

# GSCCCA Update

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March 2008

An update on the activities of the Georgia Superior Court Clerks' Cooperative Authority

## Board of Directors

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## Kudos to Customer Support

Congratulations to the Authority Customer Support Team for another outstanding year of supporting technical needs and resolving problems for clerks and their staff and for our website customers. The statistics below speak to the volume of work that this team handled in 2007, and the efficiency and effectiveness of their performance in this very important area:

- ☎ Total calls: 21,042
- ☎ Answer rate of 98% exceeded industry standard of 97%
- ☎ On average calls were answered in 30 seconds or less
- ☎ First call resolution rate of 73% exceeded industry standard of 70.9%
- ☎ Calls from counties: 40% of call volume
- ☎ Calls from website customers: 52% of call volume
- ☎ Total e-mail requests: 4,185



**Authority Customer Support Team, pictured from left to right: Dwayne Turner, Nicolina Montoro, Nicole Whitfield, Cassandra Dowdell and Nathan Taylor.**

The Customer Support Team is available to support you Monday through Friday, from 7:30 a.m. to 6:00 p.m. EST. Please contact them at [help@gsccca.org](mailto:help@gsccca.org) or by calling one of the following numbers: 404.327.9760 (local) or 800.304.5174 (toll free).

## R.E. Indexing Standards Training Offered

The Authority is committed to offering training on Real Estate Indexing Standards around the state and has already confirmed three dates and locations:

- ⇒ March 12 in Cordele
- ⇒ April 16 in Hinesville
- ⇒ June 18 in Fayetteville

These classes will review the GSCCCA Statewide Standards for

indexing real estate, lien and plat records. Taught by Phil Kobierowski, one of the authors of the Standards, and suitable for new and experienced indexers, the course will include:

- ⇒ the reasoning behind the Standards;
- ⇒ the latest changes to the Standards;
- ⇒ various deed and lien instrument types and their purpose;

- ⇒ indexing difficult instruments such as those from securitization trusts; and
- ⇒ displaying the Online Standards Training Course.

Go to [www.gsccca.org/training](http://www.gsccca.org/training) to register online. With questions, contact Training Coordinator Rachel Rice, at 800.304.5175, x1010, or [rachel.rice@gsccca.org](mailto:rachel.rice@gsccca.org).

# January Board Meeting Review

The Authority Board of Directors met on January 9 for its quarterly meeting. Following is a summary of the reports and actions of that meeting.

## General Business:

The minutes of the October 10, 2007, board meeting were presented and approved unanimously by the board.

Greg Morgan, with Mauldin & Jenkins, presented a review of financial reports for the Authority. He concluded that the overall financial health of the Authority is on solid ground and the immediate future appears to be good.

## Project Updates:

■ **UCC Project:** An update on the project highlighted that the number of UCC filings has remained relatively unchanged during the past several years. The project is stable and producing the revenue necessary to operate the project.

■ **1992 Historical Deed Project:** It was reported that approximately eighty-five counties have deed data available back to January 1992.

■ **Deed Indexing Certification Test:** A report was given on the development of this test which requires that anyone indexing historical deeds take and pass the certification test to demonstrate sufficient proficiency indexing deed data. The test is complete and in a beta-testing mode. The test consists of twenty instruments from which multiple test questions are derived. The instruments have been selected from actual deeds filed in the state of Georgia. A motion was approved by the board to require that a unique identifying number for the indexer be imbedded in each transmitted record.

## Online Training:

Training Coordinator Rachel Rice presented a report on the Notary Online training classes. A total of ten classes will be held. When available, the online renewal process

will be beta-tested before a full “roll out.” The board requested that a marketing piece be made available to clerks so that the notary online application process can be advertised locally.

At the time of the board meeting, the Online Notary Training Course had attracted more than 350 registrants with 109 taking the notary test. The Online Fines and Fees Course had seen a 78% increase in first-time users during the past three quarters. The 2008 training schedule is being finalized and will include six one-day sessions at various sites throughout the state.

## Fines and Fees Division:

John Earle presented a report on the Fines and Fees Division. The F&F Division is allowed to collect up to \$500,000 per year for operations but only needed approximately \$180,000 for the first six months of the fiscal year. It was projected that F&F collections will level off FYE 06/30/08 at approximately \$86 million dollars which is approximately the same as FY 2007.

