



Fort Bend County Clerk Annual Report Laura Richard

County Clerk Increased Revenue for the County

- Largest revenue collection in the history of the office for FY 2021 - \$11.7M
- Recovered revenue from past due fines to date \$330,000
- Introduction of Keepsake Marriage License
- Poly Sleeves for certificate safety
- Launch of Historic Marriage License



County Clerk Increased Customer Satisfaction

- Expedited service through online request for vital records
- Enhanced Public Search for DBA documents
- Provided in office translation solution to Fort Bend County citizens in need of language translation or hearing impaired assistance. (Available since November 2020)
- Introduced Mobile Recording during FBC Fair for Marks & Brands
- Added Drop Box for contactless delivery of documents
- Implemented an improved Queuing System and Court software upgrade for efficiency
- Debuted “How To” videos for Clerk services
- Completed imaging project of historic Probate Records for electronic access

Satisfaction



County Clerk Awards, Accolades and Education

- Awarded Exemplary 5 Star Registrar from State of Texas VSU in 2021.
- Awarded State's highest 5 Star Award every year of tenure.
- County Clerk, Laura Richard received the High Performance Leadership Master Certificate from NACo
- County Clerk Supervisors attended continuing education focused on developing new ways to assist the public in customer service situations

