2024

ANNUAL REPORT

Office of Bobbie Holsclaw
Jefferson County Clerk

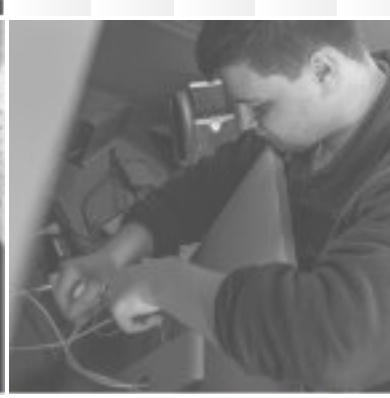




Bobbie Holsclaw
Jefferson County Clerk







Value,
Integrity,
Performance

Bringing you **VIP** service.



Message from Bobbie

The year 2024 marked significant growth for the Jefferson County Clerk's Office in various aspects. We started the year with the transition to KAVIS, moving away from AVIS, a DOS-based motor vehicle software that had served all Kentucky County Clerk's Offices for nearly 40 years. KAVIS replaced AVIS in January 2024. While the new web-based system has simplified the transaction process, it came with its own challenges. Our office was temporarily closed for two weeks to implement the new web-based system, and upon reopening, we faced a steep learning curve. However, the JCCO team demonstrated remarkable resilience, adapting to the new system and diligently assisting our customers. Our leaders recognized the impact on the community and worked tirelessly with the KAVIS team to find solutions, that allowed us to work more efficiently.

In May, we held a Primary Election followed by a General Election in November. This election cycle, we provided more locations for In-Person No Excuse Absentee voting than ever before. Over 113,000 residents of Jefferson County took advantage of our 20 locations before the General Election on November 5, 2024!

In July, our office demonstrated that we can achieve great things even in challenging circumstances. After experiencing a cyberattack that temporarily closed our office for four days, our Information Technology team collaborated with the Department of Homeland Security, the FBI, and our security systems vendor to recover our network and resume customer services.

Despite the challenges faced in 2024, our office has consistently upheld our commitment to Value, Integrity, and Performance. I take immense pride in the achievements of the Jefferson County Clerk's Office, and we are prepared to adapt to the changing needs of our community. Looking ahead, I promise that we will continue to embody our values of hard work, honesty, and high performance for all of Jefferson County, just as you have come to expect. Whether you engage with us for motor vehicle transactions, legal records and lien filings, elections, marriage licenses, or any other public documents and services, your time and taxpayer dollars are our top priorities.

JCCO leaders remain committed to supporting the team, continually exploring ways to express appreciation, foster team spirit, and ensure every department is adequately staffed; reinforcing the message that no one is facing these challenges alone.

I am thrilled to share our proven track record of trust through this comprehensive 2024 annual report. Within these pages, you will discover specific examples of the progress made in each division. We hope this report—and your future visit to one of our locations—will reflect the dedication we bring to public service. The Jefferson County Clerk's Office has a 95% success rate based on feedback from comment cards for providing "excellent" customer service!

Thank you for your continued trust and support. We are honored to serve you and look forward to another year of progress and collaboration.

Bobbie Holsclaw

Bobbie Holsclaw
Jefferson County Clerk



Free title research area.

The Legal Records Division is the official custodian of legal documents and the recording office for various legal records. This encompasses mortgages, deeds, liens, plats, and probate documents, including wills and name changes. Furthermore, the department provides mostly free title research resources available to the public and title researchers. Documents can be submitted in person, by mail, or through the E-recording system.

We tried to integrate AI with indexing, but the complexity of our county's recording requirements led to an unsuccessful outcome. The Legal Records Division is committed to revisiting this initiative. We are committed to embracing technology that aligns with our needs and supports our mission of maintaining the highest standards in record-keeping and customer service. As we explore new partnerships and technological advancements, we aim to find solutions that meet and exceed the expectations of those we serve.

With assistance from IT and an external contractor, we successfully modernized our tax appeals program, which was implemented and used for the first time this year. This upgraded program allows us to automatically generate appointment and decision letters and send the necessary reports to the Jefferson County Property Valuation Administrator (PVA) office.

