

Ryan L. Wood
County Administrator

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**INFRASTRUCTURE COMMITTEE
THURSDAY, MAY 16, 2019 AT 11:00 A.M.
CLINTON COUNTY COURTHOUSE
BOARD OF COMMISSIONERS ROOM
100 EAST STATE STREET, ST. JOHNS, MI 48879**

1	11:00	CALL TO ORDER, ADDITIONS TO THE AGENDA
2	11:02	LIMITED PUBLIC COMMENTS
3	11:05	FAIRGROUNDS- MSU EXTENSION UPDATE (NO ATTACHMENT)
4	11:15	SERVICES AVAILABLE ON COUNTY WEBSITE: A) COUNTY CLERK B) COMMUNITY DEVELOPMENT
5	11:35	DISCUSSION REGARDING TECHNOLOGY CONNECTIVITY WITH LOCAL GOVERNMENT UNITS (NO ATTACHMENT)
6	11:45	COMMISSIONERS' COMMENTS
7	11:50	ANY OTHER BUSINESS
MEETING STARTS PROMPTLY AT CALL TO ORDER TIME LISTED. AGENDA ITEM TIMES MAY VARY		

PACKET INFORMATION IS CURRENT AS OF POSTING DATE. **NOTE:** ADDITIONAL INFORMATION MAY BE PRESENTED ON SCHEDULED AGENDA ITEMS. AGENDA ITEMS MAY ALSO BE ADDED DUE TO BUSINESS NEEDS.

TO REQUEST ACCOMMODATIONS OR MATERIALS IN AN ALTERNATIVE FORMAT, PLEASE CONTACT ADMINISTRATION AT (989)224-5120 OR TDD USERS WITHIN CLINTON COUNTY MAY DIAL 9-1-1 FOR GENERAL COUNTY SERVICES OR USE MICHIGAN RELAY 1-800-649-3777 OR THE NATIONAL RELAY NUMBER OF 7-1-1 NO LATER THAN 48 HOURS PRIOR TO THE MEETING.

4a

Diane Zuker

Clinton County Clerk ~ Register of Deeds


County Clerk

Courthouse
100 E. State St., Suite 2600
St. Johns, MI 48879
(989) 224-5140 Fax (989) 227-6421



Register of Deeds

Courthouse
100 E. State St., Suite 2500
St. Johns, MI 48879
(989) 224-5270 Fax (989) 227-6473

Date: March 12, 2019
To: Ways & Means Committee
From:  Diane Zuker, Clerk/Register
Re: Office Technology Update

This memo is intended to provide you with an overview of efficiencies created by technology within the Clerk and the Register of Deeds Offices. In the 30 plus years I have worked for the county, technology has grown by leaps and bounds. Below is an outline of each of my departments and the efficiencies we have realized with the implementation of new technology.

Clerk's Office

Vital Records

- *Deketo Software* implemented in 2000 has allowed the Clerk's Office to create indexes and image records such as Birth, Death, Marriage, Military Discharges(DD214's), Assumed Name Certificates, Co-Partnerships, Notary Publics among other items making them retrievable with just a few clicks of a mouse. Staff can quickly pull up records and produce copies within a matter of minutes, rather than hand searching for the records and making copies on a copy machine.
- Online Marriage Applications was developed in house a few years ago. Marriage applicants have the ability to apply on-line saving the customer a trip to the office and reducing customer traffic in the Clerk's Office.
- *Conceal Pistol Portal is tied to Michigan State Police.* The system allows the Clerk's Office to communicate with MSP regarding Concealed Pistol Licenses. Licenses are generated from this system, in addition to creating suspension notices, revocation and renewal notices.
- *EDRS (Electronic Death Recording System)* provides the ability for recording Death Certificates electronically. The records are electronically routed between doctors, funeral homes and the Clerk's Office. Funeral homes can place their orders for copies of the records and are billed on a monthly basis.

Court Records

- *Onbase Imaging Software* implemented in January 11, 2011 provides the ability to scan all court documents, electronically store and retrieve the records for customers in an expeditious manner. Additionally, documents are electronically routed to other Court offices. Court orders are electronically routed and signed by the judges. Record retrieval is much more efficient with this system.
- *Trial Court System (TCS) Software* implemented November, 2017. This replaced the MiCourt System that we began utilizing in November, 2014. The software helps staff maintain records of actions in each case file, including financial records. This software can be accessed at various levels by other departments within the county who are affiliated with the courts. Public access is currently limited to searching case names on-line. The new TCS software does not allow the public to get as much detail as they used to in view of the fact that SCAO does not have a program written to allow for such at this time.
- *MCAP Reporting* – Electronic caseload activity reporting between the County and Judicial Information Systems.
- *MiFILE* – Statewide electronic filing. The goal of MiFILE is to allow litigants to file case documents from anywhere at any time. Courts will be implemented in waves. In 2018, the MiFILE team completed implementation of the model courts. Clinton County is in wave 6.

