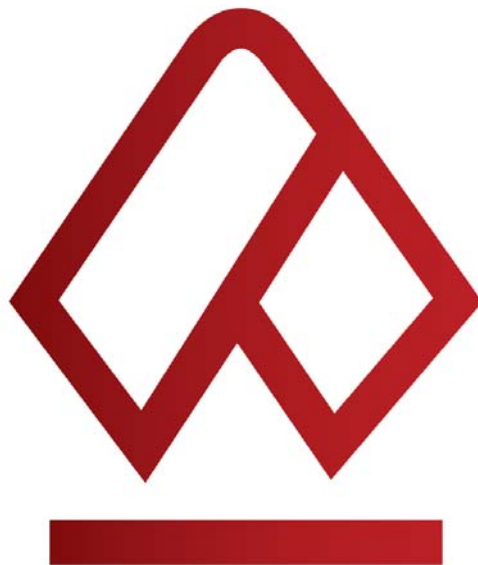


Georgia Superior Court Clerks' Cooperative Authority



2012-2013 Accomplishments & Year-end Report

Executive Summary

Henry Ford once said, “**Coming together is a beginning; keeping together is progress; working together is success.**” These simple words describe the journey that Georgia’s Superior Court Clerks have experienced through their Authority for the past two decades.

In 1993, Superior Court Clerks were galvanized by a common goal and came together in an overwhelming and proactive force to convince the Georgia General Assembly and other stakeholders to entrust them to create and operate the nation’s first centralized, statewide UCC filing system run by an agency other than the Secretary of State. Political obstacles were overcome and, on July 1, 1993, the **Georgia Superior Court Clerks’ Cooperative Authority was officially established.** Hundreds and hundreds of hours were then devoted to honing the framework for the statewide UCC system, and at 10:42 a.m. on January 3, 1995, the first UCC fax rolled in from Bleckley County. As current Authority Chairman Barry Wilkes would later write, “The first fax was symbolic of ... persistence. It was the culmination of half-a-decade of planning and hard work. It was a moment to be treasured, for it belonged to every Superior Court Clerk in Georgia.”

Rather than becoming the “dinosaurs of Georgia’s court system,” as many in the judiciary had projected, Georgia’s Clerks of Superior Court came together in 1993, stayed together through all the challenges and uphill battles, and worked together to create the success story we know today ... a paradigm for how government can and ought to work. From the beginning, the Georgia Superior Court Clerks’ Cooperative Authority has been an innovator within the public records arena, and in so doing, has led our state to the forefront of court technology. Using a mix of old-fashioned cooperation and state-of-the-art technology, the GSCCCA has made life easier for those who need access to real estate records, financing statements, civil and criminal case data, and other legal documents.

Today, the GSCCCA is a very different organization than the one that opened its doors in 1995. Since its establishment, the Authority has not only fulfilled its original purpose of establishing a statewide system for the indexing of UCC documents, but has successfully developed and implemented a variety of additional projects at the request of the Georgia General Assembly and other state agencies. 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:

- Notary Division
- Fines & Fees Division
- UCC Project
- Real Estate Deed Project
- Historical Deed Project
- Voluntary Historical Indexing Program
- Lien, Plat & Map Project
- Historical Plat & Map Project
- PT-61 Project
- Premium Search Account
- Data Archive Project (MyVault Archive Service)

- Microfilm Project
- e-File Project
- Civil Case Data Project
- Georgia Protective Order Registry
- Criminal Case Data Project (Offender-Based Tracking System)
- Carbon Sequestration Registry

In successfully developing and implementing these projects, the Authority modernized Superior Court Clerk offices and created several one-of-a-kind systems that integrated and standardized information from each of Georgia's 159 counties on a central website, www.gsccca.org. These databases provide accountability, uniformity, efficiencies and cost-savings by affording:

- Unprecedented access to valuable information ... free access through search terminals installed in all Clerk of Superior Court offices, and convenient internet access, by subscription, for those desiring 24-hour, 7-day-a-week access.
- Additional revenue for county governments.
- Information that allows lawmakers to more effectively set public policy.
- Critical and timely crime data to protect the safety of the public and law enforcement officers throughout Georgia.

