

## Board of Directors

### Chairman:

**Tom Lawler**  
Clerk of Superior Court  
Gwinnett County

### Vice Chairman

**F. Barry Wilkes**  
Clerk of Superior Court  
Liberty County

### Secretary/Treasurer

**Jean H. Rogers**  
Clerk of Superior Court  
Crisp County

### David J. Burge

Partner – Smith,  
Gambrell & Russell, LLP

### Connie H. Cheatham

Clerk of Superior Court  
McDuffie County

### C. Michael Johnson

Attorney at Law  
Eastman

### Cindy Mason

Clerk of Superior Court  
Columbia County

### Arch W. McGarity

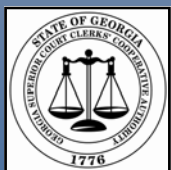
Chief Judge  
Superior Courts  
Flint Judicial Circuit

### Gail C. Robinson

Commissioner  
Houston Co.

### Rhett Walker

Clerk of Superior Court  
Dodge County



### GSCCCA

1875 Century Blvd  
Suite 100  
Atlanta, GA 30345  
Tel: 404.327.9058  
Tel: 800.304.5175  
www.gsccca.org

## Authority Shows Strength in Tough Times

A Roman author said more than two millennia ago that anyone can steer the ship when the sea is calm. The true test of endurance and stamina, he continued, is to navigate through rough waters. This past fiscal year has seen some of the roughest possible waters. Yet despite the struggling economy, the Georgia Superior Court Clerks' Cooperative Authority completed its 2009-2010 fiscal year financially and operationally solid.

Amidst the most challenging economic environment in decades, the Authority demonstrated strength and resilience and delivered solid results through excellent revenue management, tight cost controls and outstanding productivity. Since its humble beginnings in 1995, the Authority has grown into a diverse entity that is respected both locally and nationally for its progressive, innovative and effective approach to problem solving. For this reason, it has been sought by other government and not-for-profit groups to partner on a variety of issues. The Authority now oversees the following projects:

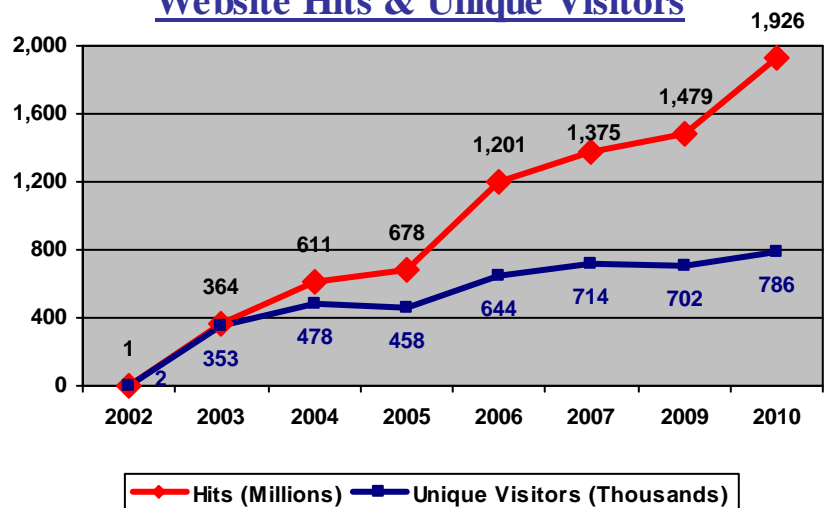
- UCC Project
- Real Estate Deed Project

- Historical Deed Project
- Plat & Lien Project
- PT-61 Project
- Civil Case Filing Project
- Offender Based Tracking Project
- Notaries Public Division
- Fines & Fees Division
- Georgia Protective Order Registry
- Carbon Sequestration Registry
- Data Archive Project
- eFiling Project

The Authority did not escape the recession completely as real estate fee income was dramatically reduced as a direct result of the economic environment. Consequently, the Authority Board reaffirmed their difficult,

*Continued on Page 4*

### Website Hits & Unique Visitors



# July Board Meeting Review

The Authority Board met on July 14 for its quarterly meeting. Following is a summary of the reports and actions of the meeting.

