



BLUEGRASS STATE
KENTUCKY

2023
ANNUAL REPORT

A LICENSE TO SERVE

Jefferson County Clerk's Office

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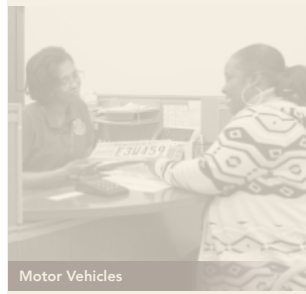
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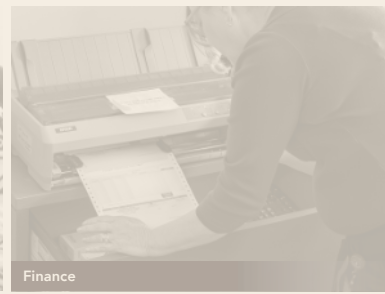
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Motor Vehicles



Finance



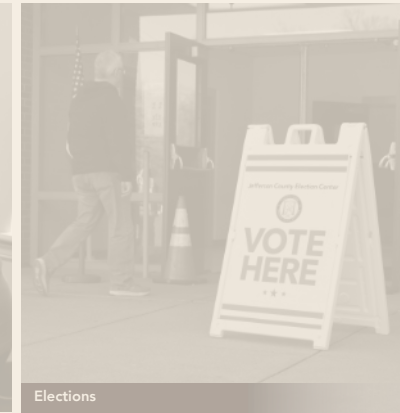
Motor Vehicles



Call Center



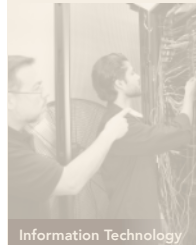
Human Resources



Elections



Information Technology



Information Technology



Deed Room



Duplications



Information Technology



Government Affairs



Professional License



Processing



Even with our across-the-board successes, our Office remains a model of efficiency.

A message from the County Clerk

Like in every year, in 2023 the Jefferson County Clerk's Office continued its commitment to operational excellence and fiscal responsibility. Since first taking office as your County Clerk, the daily work of our team members has remained centered on delivering Value, Integrity, and Performance across the record-keeping and administrative service areas we provide for you. Whether your visit to one of our locations is for motor vehicle transactions, legal record and lien filings, elections, marriage licenses or any of the other ways we work to help the community, your time and taxpayer dollars are made a priority. I'm pleased to share with you more about our proven track record of trust through this comprehensive 2023 annual report. You will find in these pages detailed examples of the progress achieved in each one of our divisions. We hope that through this report – and through your next visit to one of our locations – you'll get a taste of the commitment we bring to our public service. With 95% of customers who submitted comment cards rating the Jefferson County Clerk's Office as "excellent," we think you'll be pleasantly

surprised at how good your trip to our agency turns out to be.

Even with our across-the-board successes, our Office remains a model of efficiency. In 2023, I presented a surplus check exceeding \$8 million to the Louisville Metro Government, bringing the cumulative surplus contribution during my previous six terms to over \$19 million. This careful financial management is just one example that highlights our commitment to good governance.

We're proud of what we've achieved at the Jefferson County Clerk's Office, and we're always ready to meet the changing needs of our community. As we look to the future, my promise to you is that we will keep showing our values of doing good work, being honest, and performing well for everyone in Jefferson County in the way you've come to expect.

Bobbie Holsclaw
Jefferson County Clerk



The Motor Vehicles Department registered approximately **766,000** vehicles in **2023**.

Motor Vehicles is always ready at the front lines

The Motor Vehicles Division is one of the most well-known at the Jefferson County Clerk's Office, tasked with many responsibilities critical to our community's transportation and legal compliance needs. Most members of the community know the Clerk office from the issuance and renewal of motor vehicle and boat registrations. These records help our county keep on the move, not just on the roadways but by helping facilitate personal and business vehicle transactions. The Motor Vehicles Division's other responsibilities include collecting ad valorem taxes, issuing disabled parking placards, and working with local dealerships to ensure titles are issued promptly and correctly, among others. No matter the task, we strive to put engaging customer service at the center of how we conduct business.