The GSCCCA is governed by a board of ten members whose meetings are open to the public. The Authority was created, implemented and continues to operate without receiving any funds through local, state or federal taxes, and its activities undergo constant legislative oversight. The Authority has been continually praised for its wise use of available resources, and has proven to be a resounding success for offering unique services for Georgia counties and citizens.

Despite the sluggish economy that continues to affect revenue, **the Authority completed FY 2013 financially sound and operationally intact.** The resilience of our results is a testament to the quality of our products and our continued focus on managing costs. As always, we empowered our people to be innovative, to rethink how we work, to listen to our customers, and to strategically transform our operations for long-term efficiency and sustainable growth. Our success reflects the outstanding and prudent leadership of our Board of Directors, and the effort, skill and dedication of our professional staff.

Following are some of the highlights from the past fiscal year:

- Completely **redesigned the Authority's website**, www.gsccca.org, and launched the newly designed version this past spring. The new design provides better access, clearer pathways, and improved navigation. Creating an intuitive and attractive design with consistent messaging that better reflects the Authority's core values was also a critical element of the project. In a continuing commitment to incorporate customer feedback into our product and technical decisions, the Authority sent website surveys to over 40,000 users and used the more than 3,700 responses received to help shape the redesign strategy. The success of the new website is already being measured by increased subscribers, better organization of information, improved and easier user experience, positive clerk feedback, and decreased phone support.
- Rebranded the Authority by creating a **new logo** that is memorable, relevant, and more appealing.
- Released **"The Clerks' Authority Map Search Application"** for Android devices leveraging location-based searching and mobile document retrieval. (The iPhone version was previously released and the tablet versions will be available soon.) This mobile app provides the most up-to-

date and accurate real estate sales data in the state of Georgia. Additionally, this is the **ONLY** mobile app that provides real-time sales data based on the official source of property transfer tax data in Georgia. Making the Map Search app even more valuable, the Authority increased the number of addresses searchable in the application by **85%** for a fiscal year-end total of over **1.7 million** addresses. In an effort to market the Map Search application, the Authority created a video that showcases the features and applicability of the new app to help expand its user base and deliver this functionality to those professionals who might benefit from this valuable service but are not currently aware of its existence. The Map Search application is available to Premium Search subscribers for free.

- Increased the number of **Premium Search accounts** by **79%** for a fiscal year-end total of **1,871 accounts**. Launched last year, this premium account allows users to search by property address as well as land lot making it attractive to many groups including appraisers and realtors. These accounts represent **\$442,000** in increased annual revenue. This number is expected to grow in the coming years as the Authority continues to market the Premium Search account and its new Map Search application.
- Restructured the entire **eFiling site** in order to improve the user experience, implement new features, enhance performance, and generally make the site more scalable and robust. Some of the many changes include adding ACH, or eCheck, as a valid payment method, improving the reporting of financial transactions to filers on the website, adding the ability for filers to associate a “friendly name” for all filings, improving the look and functionality of the filer dashboard and various pages, and integrating the PT-61 creation page with Real Estate eFiling. By combining these two separate systems, eFilers save time and records are filed faster and more accurately.
- Added **Real Estate eRecording** to web interface. Users in Georgia who are eligible to participate in the electronic recording of real estate documents can now access the Authority’s website, **efile.gscca.org**, to file directly with counties from the convenience of their home or office rather than having to travel to the county clerk’s office.
- Deployed a new version of **ScanSend** in volunteer pilot counties. It is currently installed in 23 counties on 62 scan stations. The new version ensures a quicker installation for counties, an easy-to-use customer service portal, a new guided user experience, and compatibility with the Windows 7 operating system. Before installing, the Authority performed extensive testing of the new program with existing systems. All systems are critical to the daily operations of Superior Court Clerks and their staff. Utilities include the ability to transmit UCC documents, Protective Orders, notary commissions, and civil filing forms when electronic transmission of case data is not available.
- Implemented an **Executive Document Management Imaging Program** providing for searchable electronic documents used by management on a recurring basis.
- Conducted an in-depth review of the details and implications of the revised **Open Records Act** as it pertains to the Authority. The legislation made substantial changes which affect Authority policies and practices. The review resulted in recommendations to management and the Authority board on issues surrounding the legislation so as to ensure compliance with the terms and provisions of the Act.
- Represented the Authority’s interests as well as Clerks of Superior Courts in the revision of **UCC forms** to be adopted in conjunction with the enactment of 2010 Amendments to Article 9. The passage of SB 185, during the 2013 session of the Georgia General Assembly, will usher in the new UCC filing requirements with a July 1, 2013 effective date. The Authority has worked throughout the process to notify clerks of the changes and, recently, to provide training on the new forms and other filing requirements through a series of webinars.