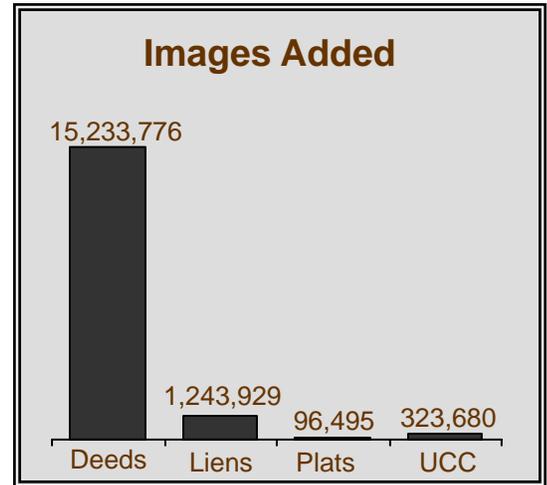
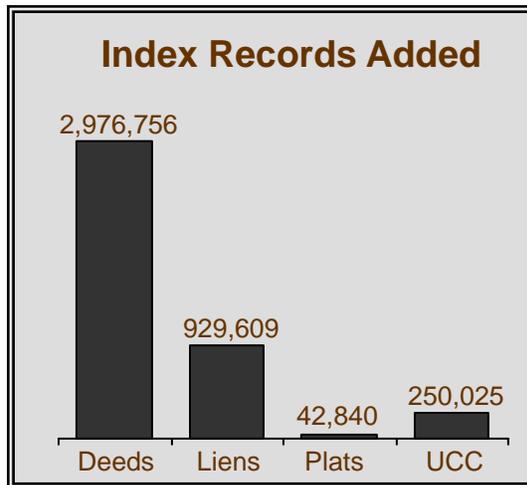
The F&F Division instituted a court review process at the beginning of 2007 to gather data in order to make a determination if courts were actually reporting accurate data. Approximately 800 courts were deemed to have been reporting accurately. The remaining 300 courts were re-evaluated and that number has been reduced to 38. These remaining 38 courts have a range of issues as to why the Fines and Fees data being reported is not accurate. Authority staff continually attempts to work with these courts in order to clear up issues.

Mr. Earle reviewed a final Performance Audit Report issued by the Department of Audits. Mr. Earle related that he strongly disagrees with the tone and the conclusions put forth in the DOA report. Ms. Rogers stated that she fully supports the Fines and Fees

*Cont. on Page 3*



# 2007 Authority System Statistics



Function	Weekly	Monthly	Yearly
Estimate of Spam Filtered	37,000	153,000	1,833,000
Amount of Data Backed-up	4.5TB	20TB	240TB

1 Terabyte (TB) = 1,000 Gigabytes = 1 trillion Bytes

**Number of Days we can currently run on the generator:  
~6.25 days without refueling**

## *Board Meeting Review—Cont. from Page 2*

staff and is very appreciative of all of the work done to date. She stated that the Authority board should reflect and be prepared to respond to any inquiries or issues that may arise as a result of the distribution of the DOA report.

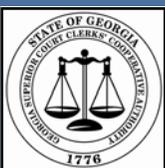
### Other Issues:

■ **HB 369:** A report was given on HB 369 which modifies the Civil Case Filing Forms. The forms have been modified and vendors have been making changes to their programs in order to correctly transmit data. To date, no issues have been raised because of the form modifications.

■ **E-filing Module:** It was reported that the core application for the E-filing Module has been developed. A motion was approved by the board to allocate additional funds in order to acquire more resources to move the project along at a faster pace.

■ **2008 Board Meetings:** A motion to schedule board meetings for April 9, July 9 and October 8, 2008, was approved.

■ **Sunset Provision:** A motion to explore the elimination of the sunset provision and to pursue legislation to that end was approved by the board.



# Are you planning a move?

If your office is planning a move or a renovation that will require moving computer or phone lines, please make note of the following information:

⇒ Please call (800.304.5174 or 404.327.9760) or e-mail (help@gsccca.org) Customer Support as far ahead as possible to let us know about the move. In the case of the data communication and phone lines, the provider and/or phone company normally require a standard 45-60 days notice. If proper notification is not received, it is likely that your network service will be interrupted.

⇒ If you are put in a situation where you can't control the date of the move, please still contact Customer Support and we will do our best to prevent your system(s)/office from being down for an extended period.

⇒ It is important to remember that Protective Orders need to be scanned/faxed to us the day your office receives them in order for us to get them to the GCIC registry. Also, if the lines are not set up so that you can scan UCCs to us for a day or two, you can still fax them to us. Please remember, the delay by even one county in sending its UCCs causes a delay in the advancement of the state's Good-Through Date.

⇒ Although we do not physically move equipment, we will assist with disconnecting and reconnecting equipment provided by the GSCCCA. You may request that a CSR be onsite during your move.

If you have any questions, please feel free to contact the Authority Customer Support staff at the numbers listed above.

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## Online Notary Training

Training Coordinator Rachel Rice conducts an Online Notary Training session in the Columbia County Clerk of Superior Court office. Many thanks to Authority Board Member Cindy Mason for the use of her office for this session.