## General Business:

The minutes of the April 14, 2010, board meeting and May 17, 2010, conference call were presented and approved by the Board. The Accountant's Review of Financials was presented and it was stated that the financial report is a simple reflection of the down-turn in the economy adversely affecting revenue. A net loss of \$1.3M for FY 2010 ending June 30 was reported.

## UCC Project:

An update was given on the UCC Project. It was reported that 193,000 UCCs were filed statewide during FY 2010. The total number of filings continues to decline as a result of the economy.

## Training:

An update was given on the training efforts of the Authority. It was reported that approximately 11,000 people have taken advantage of online training and that in-person training classes were scheduled for Fines and Fees and Real Estate Indexing Standards. (See Page 5.)

## Fines & Fees Division:

An update was given on the Fines and Fees Division. It was reported that collections are robust due to the new Judicial Operations Fund Fee.

## Historical Deed Project:

The Historical Deed project continues to be suspended until such time that the Board determines that sufficient funds are on-hand to cover expenses.

## eFiling Project:

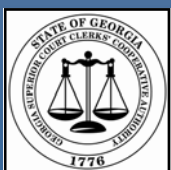
An update was given on the eFiling Project and it was reported that 51 counties have signed up to become an eFiling county. Of that 51, 23 are active and processing eFiled UCCs. Another 28 are awaiting training/activation. (See Page 3 for current numbers.) Training is conducted remotely offering flexibility in scheduling.

An update was given on Real Estate eFiling and it was reported that work continues on the development of administrative rules that will govern real estate eFiling. Priority has been set for real estate UCCs, tax liens and cancellations to be implemented before moving on to other types of documents.

An update was also given on efforts by the Authority to create an eFiling process for child support documents. Development continues with a meeting scheduled to learn more about the AOC child support system.

## Other Issues:

The Authority's 2009-2010 Accomplishments and Year-end Report was presented to the Board. To highlight, \$2.7M was returned to clerks' offices/counties for print fees collected from [www.gsccca.org](http://www.gsccca.org). More than 22,000 calls were effectively handled by the GSCCCA Help Desk. Approximately 4.3M UCCs have been indexed and 120,000 certi-



*Continued on Page 3*

## 57 Counties Sign up for UCC eFile!

The Authority successfully launched its eFile site last spring and it continues to grow. Currently, 57 counties have signed up for UCC eFile, 41 counties have been activated, and over 7,500 UCCs have been electronically filed.

Currently, the eFile site only accepts UCC documents for electronic filing; however, it is structured to support multiple types of filings from real estate to court filings, and will be expanded as mandated by the Authority Board. Work continues on the administrative rules that will govern Real Estate eFiling and the Board has decided that real estate UCCs, tax liens and cancellations will be implemented before moving on to other types of documents. The Authority also continues to work on creating an eFiling process for child support documents and recently met with the AOC to learn more about their child support system.

If you are interested in signing up to be able to accept electronically filed UCCs, please contact Rachel Rice at [Rachel.Rice@gsccca.org](mailto:Rachel.Rice@gsccca.org) or 404-327-7322 for full details. Training is conducted remotely offering flexibility in scheduling.

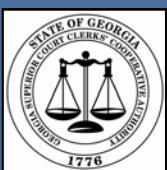
### *Board Meeting Review — Cont. from Page 2*

fied searches have been conducted by the Authority since the inception of the UCC Project in 1995.