- Maintained a compliance rate of close to **100%** for all courts through a dedicated and consistent notification process by the Fines & Fees Division.
- Increased participation in Notary Online to **118 counties**.
- Restored over **380 GBs of data** for 13 counties through the Authority's **MyVault Archive Service**. Currently, **111 counties** participate in the program with 9 added this fiscal year. The statistics continue to stagger with the online vault containing over **373 million** files totaling more than **37 TBs** of data.
- Dedicated a bronze memorial plaque in honor of former GSCCCA Chairman Tom Lawler. The plaque will be permanently displayed in the Authority office as a tribute to Tom's hard work and dedication to the Superior Court Clerk community and the Authority.

In addition to the many enhancements and new features that were added over the last twelve months, the Authority continued to successfully manage its many existing programs. Numbers don't tell the full story but the following statistics show the volume of work handled by the Authority and are further evidence of our growth and success over the past year ... 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 from FY 2013:

- Added over **12.5 million** images to the system this fiscal year for a June 30, 2013 total of over **209 million** images.
- Had over **2 billion** hits and over **1 million** unique visitors to www.gsccca.org. The public accesses the Authority's invaluable data via the Internet **more than 300,000 times a day**.
- Upgraded **740** regular subscriber accounts to Premium Search accounts for a total of **1,871** Premium Search accounts. The number of total active monthly subscribers to www.gsccca.org was **15,007** as of June 30, 2013.
- Paid counties almost **\$883,000** for deed images this fiscal year and over **\$11.5 million** for deed images since the beginning of the project.
- Returned approximately **\$5.7 million** to counties for prints (\$.50 per print) off the Authority website and approximately **\$31 million** for prints since the Authority was established.
- Purchased over **\$878,000** of equipment this fiscal year for **55** counties as part of the Authority's statewide equipment replacement program.
- Verified and electronically forwarded to GCIC over **38,000 Protective Orders** indexed by Clerks.
- Electronically transmitted to GCIC over **255,000 records** of criminal history court cases received from various criminal courts in Georgia.
- Received over **17,000 calls** and over **6,500 email requests** to HelpDesk.
- Processed a total of **43,000 notary certificates**.
- Issued **31,000 apostilles**. Documents originated in 135 different Georgia counties to be used in 82 different countries.
- Serviced over **9,500 walk-in customers** and answered over **10,000 phone calls** to the Notary Division.
- Backed up over **764 TBs** of data, the equivalent of backing up the printed collection of the U. S. Library of Congress ... about 76 times! Despite having more total data in FY13, the Authority was able to improve and streamline its backup efficiency, reducing the amount of data backed up from 1,338 TBs last year to 764 TBs this year.
- Collected and disbursed approximately **\$101 million** in court fees.

- Conducted **66** classroom training sessions, webinars and one-on-one programs on various subjects across the state in addition to offering five online training courses.
- Ordered, processed and shipped **2,226** pieces of new equipment to counties this fiscal year and over **21,000** pieces of new equipment since the Authority was established.
- Indexed over **221,000** UCCs and conducted over **6,700** Certified Searches for FY 2013. Since opening in 1995, the Authority has indexed over **4.9 million** UCCs and conducted almost **215,000** Certified Searches.
- Submitted almost **12,000** books and over **7 million** pages for microfilm. 156 counties participate in the Authority's Microfilm Project, offered free of charge to Clerks of Superior Court.
- Blocked over **5.5 million** spam emails blocking 92% of all e-mail received.