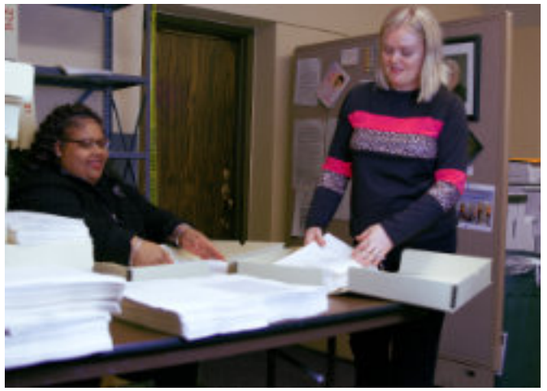
We remain committed to transparency and efficiency, and we will continue to seek innovative solutions to meet the needs of our community while maintaining the accuracy and integrity of our records.

Visit Legal Records Online
To get more information about mortgages, deeds, liens, plats, and free title research resources.

Legal Records



Climate controlled map room



Duplication Services



Jefferson County Clerk's Office: Deed Room

Accomplishments

1,239

During the 2024 tax season, **577** hearings occurred, with **1,239** parcels presented to the board.

$2,438,472

Legal Records Division—received **$2,438,472** in state grant funds under the HB 1 program to digitize records back to 1966. This project will be ongoing through 2026.

200,000

Our Duplication department produced approximately **200,000** pages of copies for all recorded documents as well as the total count of real estate books, including mortgages.

659,000

Recorded and Indexed approximately **80,000** legal documents in about **659,000** pages of deeds, mortgages, assignments, powers of attorney, incorporations, and more.



Finance Division effectively manages taxpayer funds.

The Finance Division oversees all financial transactions, ensuring that the Jefferson County Clerk's Office adheres to both local and state regulations. By working alongside key agencies, such as the Department of Revenue, Jefferson County Sheriff's Office and the Property Valuation Administrator, this division promotes the office's efficiency and serves the community through effective management of taxpayer funds.

The Professional License and Delinquent Tax Departments operate in compliance with established guidelines. The Professional License Department administers oaths to around 5,000 notaries yearly, swears in Peace Officers, issues and researches Marriage Licenses

The Professional License Department administers oaths to around 5,000 notaries yearly."

(dating back to 1784) and provides Going Out of Business Permits. Each spring, Delinquent Tax bills are transferred from the Sheriff's Office to the County Clerk's Office, where we collect delinquent taxes, conduct the Annual Tax Sale, allowing third-party purchasers to buy outstanding tax bills. We also generate Kentucky Board of Tax Appeals bills for the Sheriff's Office and process payments and exonerations from the County Attorney's Office regarding



Professional license issues marriage licenses

foreclosures and bankruptcies. By ensuring financial compliance and regulating professional conduct in Jefferson County, this department plays a vital role in the overall success of the office. These interconnected responsibilities showcase the collaboration and commitment within the Jefferson County Clerk's Office.

In 2025, this department plans to introduce online marriage license research. This new system will enable the public to request and print certified copies without needing to visit the office. Additionally, updates to delinquent tax collections will include implementing a new tax software management system. The department has also started using language translators to improve communication with customers.

Accomplishments

$250,000+

Generated approximately **$250,000** from more than **5,000** issued marriage licenses. This figure does not include duplicates.

Skillfully navigated the intricate **Kentucky Automated Vehicle Information System (KAVIS)** and established new procedures amidst ongoing changes.

Successfully finished both the **Motor Vehicle and Fee audit** without any comments or issues at the time of the audit exit. Final review will come from the state auditors office in March 2025.

5,000

Administered **5,000** notary publics for Jefferson County. These notaries include powers of attorney, wills, divorce, healthcare paper work, and property transactions.



Human Resources provides training opportunities and attends career fairs.

The employees are the core of the Jefferson County Clerk's Office, and the Human Resources Division is committed to attracting the finest talent from our community to serve you effectively. This division also ensures our employees adhere to local, state, and federal regulations. In addition to recruitment and compliance, the division focuses on enhancing the skills and capabilities of team members through extensive training and development programs. They strive to create a supportive and inclusive workplace environment where employees feel valued and empowered. By fostering a culture of continuous learning, the Human Resources Division helps staff members reach their full potential, ultimately enhancing the overall efficiency and service quality of the Jefferson County Clerk's Office. Through collaboration and innovation, they are dedicated to maintaining a dynamic workforce that meets the evolving needs of our constituents.