The following motion was made: "Mr. Chairman, the Authority has received a request for review by MainStreet Technologies, Inc. related to a matter pending under the Authority's Vendor Dispute Procedure. In accordance with Section 12 of the Authority's Vendor Dispute Procedure, I move that the following persons, Mr. Barry Wilkes, Mr. David Burge and Ms. Connie Cheatham, be appointed to serve on a committee to review the record regarding



the protest and to issue a written decision on behalf of the Authority." The motion was approved unanimously by the Board. ■



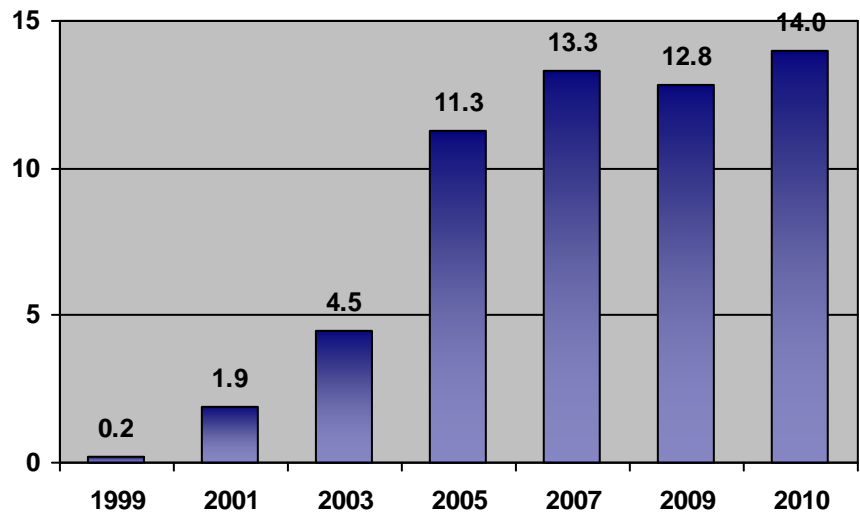
*Authority Shows Strength — Cont. from Page 1*

yet prudent, decision from FYE 2009 to temporarily suspend the Historical Deed Project. Despite reduced revenues (down more than 40% compared to FYE 2007 and 10% compared to FYE 2009), the Authority still managed to complete projects, grow existing programs and even devel-

op several new initiatives. Even during a tough year, the Authority moved forward. Below are some of the highlights from the 2009-2010 fiscal year:

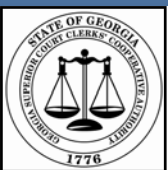
- Successfully launched eFile site to the public and now accepting UCC documents for electronic filing. (See more details on Page 3.)
- Completed the establishment of a fully redundant Remote Data Center and brought it online October 1, 2009. As a result, the public will be able to search the Authority's databases without interruption even if the Authority's primary data center is destroyed in a disaster. Additionally, the Authority has been able to failover to the Remote Data Center to conduct maintenance at the primary data facility without the need to schedule any downtime! This achievement marks the culmination of years of work and technological accomplishments.
- Maintained a compliance rate of close to 100% for all courts through a dedicated and consistent notification process by the Fines & Fees Division.
- Developed fifth online training course: "UCC Training."

Monthly Subscribers (thousands)



- Continued implementation of the Data Archive Project and had 96 counties participating on June 30 with 10 added this year. The statistics are staggering with the online vault containing over 213 million files totaling more than 22TB of data.
- Celebrated Notary Online's seventh year of serving the notary needs of Georgia counties by making enhancements and adding new features to the application. Participation in Notary Online increased to 99 counties by June 30.
- Created a program that complies with specifications set out by the Georgia State Archives to electronically transmit and store notary documents. This process will eliminate the need to maintain paper archives and will save significant money on paper, toner, storage and shipment costs.
- Created a "broadcast" website that serves as the home for all live media content produced by the Authority. All Authority board meetings are now streamed live over the internet, and then preserved and posted to the broadcast website for later

*Continued on Page 5*



### *Authority Shows Strength — Cont. from Page 4*

viewing and record keeping. The Authority's broadcast capability has also saved substantial costs and increased training exposure by allowing the Authority's Training Coordinator to remotely conduct training rather than traveling to a location.