Election Records

- *Hart Voting System Software* allows the Clerk's Office to design and layout ballots and submit ballot images directly to a vendor ready to print. Additionally, this software allows election night results to be transmitted via modem reducing the chance for errors on election night and further allowing the public quicker access to election results on-line.
- *Qualified Voter File (QVF)* was upgraded to QVF Refresh in 2018. This Statewide Voter Registration software that has been utilized for many years. Election data is entered in to this system for each election which is interfaced with the Hart Voting System Software/Verity to assist in the design and layout of ballots.

Register of Deeds Office

Recording Software

- *Eagle Recorder Software* implemented in June 2000 has periodically been upgraded throughout the years. This software allows staff to efficiently record documents by scanning and receipting at the same time. Typically the turnaround time for recording a document received over the counter or via the mail is complete within 24 hours.
- *eRecording Software* is an additional piece of software tied with the Eagle Recording software. This allows documents to be transmitted from the outside in an electronic format. When documents are received this manner, the turnaround time can be just a matter of minutes, depending on the current workload being experienced by staff.
- *eRouting Software* compliments the eRecording software, by allowing documents to be electronically routed to the County Treasurer for review and Tax Certification when required. The use of this software eliminates staff hand carrying records back and forth between the departments, unlike receiving them for recording in paper form.

- Deeds on-line search has been available for a number of years. The public has the ability to access land records, purchase and print them from the comfort of their home or office, helping reduce the amount of customer traffic in the office.
- House Accounts are available for our regular customers. These customers are able to place money on deposit and work off their account balance or to charge against their account. Statements are sent to customers on a monthly basis by email. Additionally, our eRecording companies submit payments on their accounts via ACH on a daily basis.

Clerk and Register of Deeds Offices

Credit Card Acceptance

- Register of Deeds began accepting Credit Cards in the office in 2016 for services provided within the office.
- The County Clerk's Office will begin accepting Credit Cards on-line and in the office by the end of March, 2019. The majority of fees collected by the Clerk's Office will now be able to be paid by Credit Card if the customer so chooses. Additionally, customers can order documents on-line using credit cards as their payment method, which will expedite the turnaround time for orders to be completed. Court ordered assessment may also be paid with credit card.

PayPal

- Customers can pay for services utilizing PayPal in both the Clerk's Office and the Register of Deeds.

Other

- *MUNIS/Accounting Software* is utilized to enter purchase orders, balance Trust and Agency Accounts, etc.
- *CivicPlus* – Ability to update our own webpages.

Doug Riley
Community Development
Director

Clinton County Community Development
100 E. State Street, Ste. 1300
St. Johns, MI 48879
Building Department: (989) 224-5181
Planning & Zoning Department: (989) 224-5292
Fax: (989) 227-6492
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MEMORANDUM

TO: Ryan Wood, County Administrator
Infrastructure Committee

FROM: Doug Riley, Community Development Director *DR*

SUBJECT: **Use of Technology in Community Development**

DATE: May 13, 2019

Following are three (3) notable examples where recent technological upgrades have improved Community Development Department functions:

On-Line Permitting (Building and Trade Permits): The Department implemented, as approved by the Board of County Commissioners, an on-line permitting program (web based) for certain single inspection building and trade permits. This has proven very beneficial for contractors for more straightforward permits; (primarily as it allows permits to be obtained without applicant's having to come into our office). The use of this program continues to increase as contractors get familiar/comfortable with it. Tied to this program was the installation of credit card payment capabilities (both on-line and in-office). This has also proven to be a valuable customer service improvement.

GIS: This Department's use of the MIS/GIS Department's Geographic Information System (GIS) program and associated mapping has been invaluable over the past couple of years. The use of this on-line mapping program for the Department includes:

- Map and aerial photo consultations with customers (for building permits, land divisions, rezonings, etc.) and agencies. This program also allows basic property measurements to be completed (sometimes avoiding property owners to complete costly surveys). The use of large computer monitors within the Department meeting areas have also greatly improved consultation abilities.
- Realtor/Appraiser use: Realtors and Appraisers in particular have touted this mapping program which allows them to complete basic property research (parcel sizes, zoning, etc.) without having to call or stop into the office.
- Reports: The insertion of maps and aerial photos from this program into Planning Commission, Board of Appeals and Board of County Commissioner reports have aided in the review of development applications.
- Noticing: the insertion of maps and aerial photos from this program into our (statutorily) required adjacent property owner notifications have greatly added the transparency and understanding of proposed development applications.

Web/Cloud Based Packets: Submitting packets to review agencies, (such as the BOCC), electronically has significantly reduced copying and production/paper costs.

This Department continues to look at additional technology advancements in our operations. This could include improved on-line applications (fillable forms), electronic submittals of development applications, inspectors using field tablets to download inspection results directly into our database with associated auto customer alerts of results, etc. These may entail both new/enhanced software and personnel training as part of implementation efforts.

If you have any questions or need any additional information in these regards please let me know.