Beyond the numbers, though, we gauge our success by 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. From real estate records and lending information to active notaries and court fines and fees, the GSCCCA enables convenient access to invaluable information helping everyday Georgians and giving the business community an innovative tool for making their work more efficient and effective.

Much has been accomplished since the Authority was created twenty years ago but the challenges of today's business environment are real and the pace of change is accelerating. As we have in the past, we continue to respond to this environment through innovation in our projects and an aggressive approach when confronting tough problems. Each day, we work hard to grow and improve our business, and operate more efficiently and effectively. We are committed to remaining entrepreneurial and strategic and positioning the Authority for continued preeminence. Thanks to our Board, to Clerks of Superior Court, and to our staff, our record of success and commitment to continuous innovation and improvement speaks for itself. The Authority will continue to incorporate customer feedback into our product and technical decisions as we grow existing programs and develop new initiatives based on the changing needs of our many constituencies.

The following pages provide an overview of the Authority and a more detailed review of the many accomplishments of the past fiscal year.



Information about www.gsccca.org

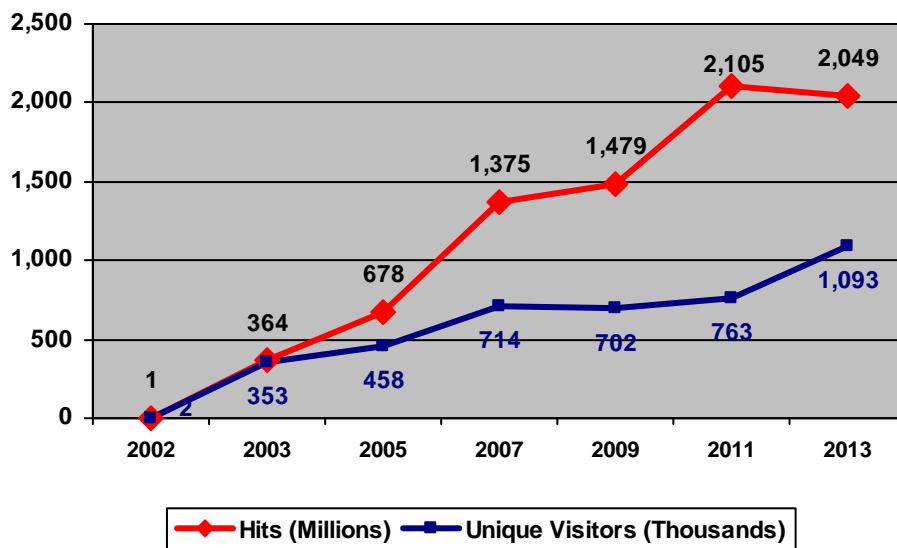
The Authority's website, www.gsccca.org, allows centralized, online searches of data from Georgia's 159 counties giving the public unprecedented access to valuable information including UCC financing statements, real estate deeds, liens, plats and maps, PT-61s, and more. Free access to this information is available during regular business hours through public search terminals installed in each county's Superior Court Clerk office. Convenient internet access is also available, by subscription, and provides users with 24-hour, 7-day-a-week access. The public accesses the Authority's invaluable data via the internet more than 300,000 times a day. Information that previously required physical trips to county courthouses to retrieve can now be gained from the convenience of one's home or office through the Authority website saving Georgia citizens and businesses an unquantifiable amount of time and money every year.

Website Statistics

- Images added to the system: **12,561,864**
- Total hits: **2,048,914,502**
- Data transmitted: **12.9 TB**
- Page views: **790,532,604**
- Unique visitors: **1,092,787**
- Average page views per visit: **36**
- Average visit duration: **14 minutes**
- Number of countries that visited: **174**
- Top browser: 75% of users use Internet Explorer. 83% of these users use IE 8 or newer.

Note: The Authority's FY 2013 website redesign (discussed extensively below) caused a temporary disruption in capturing website statistics. As a result, the actual values are likely higher than reported here. Going forward, the Authority will again be able to capture and report all of these statistics with guaranteed accuracy.