Visit the Career Development web page To get information on the latest job openings at the Jefferson County Clerk's Office.

Accomplishments

Updated the **JCCO policy manual** and the employee handbook. The manual provides clear set of guidelines, ensures consistency, promotes legal compliance and sets expectations.

Facilitated numerous new hire **orientation sessions**. Helps new employees understand performance objectives, and get a general understanding of the Jefferson County Clerk's Office.

$2,000

Awarded tuition reimbursement exceeding **$2,000** for JCCO employees pursuing post-secondary education and training.

Our Human Resources team recruited applicants at **prestigious job and career fairs** - promoting the excellent benefits and opportunities for growth provided by the JCCO.

Offered multiple **training** opportunities for current employees. **Hands-on learning** is essential to grow the skills of our talented workforce.

Collaborated with the CMPR Division to create and update new hire **orientation video** that displays various departments, services offered and employee testimonials.



Human Resources conducts interviews.



Always recruiting qualified applicants.



Our Motor Vehical branches provide VIP service every day.

The Motor Vehicles Division is one of the most recognized branches of the Jefferson County Clerk's Office, responsible for numerous essential functions that support our community's transportation needs and legal adherence. Many residents are familiar with the Clerk's Office primarily through issuing and renewing motor vehicle and boat registrations. In addition to these tasks, the Motor Vehicles Division also oversees collecting ad valorem taxes, issuing disabled parking placards, filing and releasing title lien statements, and collaborating with local dealerships to ensure titles and registrations are processed accurately and swiftly.

Two thousand and twenty-four was a big year for motor vehicles. There were many changes and challenges which our team came together to achieve success. The biggest news was the implementation of the new KAVIS system. While there were some growing pains and technical issues, our frontline clerks continued to serve our customers to the best of their ability, while behind the scenes we worked tirelessly to resolve problems. Another new advancement was KyELT, the electronic filing of motor vehicle paperwork that auto dealerships can use to speed up the title and registration process.

Regardless of the task, we prioritize providing exceptional customer service in all our operations. The division consists of five departments: Lien Department, Motor Vehicle Call Center, Motor Vehicle Processing Center, Dealers/Specials Department, and Motor Vehicle Records; each playing a crucial role in helping our community address transportation needs.

The Lien Department efficiently manages the filing and releasing of liens, ensuring that all legal and financial obligations are clearly documented to protect both lenders and vehicle owners.

The Motor Vehicle Call Center is dedicated to addressing customer inquiries with patience and precision. It handles thousands of calls weekly to assist with questions ranging from registration renewals to title transfers.

The Motor Vehicle Processing Center handles mail-in and online transactions, ensuring that each is completed on time and accurately.

Dealers/Specials Department works closely with local dealerships to streamline the titling process, ensuring that new and used vehicle paperwork is processed in a timely manner. This collaboration is key in supporting the local automotive community and benefiting consumers who depend on efficient service when purchasing a vehicle.

Finally, the **Motor Vehicle Records Department** maintains meticulous records for all vehicles registered in the county, safeguarding the integrity of our data systems and ensuring that vehicle history is accurately preserved for future reference.

Together, these departments form a cohesive unit that serves Jefferson County residents and exemplifies a commitment to excellence and continuous improvement in public service. We look forward to what 2025 will bring and are better prepared than ever to meet the challenges that will inevitably come.

Visit the Motor Vehicles web page
To get information about Motor Vehicle Branch locations, their hours of operation, and auto inspections.

Motor Vehicles

Accomplishments

622,000

Registered approximately **622,000** vehicles. This includes cars, trailers, golf carts, tractors, trucks, buses and motorcycles.

257,616

Total title transfers: **257,616**
Vehicle transfers: **255,593**
Boat transfers: **2,023**

61,000

Filed approximately **61,000** liens titled collateral and non-titled collateral.