The 5 departments within the Motor Vehicle Division: Liens Department, Motor

Accomplishments

- Registered approximately **766,000** vehicles
- Processed approximately **581,000** transfers
- Filed approximately **77,000** liens
- Issued approximately **88,000** disabled parking permits
- Call center processed approximately **5,000** customer inquiries weekly

Vehicle Call Center, Motor Vehicle Processing Center, Dealers/Specials, and Motor Vehicle Records all play an important role in ensuring our community can drive forward into the future. In 2024, the state's vehicle registration system known will undergo an overhaul. Our clerk's are preparing for KAVIS upgrade by watching training modules.



The Jefferson County Clerk is responsible for making sure that all election-related mandates of the Kentucky Constitution and the Kentucky Revised Statutes are met.

Board of Elections strives for free, fair, and secure voting

The Jefferson County Board of Elections is a bipartisan board made up of County Clerk Bobbie Holsclaw, Jefferson County Sheriff Colonel John Aubrey, Republican member Linda Huber, and Democratic member Carl Bensinger. Through oversight, the Board is responsible for protecting the right to vote for all eligible Jefferson County citizens; conducting federal, state, and local elections in Jefferson County; and making sure staff members maintain voter registration records for Jefferson County. As chairperson of the Board of Elections, the Jefferson County Clerk is responsible for making sure that all election-related mandates of the Kentucky Constitution and the Kentucky Revised Statutes are met, which is accomplished through the daily work of the Jefferson County Clerk Election Center.

The Jefferson County Clerk Election Center employees deliver equipment to polling sites, recruits and conducts training

Accomplishments

- In the 2023 General Election there were **207** polling locations serving **627** precincts
- Employed **4,841** total Election Officers to ensure American democracy could thrive in our community
- Implemented a new inventory system for voting equipment and hired an inventory generalist to help maintain **1,600** pollbooks
- Implemented ballot-on-demand printing for in-person absentee voting

for election officers, accept candidate filing paperwork, maintain maps with boundaries of Jefferson County, and staff in-house absentee voting. During the 2023 General Election there were ten In-Person No-Excuse Absentee (Early) Voting locations throughout Jefferson County.



Legal Records: Preserving our past to move us forward

Through the Legal Records Division, the Jefferson County Clerk's Office has been the record keeper in Jefferson County since the 1700s. The division is responsible for ensuring every deed and mortgage, will and power of attorney, name change, lien, business name and incorporation, and executive order remains accessible to the public for viewing, research, and chain-of-custody considerations. There are four departments within the Legal Records Division: Recording, Indexing, Deed Room, and Duplication Services. These departments are responsible for the recording, organizing, and housing of real estate and other documents for public review.

Accomplishments

- Recorded and indexed approximately **166,000** legal documents in about **850,000** pages of deeds, mortgages, assignments, powers of attorney, incorporations, and more
- Held **861** tax appeal hearings in conjunction with other local agencies to ensure accuracy
- Produced approximately **400,000** pages of copies through Duplication Services department



Duplications Services

Legal Records is responsible for ensuring every deed and mortgage, will, name change, lien, and business name remains accessible to the public for viewing.



Human Resources makes sure the office and our employees remain compliant with local, state, and federal laws.

Human Resources helps JCCO deliver stellar service

Employees are the heart of the Jefferson County Clerk's Office, and the Human Resources Division helps recruit the best from our community to best serve you. The Division also makes sure we and our employees remain compliant with local, state, and federal laws. Beyond recruitment and compliance enforcement, the division is dedicated to strengthening the skills and abilities of team members with comprehensive training and development opportunities.



Accomplishments

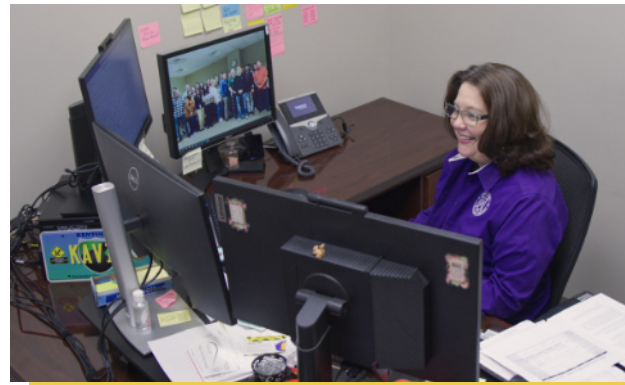
- Implemented quarterly training webinars for all employees
- Revised and updated policies to continue to attract qualified and diverse applicants
- Worked to ensure smooth elections through employing temporary workers and assigning experienced current JCCO employees to specific job duties during the Election process



Information Technology helps ensure the Office has the tech and updates needed to maintain performance.