- Developed an automated Quality Control System for the manual and automated verification of data in the Authority's consolidated index database.
- Initiated the design and development of software that can automatically detect land record data that is not in conformance with the Indexing Standards for Real and Personal Property. When developed, the software is intended to be used to preview and highlight possible errors in the index data for deed records.
- Implemented a major update to Scan-Send, the application that is used to transmit images from the counties to the Authority. The application now looks more professional, functions using industry standard technologies, and can be centrally managed.
- Reduced the overall Telecom budget by nearly \$60,000 annually by rebidding service, consolidating network lines, and terminating lines wherever possible.
- Eliminated \$20,000 in postal costs by converting to an Email Notary Renewal Notification System.
- Deployed 325 new workstations and monitors as part of the Statewide Computer Replacement Project for all 159 counties.

Our growth and success over the past year is also evident in the numbers ... from the thousands of phone calls and email requests successfully handled by Authority staff, to the millions of dollars returned to Georgia's counties, to the billion-plus hits to our website. Following are some of the highlights:

- Added over **9 million** images to the system this fiscal year for a current total of almost **180 million** images.
- Had over **1.9 billion** hits and almost **800 thousand** unique visitors to [gsccca.org](http://gsccca.org).
- Increased active monthly subscribers to [gsccca.org](http://gsccca.org) to **14,066**, a 10% increase.
- Paid counties almost **\$624 thousand** for deed images this fiscal year and over **\$7.2 million** for deed images over the last six years.
- Returned close to **\$2.7 million** to counties for prints (\$.25 per print) off the Au-

*Continued on Page 6*

## **Need training? Register for Authority Classes!**

The Authority has two more training classes scheduled for 2010:

### *Real Estate Indexing Standards Training*

October 19 GSCCCA office, Atlanta

### *Fines & Fees Training*

October 20 Barrow Co., Winder

Registration is available via fax at 866.847.4105 or online at [www.gsccca.org/training](http://www.gsccca.org/training). Class size is limited, so register today. With questions, contact Authority Training Coordinator Rachel Rice at 800.304.5175 ext. 1010 or [rachel.rice@gsccca.org](mailto:rachel.rice@gsccca.org).



*Authority Shows Strength — Cont. from Page 5*

thority website (a **13% increase** from last fiscal year) and over **\$10.7 million** for prints over the last six years.

- Received almost **22,000** calls (with an answer rate of **95%**) and roughly **4,700** email requests to HelpDesk.
- Issued **30,850** apostilles through the Notary Division.
- Received over **15,500** phone calls to the Notary Division fielding approximately **52** calls per day.
- Backed up over **264 TBs** of data, an increase of 56 TBs from last year.
- Blocked over **2 billion** spam emails!
- Collected and disbursed approximately **\$89.1 million** in court fees, a high level of collections during a slow economic period and a 3.4% increase over 2009.
- Conducted **54** training classes on various subjects across the state.
- Ordered, processed and shipped **1,700** pieces of new equipment to counties this fiscal year and over **10,000** pieces of new equipment over the last seven years.
- Indexed approximately **16,000** UCCs per month and conducted **800** Certified Searches per month. Since opening in 1995, the Authority has indexed almost

**4.3 million** UCCs and conducted almost **192,000** Certified Searches.

Beyond the pure numbers, though, our success has truly been felt in the response and feedback we continue to receive from clerks, bankers, lawyers, realtors and other customers about our product and how integral it has become to their business. We take seriously our goal of providing outstanding quality and supreme value to our customers. Moreover, we are committed to incorporating customer feedback into our product and technical decisions. The genesis for many of the accomplishments this fiscal year came from comments or suggestions from our customers. The goal of the Authority remains the same: to meet the changing needs of our constituents by offering quality products in a cost-effective manner while providing the best customer service in the business.

The Authority survived the economic storm and heads into the new fiscal year well prepared and positioned to capitalize on future opportunities as the economy begins to recover. ■

**Images in System (millions)**