15,461

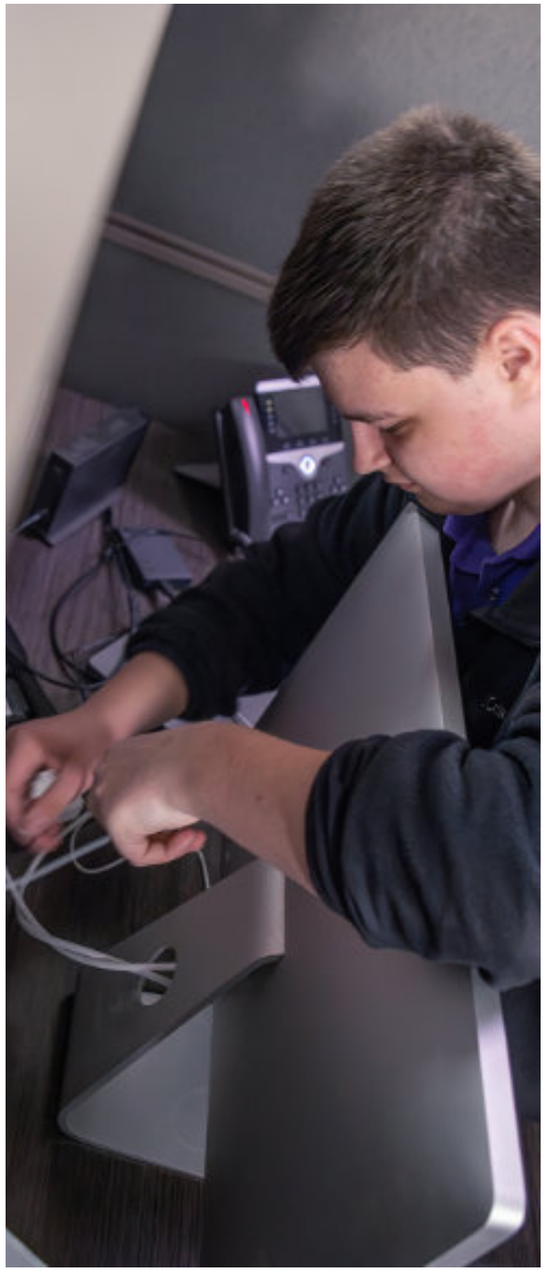
Issued **15,461** disabled parking permits. This includes both 3-month and 6-year permits.



Our Information Technology staff keep the Clerk's Office running smoothly.

Ensuring that each division of the Jefferson County Clerk's Office remains operational, we rely heavily on support from the in-house Information Technology (IT) division. The IT team plays a crucial role in providing the necessary technology and updates to maintain optimal performance, which includes computers, phones, Point of Sale devices, networking, and software. Additionally, they collaborate with the Commonwealth Office of Technology (COT) to guarantee local access to the statewide motor vehicle and legal systems. This collaboration ensures seamless integration and functionality across all departments. The IT division addresses immediate technical issues and proactively implements cutting-edge solutions to enhance security and efficiency. By working closely with other departments, the IT team identifies opportunities for technological advancements that align with the office's strategic goals. Their efforts are essential in driving innovation and ensuring that the Clerk's Office can respond swiftly to the evolving needs of the community. Our Information Technology team played a vital role in the KAVIS transition by collaborating closely with the Transportation Cabinet to address prolonged wait times and resolve issues within the system.

The IT division addresses immediate technical issues and proactively implements cutting-edge solutions to enhance security and efficiency."



Accomplishments

2,500,000

Working to scan **2.5 million** records by 2026 for the Legal Records department.

250+

Tightened security, hardened passwords and implemented multi-factor authentication for **250+** JCCO employees.

Added **Cloud Fax Service.** Clerks can use their scanner to send receive/faxes without getting up from their desk.

Worked with the **Kentucky Transportation Cabinet** to overcome challenges with new software.

1,000 tb

Upgraded Election Center warehouse cameras to hold **one petabyte** of data.



The Jefferson County Board of Elections is comprised of (from left) Linda Huber, Bobbie Holsclaw, Colonel John Aubrey, and Carl Bensinger.

The Jefferson County Board of Elections is a bipartisan entity consisting of County Clerk Bobbie Holsclaw, Jefferson County Sheriff Colonel John Aubrey, Republican Member Linda Huber, and Democratic Member Carl Bensinger. The Board is tasked with several key responsibilities: ensuring the protection of voting rights for all eligible citizens in Jefferson County, overseeing federal, state, and local elections within the county, and ensuring the staff maintains accurate voter registration records. As the chairperson of the Board of Elections, the Jefferson County Clerk ensures compliance with all election-related mandates outlined in the Kentucky Constitution and the Kentucky Revised Statutes, a task carried out by the staff of the Jefferson County Clerk Election Center.