Information Technology keeps all systems running

Making sure that each division at the Jefferson County Clerk's Office can stay up and running depends on support from the in-house Information Technology division. The Information Technology team members help ensure all the Office has the tech and updates needed to maintain performance, including computers, phones, Point of Sale devices, networking, and software. The team also works with to ensure local access to statewide motor vehicle and legal systems.



Accomplishments

- Rolled out new credit card processing system that provides faster, more efficient transaction times and better enables the Clerk's Office to provide services across the board.
- Transitioned the Office to a new phone system for enhanced voice and sound quality.
- Increased file and storage capacity and Random Access Memory (RAM) officewide for faster data processing and improved file management
- Updated all Motor Vehicles Division high-volume printers for greater simplicity and efficiency



Finance manages all monies coming into and out of the Jefferson County Clerk's Office.

Finance makes sure your dollars are spent wisely

The Finance Division manages all financial transactions and ensures the Jefferson County Clerk's Office is in compliance with local and state laws. Collaborating with key agencies, such as the Jefferson County Sheriff's Office and Property Valuation Administrator, the division contributes to the efficiency of the office and benefits the community through proper management of taxpayer funding.

Within the Finance Division, the Professional License and Delinquent Tax Departments are in accordance with regulations. Professional License swears in approximately 4000 notaries a year, swears in Peace Officers, issues and researches Marriage Licenses dating back to 1784, and issues Going out of Business Permits. Delinquent Tax bills are transferred from the sheriff's office to the county clerk's office every spring and we hold the Annual Tax Sale to sell any outstanding tax bills to third party purchasers. We also create Kentucky

Accomplishments

- Returned **\$8,053,339.23** back to Louisville Metro Government in surplus through prudent stewardship of taxpayer funds
- Tax rates were certified, and all bills were issued by the deadline
- Prepared and presented the fiscal year Metro budget in a timely manner

Board of Tax Appeals bills to be given to the Sheriff's Office and process payments and exonerations from the County Attorney's Office for foreclosures and bankruptcies.

By ensuring fiscal compliance and regulating professional conduct within Jefferson County, this department significantly contributes to the overall success of the office. These interconnected roles exemplify collaboration and dedication within the Jefferson County Clerk's Office.



The Communications, Media, and Public Relations Division helps connect the Jefferson County Clerk's Office to the community.

Communications, Media & Public Relations apprises you on important information

The Communications, Media, & Public Relations Division helps connect the Jefferson County Clerk's Office to the community. The employees in this division play a key role in fostering cooperative relationships with the public, media, and community leaders. Division staff share important updates through traditional and digital media channels. The team members also talk about and support the work of the Office at events like fairs, festivals, and parades. They also respond to customer reviews and inquiries in a timely and pleasant manner.



Accomplishments

- Increased digital message reach and regular communications on Facebook to keep the community better informed, increasing page visits **36.8%** compared to 2022
- Initiated high school level election preparation presentation, continued facilitating in-school student council elections and educational tours
- Made significant updates to the website, using brighter colors and simpler communication to better inform the public



The Government Affairs division helps the Office work on your behalf by collaborating with other agencies and speaking up for laws that benefit the public.

Govt. Affairs advocates for important legislation

The Government Affairs division helps the Office work on your behalf by collaborating with other agencies and speaking up for laws that benefit the public. The division fosters inter-governmental relations, conducts legal research, offers testimony in courts and before the state legislature, analyzes statutes, and conducts special projects such as grant applications.

With help from advocacy by the Jefferson County Clerk's Office, the legislature passed several important bills, including the ones listed in the box to the right.

