LINK BELOW AND SIGN UP WITH YOUR NAME AND EMAIL ADDRESS OR PHONE NUMBER:

[HTTPS://PROPERTYFRAUDALERT.COM/TXFORTBEND](https://PROPERTYFRAUDALERT.COM/TXFORTBEND)




OFFICE OF LAURA RICHARD
FORT BEND COUNTY CLERK



PROPERTY FRAUD ALERT

Subscribers of this service will be notified by a method of their choosing when the name they have submitted to **Property Fraud Alert** is found on a document recorded in the Fort Bend County Official Public Records.

Use your phone to sign-up today!



- Over **13,000** registered members and growing!
- FREE** 100% free for Fort Bend County Residents!
- www.propertyfraudalert.com/TXFortbend
- Property Fraud Alert Hotline: 1-844-746-9164

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Fort Bend County Clerk,
Laura Richard

PROTECT YOUR MOST VALUABLE INVESTMENT

Be Informed Be Alert Be Notified

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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.
- **Birth Certificate and Veteran Services event** set for more Saturday dates in 2025.
- **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.