The Election Center staff is a bipartisan team committed to conducting elections freely, fairly, and securely throughout the year. Their duties include registering voters in Jefferson County, training thousands of election officers for each election, adhering to all Kentucky Revised Statutes related to election law, managing candidate filings across the county, and storing and maintaining all voting equipment used in Jefferson County. The Election Center staff also plays a crucial role in implementing technological advancements to enhance the voting process and ensuring that all systems are up-to-date and function smoothly. The team provides comprehensive training sessions for election officers, equipping them with the knowledge and skills necessary to handle any challenges that may arise during elections. Through these efforts, the Election Center staff strives to maintain transparency and trust in the electoral process, reinforcing the democratic principles that underpin our community.





Top: Election Officers are trained by the Election Center staff for every Primary and General Election. Above: We relocated the Election Warehouse to a new warehouse with over 60,000 square feet for housing equipment and records.

Visit the Election Center website
For voter registration information, upcoming elections, how to volunteer to be an election officer, and much more.

Accomplishments

81,896

Jefferson County had **81,896** voters participate in the 2024 Primary Election.



4,544

Trained and employed **4,544** election officers for both the Primary and General Elections.



627

In the 2024 General Election there were **205** polling locations serving **627** precincts.

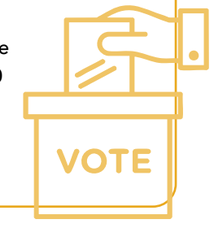
205

The 2024 Primary Election had **627** precincts and **205** polling locations across the county.



334,792

Nearly **113,000** voters took advantage of early voting for the General Election. We offered **20** early voting locations for three days prior to the election for a total voter count of **334,792**.



The Communications, Media, & Public Relations Division serves as a vital link between the Jefferson County Clerk's Office and the community. Employees in this division are instrumental in cultivating positive relationships with the public, media, and community leaders. The team shares crucial updates via both traditional and digital media platforms. Additionally, they actively promote the Office's initiatives at events such as fairs, festivals, and parades. They also ensure timely and friendly responses to customer reviews and inquiries. This division has successfully enhanced community engagement and awareness about the Office's services and programs through their efforts.

By leveraging social media channels, they have not only broadened the Jefferson County Clerk's Office's reach but also fostered a more interactive dialogue with residents. Since rebranding JCCO's social media presence, the team has found that its audience enjoys a combination of informational and engaging content in short videos, pictures, and infographics. To do this and keep up with branding, the team has Comment Card Mondays, where they highlight team members, Q&A Wednesdays, where the community can ask the County Clerk questions, and FAQ Fridays, where the team answers customers' frequently asked questions. This proactive approach has been pivotal in building trust and transparency, ensuring that the Jefferson County Clerk's Office remains accessible and responsive to the community's needs. Furthermore, their creative campaigns and educational outreach initiatives have inspired civic participation and highlighted the importance of local governance

Connect with the Public Relations team
Scan here if you are interested in a free civic lesson or to organization a mock election for your school, company or organization.





Communications, Media, & Public Relations staff answer questions from the news media.

Communications, Media & Public Relations

Accomplishments

Coordinated civic education tours for the **Global Louisville Leadership Academy**, a premier leadership training program part of the Louisville Metro Office for Immigrant Affairs, and with the World Affairs Council.

Initiated high school-level **election preparation presentation** and continued facilitation of elementary school student **council elections**. This help students understand the importance of voting and the role it plays in our society.

230,000

In the past year, the JCCO Facebook page has gained **706** followers, and its overall content interactions have increased exponentially. The page has had over **10,000** interactions with its content over the past year, which has led to nearly **230,000** views.

Revamped the **Employee Edition** newsletter and received a Kentucky Association of Government Communicators Award of Merit.





Our Communications, Media, & Public Relations staff photographs and work at public events throughout Jefferson County.