Accomplishments

- **House Bill 302** created new laws regarding voting audits and electioneering during early voting. Under Kentucky law, electioneering activities, like handing out literature or holding campaign signs, was prohibited within 100 feet of the entrance to a polling place on Election Day.
- **House Bill 83** requires judgment liens to have a date of expiration. When someone wins an action in court, they may register the judgment lien notice with the county clerk to give fair warning that the defendants' real property may be affected by the court case and could be claimed by the plaintiff. The new law reduces time for such liens to 10 years and requires an exact expiration date.
- **Senate Bill 52** allows more efficient use of agency time by separating Louisville Metro government and Jefferson County Clerk's Office fees.



Staff engages in philanthropic activities throughout the year

In 2023, the Jefferson County Clerk's Office experienced another outstanding year of community support, thanks to the dedication and generosity of our extraordinary team of 260 employees. Their tireless efforts not only made a significant impact within Jefferson County but also resonated throughout the Commonwealth.

These remarkable achievements reflect not only the hard work and generosity of our staff but also their commitment to making a meaningful impact on the lives of others. We are immensely proud of their dedication and continued efforts to serve our community.

Accomplishments

- **Pink Out (left):** Through various fundraising initiatives and events, our staff demonstrated their unwavering support for breast cancer awareness. Together, they raised **\$421,** contributing to vital research and support services for individuals affected by breast cancer.
- **Christmas Tree (right):** Staff donated ornaments and their time to decorate a tree that would be donated to the Kosair Wonderland of Trees, where people purchased chances to win a tree. All proceeds benefited Kosair Charities.
- **Crusade for Children (far left):** Our team rallied together and raised **\$37,811.80** for the Crusade for Children, supporting children with special needs. Their commitment to this cause exemplifies our office's dedication to making a positive difference in the lives of those in need across the region.



DEPARTMENT LOCATIONS & HOURS OF OPERATION

DEED ROOM

527 West Jefferson St, Room 204
Louisville, KY 40202

- **Customer Service**
502.574.6220
Hrs: M-F - 8:00 a.m. – 5:00 p.m.
- **Recording Office**
502.574-5785
Hrs: M-F - 8:00 a.m. – 4:00 p.m.
- **Research Hours**
502.574.6220
Hrs: M-Th - 8:00 a.m. – 7:00 p.m.
Hrs: F - 8:00 - 6:00 p.m.
Hrs: Sat - 8:00 a.m. – 12:00 p.m.

PROFESSIONAL LICENSE

527 West Jefferson St, Room 100A
Louisville, KY 40202
502.574.5884

- **Delinquent Tax**
502.574.5884
Hrs: M-F - 8:00 a.m. – 4:00 p.m.
- **Marriage License**
502.574.5884
Hrs: M-F - 8:00 a.m. – 4:00 p.m.
- **Notaries**
502.574.5884
Hrs: M-F - 8:00 a.m. – 4:00 p.m.

ELECTION CENTER

1000 East Liberty Street
Louisville, KY 40204
502.574.6100

MOTOR VEHICLE BRANCHES

- **Dixie Branch**
4919-F Dixie Highway
Fax: 502.448.8587
Hrs: T, W, Th, F - 8:30 - 4:30 p.m.
Ext. Hrs: M - 8:30 a.m. - 6:30 p.m.
- **Downtown Branch**
First Trust Center
200 S. Fifth Street, Suite 228 South
Fax: 502.584.3908
Hrs: M-F 8:30 a.m. – 4:30 p.m.
- **East Branch**
12312-A Shelbyville Road
Middletown Plaza
Fax: 502.244.1864
Hrs: T, W, Th, F - 8:30 a.m. – 4:30 p.m.
Ext. Hrs: M - 8:30 a.m. – 6:30 p.m.
- **Fairdale Branch**
10616 West Manslick Road
Fairdale Playtorium
Fax: 502.368.3410
Hrs: M, W, T, F - 8:30 a.m. – 4:30 p.m.
Ext. Hrs: T - 8:30 a.m. – 6:30 p.m.

Highview Branch

7813 Beulah Church Road
Beulah Church Shopping Center
Fax: 502.239.5724
Hrs: T, W, Th, F - 8:30 a.m. – 4:30 p.m.
Ext. Hrs: M - 8:30 a.m. – 6:30 p.m.