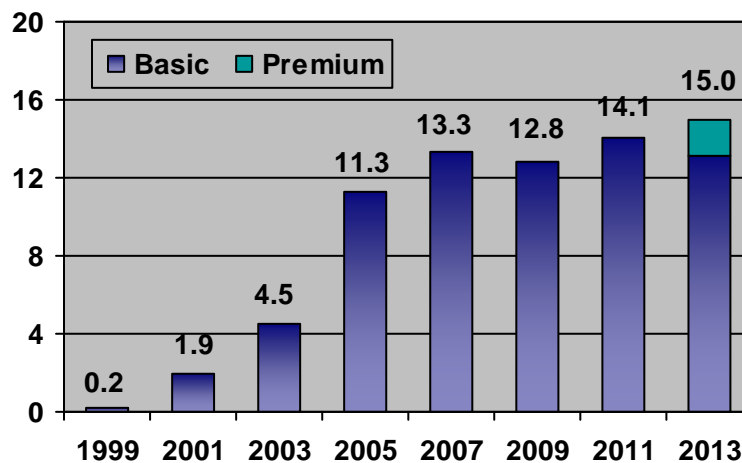
Website Hits & Unique Visitors



Website Subscribers

- Total (Regular + Premium Search) monthly subscribers as of 6/30/13: **15,007**
- Regular monthly subscribers as of 6/30/13: **13,136**
- Premium Search monthly subscribers as of 6/30/13: **1,871**
- Additional revenue generated from Premium Search accounts: **over \$442,000**
- Single-use subscribers added during fiscal year: **10,846**

Monthly Subscribers (thousands)



Since 1999, website subscriptions have increased exponentially, clear evidence of the Authority’s growth and the growing value of its statewide indexes. Beyond the numbers, though, the Authority gauges its success and relevance on the response and feedback from its customers on how integral the Authority’s products and databases have become to their businesses. Read the comments below from David Holcomb, president/owner of Axis Research:

“I have been working with the GSCCCA since its inception, and my company, Axis Research, takes advantage of almost every service you offer. I have always been impressed with your willingness to help your customers with any situation. I have also been very impressed with your new website. It is very user friendly and looks good to the eye. I also appreciate that your management team always is aware of new legislation and is willing to share ideas with the industry. I look forward to many more years of our relationship with the GSCCCA.”

Website Redesign

In an effort to better serve its customers and to capitalize in the digital space on the value of its data, the Authority completely redesigned its website, www.gsccca.org, and launched the new version this past spring. The new design provides better access, clearer pathways, and improved navigation. Creating an intuitive and attractive design with consistent messaging that better reflects the Authority’s core values was also a critical element of the project.

With the volume and diversity of information contained in the website and the variety of audiences that it serves, the Authority believed a website redesign was necessary to ensure that each visitor was provided a user-centric experience that was tailored to his or her needs ... whether the visitor was a clerk of court, a real estate professional, a notary public, or a property lawyer. As web users evolve and their needs and devices change, it becomes more important than ever for online services to grow and expand their online presence. And with 300,000+ average daily visits to www.gsccca.org, the Authority felt it was critical for its site to be clear, responsive and easy to use for its customers.

Months of work were spent developing the site redesign strategy by combining the feedback of key stakeholders, facilitation sessions, and site surveys. The Authority sent website surveys to over 40,000 users including subscribers, clerks and staff, and all members of the Atlanta Association of Realtors. The more than 3,700 responses were used to help shape the redesign strategy which included rebranding the Authority by creating a new logo that is memorable, relevant, and appealing. Additionally, the navigation of the site was changed based on the “core actions” of File, Search, and Learn. The design philosophy focuses on emphasizing typical user actions and leverages large, easily identifiable icons that are associated with each action. The goal is to mimic the sort of imagery a user would see at a bus or train station where commuter actions are directed by universally recognized icons on overhead signs (i.e. This way to train, Exit here, etc.). The new design enables our site to be relevant to current and future design standards and will display correctly on computers of high and low resolution, mobile devices, and tablets.