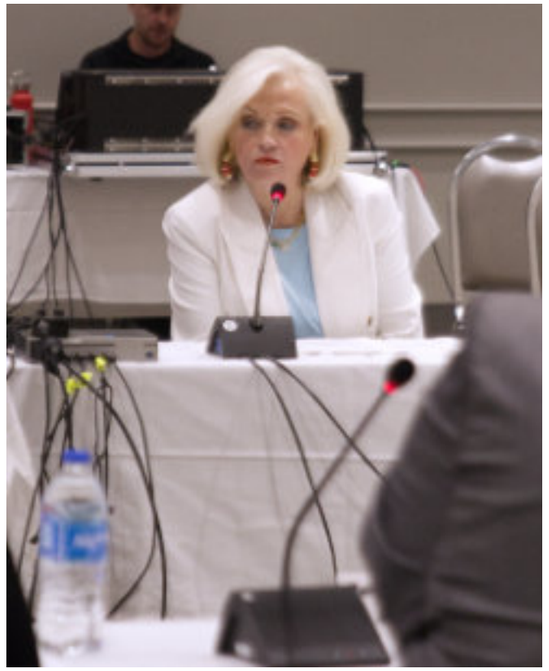
The Government Affairs division advocates for you by collaborating with various agencies and championing laws that serve the public interest. This division enhances inter-governmental relations, performs legal research, provides testimony in courts and legislative sessions, analyzes statutes, and undertakes special projects like grant applications. Government Affairs played a crucial role in the passage of significant legislation. The Government Affairs division collaborated closely with sponsors to enact HB 580, a technical clean-up bill impacting multiple facets of election law.

This legislation included:

- Modifying the terms for party members of the board of elections to serve until one year after a presidential election.
- Allowing mail-in ballots for eligible incarcerated voters.
- Limiting the storage duration of surveillance tapes to 60 days post-election.
- Fully reinstating the County Clerk student art contest to encourage voting.

House Bill 580 allows the Jefferson County Clerk's Office to reinstate the "License to Vote" Art Contest! The "License to Vote" Art Contest is a vital initiative encouraging students across elementary, middle, and high school divisions to channel their artistic talents into promoting democracy and voter engagement. This creative twist not only pays homage to our office's dual roles in election oversight and motor vehicle registration adds excitement and practicality to the competition. Winners will be announced at the Grand Finale on April 17, 2025, at the Frazier Museum.

Our office also collaborated to streamline HB 53, which pertains to the post-election hand-eye count ballot audit. This process was executed smoothly following the 2024 General Election, where one voting machine was emptied, and one race identified by the Secretary of State was hand-counted for auditing purposes.



Jefferson County Clerk Bobbie Holsclaw addresses legislators.

[The HB 580 is] a technical clean-up bill impacting multiple facets of election law."

Furthermore, we provided recommendations on HB 488, a bill aimed at clarifying the procedure for recording mortgage amendments. This now explicitly mandates that any amendment, renewal, modification, or extension of a recorded mortgage must include a complete list of elements required for a standard mortgage.





Above: *Directors address legislators about security for counties.* ***Left:*** *New in 2025, the "License to Vote" Art Contest is making a triumphant return.*

Twenty twenty-four was an exceptional year for the Jefferson County Clerk's Office, as we received accolades across the Commonwealth of Kentucky for our team's commitment to best practices. Below is a list of some of the honors we attained.

Rosie the Riveter

Jefferson County Clerk Bobbie Holsclaw was delighted to be among the recipients of the 2024 Rosie the Riveter Awards, presented by the Louisville Metro Council Women's Caucus! The award recognizes outstanding women leaders in our community. We extend our heartfelt thanks to Councilwoman Paula McCraney for the nomination. The event's theme, Women in History: Then and Now, celebrated the contributions of women throughout the ages. Serving as the County Clerk is a privilege Bobbie deeply cherishes and aspires to inspire more young women to engage in civic responsibilities!

JCRP Indispensable Award

In July, Bobbie Holsclaw was honored by the Jefferson County Republican Party. They recognized her with the JCRP Indispensable Award at their annual dinner, which was hosted at the Waterfront Botanical Gardens. She said, "It's a privilege to be acknowledged in this way, and I sincerely appreciate the support of everyone involved. Here's to continuing our work together for the benefit of our community."