Jeffersontown Branch

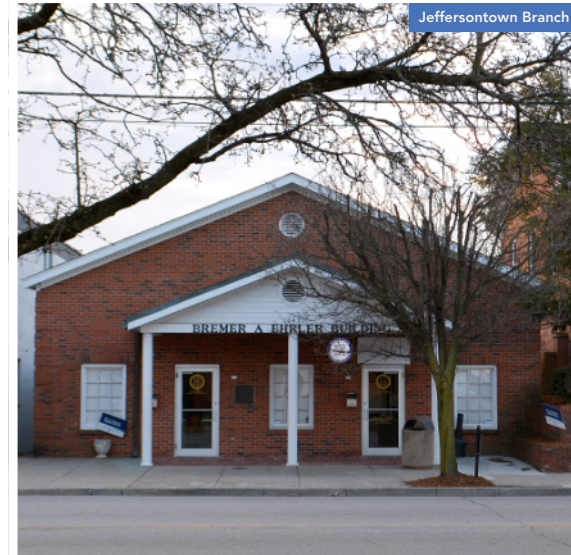
10420 Watterson Trail
Bremer Ehrler Building
Fax: 502.267.9001
Hrs: M, T, W, F - 8:30 a.m. – 4:30 p.m.
Ext. Hrs: Th - 8:30 a.m. – 6:30 p.m.

West Branch

228 Amy Avenue
French Plaza
Fax: 502.772.0464
Hrs: M, W, Th, F - 8:30 a.m. – 4:30 p.m.

Westport Branch

9451 Westport Road, Suite 117
Fax: 502.425.7861
Hrs: M, T, Th, F - 8:30 – 4:30
Ext. Hrs: W - 8:30 a.m. – 6:30 p.m.



Election Center



East Branch



Highview Branch



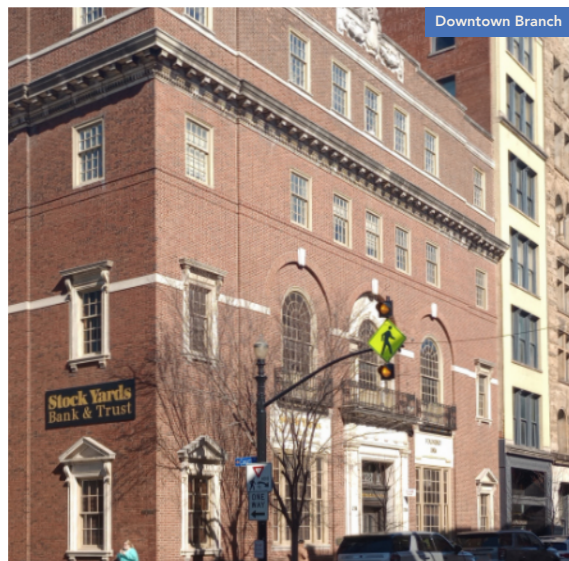
Westport Branch



Metro Hall



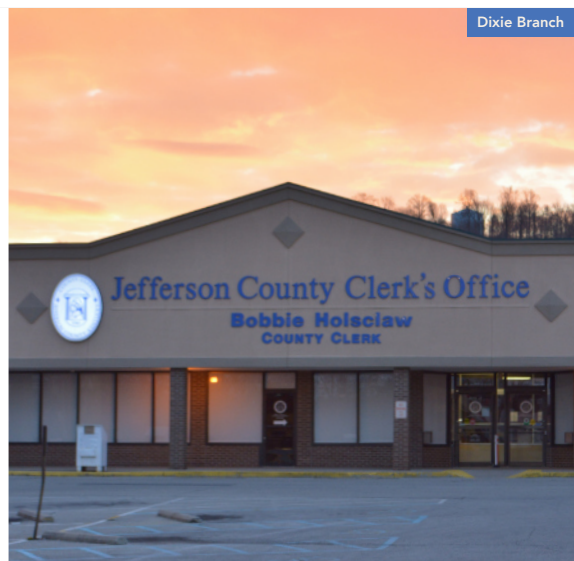
Downtown Branch



West Branch



Dixie Branch





BOBBIE HOLSCLAW
JEFFERSON COUNTY CLERK
527 West Jefferson Street
Louisville, Kentucky 40202

Bringing you VIP service!

- Bobbie Holsclaw, Jefferson County Clerk

Monday–Friday, 8:30 a.m.–4:30 p.m. Call us at 502.574.5700