The Authority also implemented responsive web design (RWD) as part of the redesign process. This allows visitors to use a wide range of devices (desktops, tablets, smart phones) to access the site and have an optimal viewing experience with each. Additionally, the new site was designed using search engine optimization (SEO) best practices and includes SEO strategy to ensure high page rankings and a competitive presence on search engines. More details on the redesigned site are included in the IT section.

The success of the new website is already being measured by increased subscribers, better organization of information, improved and easier user experience, positive clerk feedback, and decreased phone support. Since launching the site in the spring, the Authority has recorded the following:

- 17% increase in visits
- 3% increase in time spent onsite
- 12% decrease in bounce rate (people are finding content and not leaving the site)
- 10% increase in unique visitors
- 6% increase in page views (people are engaging more with the content)
- 20% increase in return visits (the audience is coming back more often)
- 11% increase in pages visited from people on mobile devices
- 19% decrease in bounce rate from search traffic (people are getting to the right pages via search queries they typed in)

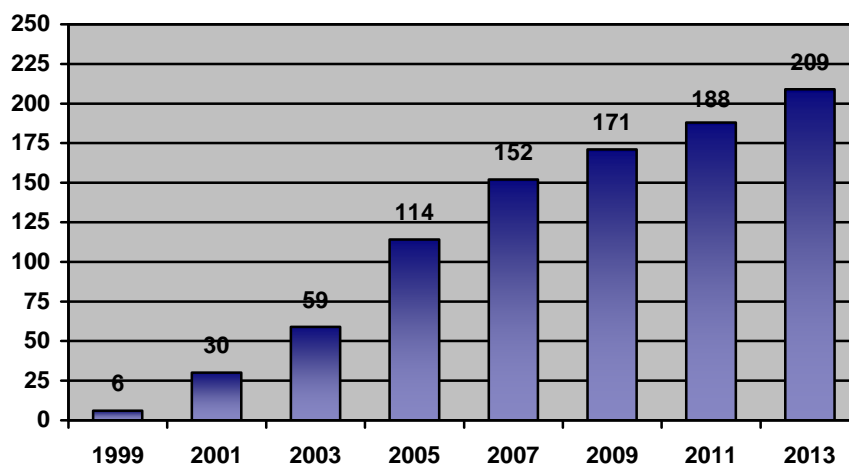
In addition to these improved measurements, the Authority has received tremendous positive feedback from clerks and users since launching the new website. Mildred Peeler, Clerk of Superior Court of Wilkes County had this to say: “Great facelift! So easy to navigate. Clerks’ Authority, you’ve done it again and I am so proud.” And website subscriber Charles Azer wrote: “I like the new look of your website. Since I am normally adverse to change when things are working fine, I was concerned that the change would mean I would have to re-learn navigating the titles. What’s nice is that the functionality is still the same; it just has a prettier and even easier-to-use interface.”

Images Added to Website

Each year, millions of images are added to www.gsccca.org making it an even more valuable resource to our customers. During FY 2013, over **12.5 million** images were added to the system for a fiscal year-end total of **209.3 million**. See the chart and bar graph below for more details.

	Images Added - FY 2013	Total Images – 6/30/13
Deeds	10,260,948	184,937,065
Liens	1,572,900	12,968,124
Plats	54,626	770,318
UCCs	285,580	6,607,641
PT-61s	387,810	4,000,909
Total	12,561,864	209,284,057

Total Images in System (millions)



Website Reliability

The Authority places a high priority on providing its subscribers reliable, 24/7 service. Soon after opening, it was realized that any web-based reporting system had points where system failures could occur. In response, the Authority began distributing thousands of PCs, scanners and other equipment – over **21,000** pieces of new equipment since opening its doors in 1995 – to Georgia’s 159 counties to assure the quality of their equipment. The Authority systematically upgraded its network service and main data center, and continually takes preventive action to avoid service interruptions. Despite growth of 200 subscribers in 1999 to 15,000 subscribers today, over 2 billion hits in FY 2013, and over 209 million images online, the Authority has virtually eliminated “downtime.” Whether a user searches the records after lunch on Wednesday or at 1:00 a.m. on Sunday morning, the Authority’s database servers provide the search results in seconds.