2024 KAGC Awards of Excellence

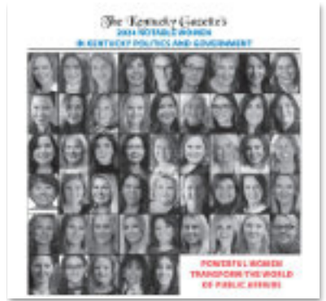
The Kentucky Association of Government Communicators (KAGC) Awards of Excellence honors outstanding achievements in communications materials and campaigns by public agencies. The 2024 Awards of Excellence attracted over 200 entries from local and state organizations, with winners announced on October 18, 2024. Congratulations to the Jefferson County Clerk's Communication, Media, and Public Relations team for earning an Award of Merit in the Printed Newsletter category at the KAGC awards for the Employee Edition! The newsletter showcases not only the latest updates and initiatives from the Clerk's Office but also highlights community involvement and engagement efforts, underscoring the importance of transparent communication in government. Kudos to the entire team for their outstanding achievement!



Bobbie Holsclaw is presented the "Rosie the Riveter" Award by Metro Council members Paula McCraney and Jennifer Chappell.

2024 Notable Women In Kentucky Politics And Government

Each year, the Kentucky Gazette the newspaper releases a special edition to honor Notable Women in Kentucky Politics and Government. For 2024, Jefferson County Clerk Bobbie Holsclaw was proudly recognized among the honorees! Her steadfast commitment to public service and her impactful leadership have made significant strides in enhancing the lives of Kentuckians. Bobbie's dedication to ensuring transparency and efficiency in government operations has set a benchmark for many aspiring leaders. Her recognition in this prestigious list not only celebrates her achievements but also underscores the vital role women play in shaping the political landscape of Kentucky. As a beacon of inspiration, Bobbie continues to empower others, encouraging more women to engage in leadership roles and contribute to improving their communities.



Kentuck Gazette recognizes Bobbie Holsclaw.

KYTC Award Secretary's Hero Award

In September 2024, our Systems Analyst, Natalie Soto, was recognized with the Secretary's Hero Award for her dedication to the Commonwealth of Kentucky and her commitment to the successful implementation of KAVIS, the largest transformation of vehicle registration in the state's history. Congratulations, Natalie!







Top: *Communications team wins Award of Merit.* ***Above:*** *Jefferson County Republican Party Chairman, Don Fitzpatrick honors Bobbie Holsclaw.* ***Left:*** *Natalie Soto presedented the "Secretary's Hero" Award@*



The Jefferson County Clerk's Office poudly donates to the "Crusade for Children."

In 2024, the Jefferson County Clerk's Office enjoyed another remarkable year of community support, all thanks to the dedication and generosity of our exceptional team of 260 employees. Their relentless efforts created a significant impact not only within Jefferson County but also throughout the Commonwealth.
Here's a look at the outstanding contributions made by our VIP staff:

Crusade for Children

Our team united to raise $20,733.05 for the Crusade for Children, aiding children with special needs in our region. Their commitment to this cause highlights our office's dedication to positively influencing the lives of those in need.

Pink Out

Through a variety of fundraising events and initiatives, our staff showed unwavering support for breast cancer awareness. Together, they raised $460, which contributes to essential research and support services for those affected by breast cancer.

Christmas Tree Contest

To add a festive spirit to our community outreach efforts, our team engaged in the Shriner's Christmas tree decorating contest. The event raised $25,000 to spread holiday cheer and support local initiatives during the season.

These impressive accomplishments showcase not only the hard work and generosity of our staff but also their commitment to making a meaningful difference in the lives of others. We take immense pride in their dedication and ongoing efforts to serve our community.







Above: *The Jefferson County Ckerk's Office decorated a beautiful tree for the Shriner's Christmas Tree Decorating Contest!* ***Top:*** *Our staff wearing their pink to raise money for breast cancer awareness.*

Bobbie Holsclaw
Jefferson County Clerk
527 West Jefferson Street
Louisville, Kentucky 40202

Bringing you VIP service!

***- Bobbie Holsclaw,** Jefferson County Clerk*



As your Jefferson County Clerk, it is my mission to provide every citizen with VIP service by bringing Value, Integrity, and stellar Performance to every interaction or business transaction we conduct. From our day-to-day work renewing vehicle registrations to providing free, fair, and secure voting on Election Day and everything in between, our valuable team members show that the vital services their local government provides can be done efficiently, conveniently, and with a positive approach.

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