The Authority is committed to the preservation of the data with which it has been entrusted and the public's access to it. To this end, the Authority established a fully redundant remote data center and brought it online in 2009. As a result, the public will be able to search the Authority's databases through www.gscca.org without interruption, even if the Authority's primary data center is destroyed in a disaster. In fact, the Authority routinely operates from its remote data center during scheduled maintenance in order to prevent users from experiencing downtime during necessary maintenance.

Financial Overview

The Authority receives no appropriated funds from the legislature of the State of Georgia. Its primary source of funding is through the Real Estate Deed fee. There is a \$10 fee to file a deed with a Clerk of Superior Court in Georgia and the Authority receives \$5 from this fee. These fees, in addition to subscription fees for access to the Authority's statewide indexes, provide the majority of the funding to operate many of the Authority's programs.

The Authority's revenue was significantly affected by the recent recession, and while it has not recovered to the revenue levels experienced in 2007 and before, the recent trends, especially over the last fiscal year, are reflective of a recovering housing market and provide a sense of cautious optimism.

FY 2012 Year-end Audit Completed by Mauldin & Jenkins

- Received an unqualified "clean" opinion from Mauldin & Jenkins for the fiscal year ending June 30, 2012 audit.
- No audit adjustments were proposed by the auditors.
- Coordinated all requests with auditors from Mauldin & Jenkins and Georgia Department of Audits.

Monthly Financial Information

- Provided accurate and timely monthly financial statements, along with an executive summary, to the Authority's executive director and board members helping facilitate informed decisions in uncertain economic periods.
- Provided quarterly financial reviews at all board meetings.
- Completed monthly reconciliations and review of all general ledger accounts to ensure proper recording of financial data included in the monthly financial statements.
- Updated fixed asset database monthly for all asset additions and dispositions.
- Aggressively managed GSCCA subscriber accounts to help boost a collection rate of 99%.
- Sent monthly past-due collection letters to help reduce the amount of bad debt write-offs.
- Ensured timely deactivation of past-due accounts to help reduce the amount of charges that can be incurred by delinquent subscribers.

Accounting Information:

- Total active subscriber accounts as of June 30, 2013 – **15,007**.
This includes **1,871** Premium Search accounts.
- Average monthly direct access subscription revenue as of June 30, 2013 - **\$193,650**.
- Single-use subscription revenue through June 30, 2013 - **\$70,120**.
- Number of monthly check payments processed through June 30, 2013 – **18,531**.
- Purchased **\$878,341** of equipment through June 30, 2013 for **55** counties as part of the Authority’s statewide equipment replacement program.
- Deed image fees paid to counties through June 30, 2013 – **\$882,693**.
- Returned to counties **\$5,694,573** for prints (\$.50 per print) off the Authority website through June 30, 2013. This consisted of the following:
 - Liens \$259,734
 - Plats \$159,746
 - R/E \$5,100,048
 - PT-61 \$51,750
 - UCC \$123,295

Administrative

Executive Document Management Imaging Program

During FY 2013, the Authority implemented an Executive Document Management Imaging Program providing for searchable electronic documents used by management on a recurring basis. Relevant Attorney General Opinions and other administrative and management documents were scanned, keyword, topic/subject metadata indexed and made available to Authority management. This project is ongoing.

Open Records Act

During FY 2013, the Authority’s staff and legal counsel conducted an in-depth review of the details and implications of the revised Open Records Act as it pertains to the Authority. The legislation made substantial changes which affect Authority policies and practices. The review resulted in recommendations to management and the board on issues surrounding the legislation so as to ensure compliance with the terms and provisions of the Act.

Divisions

Notary Public Division

In 1997, the Authority was asked by the Georgia Secretary of State to begin maintaining the central database of notaries public. This project contains the following elements:

- Maintenance of a central database of all active notaries public (approximately 160,000).
- Issuance of apostilles and notary certifications. (An apostille is an international certification of a public document for use in another Hague Convention country.)

In 2004, the Authority developed Notary Online with three goals:

- To make the processing of notary applications more efficient in clerks' offices.
- To allow counties immediate access to their notary filings and images.
- To simplify the notary application process for the public.

Through the Authority website, the public has free access to search Georgia's notary database. An individual desiring to be a notary public in the State of Georgia can obtain an application from the Clerk of Superior Court of the county in which he/she resides. Seventy-five percent of Georgia counties are now providing web-based, notary applications using software developed by the Authority.

Serving a vital role in international commerce, the Authority was recognized in 1998 by the U.S. State Department as the only agency, outside of a Secretary of State office, to issue apostilles. The Apostille Treaty is an international treaty (of which the U.S. is a signatory member) that provides for a simplified method of authenticating documents for use in other countries. It certifies the origin (i.e. country) of the public document by authenticating the signature and seal of the issuing public official. Currently, 105 countries participate in the Apostille Treaty, and approximately 4 million apostilles are issued worldwide on an annual basis.

During the FY 2013, the Authority's Notary Division issued **31,000 apostilles** going to 82 different countries. These documents originated in 135 different Georgia counties. The usual turn-around time on an apostille in other states is one day or longer. In Georgia, through the Authority, the turn-around time is approximately 30 minutes.

During FY 2013, the Authority's Notary Division:

- Celebrated the tenth year of Notary Online. Eighty percent of notary applications were submitted electronically to the Authority via the Notary Online application system. Participation in the program increased to **118 counties**.
- Added 1 new Mail-in Renewal County increasing the number to 15 and added 7 new counties (for a total of 59) using scanned clerk signatures making commission generation faster and more efficient.
- Continued work rewriting Georgia's notary law to bring in line with the Revised Uniform Law on Notarial Acts as promulgated by the Uniform Law Commission. The Authority board appointed a committee comprised of board members, industry experts and Authority staff and charged the

group with making the revisions to the law. A bill based on the group's work is expected to be introduced during the 2014 legislative session.

- Processed a total of **43,000 notary certificates**.
- Issued **31,000 apostilles**.
- Issued **160 notary domestic certifications**.
- Serviced **9,500 walk-in customers**.
- Processed **3,900 mail-in requests** for apostilles.
- Answered **10,000 phone calls**.
- Sold **800 notary handbooks**.

Fines & Fees Division

Legislation was passed in 2004 which established a new funding mechanism for indigent defense. The Authority was mandated to collect, account for, and disburse to the state treasury and/or beneficiary funds the new and existing fees being collected. Additionally, the Authority was mandated to develop data on the collection and disbursement of all court fees being collected by the over 1,100 courts throughout the state. Court fines and fees had been added incrementally over many years and little accountability or standards for their collection existed.

To fulfill its new obligations, the Authority established a new division to handle the mandates of the legislation and promulgated rules and regulations to enable the collection of new and existing fees. Information now provided by the Authority's Fines & Fees Division allows policy makers to make more informed decisions as they formulate future legislation.

In 2006, the Authority developed and began offering a Fines & Fees Online Training course to help educate court personnel, private probation companies, clerks and their staff on the reporting of fines and fees and how to comply with the new law. The online course enables the different courts and others with an interest in the court fee system to train their personnel at a time of their choosing and save travel costs. The course is updated annually to include legislative changes.

Since being entrusted to oversee court fines and fees, the Authority has:

- Developed a website, www.courttrax.org, to support court compliance with the law.
- Created uniform reports.
- Provided statewide training.
- Issued guidance to all parties affected by the bill.
- Created an online calculator to help courts properly calculate and assess fines and fees.
- Developed internal accounting systems to support the indexing and processing of these fees to ensure that collection data can be timely and accurately made available to the public.

In FY 2013, the Authority's Fines & Fees Division:

- Collected and disbursed approximately **\$101 million in court fees**, a high level of collections during a slow economic period.
- Performed quarterly court reviews on approximately **1,100 courts** to help ensure the accuracy of the data being reported to the Authority.

- Maintained a **compliance rate of close to 100%** for all courts through a dedicated and consistent notification system.
- Processed more than **30,000 monthly reports** submitted by reporting entities.
- Continued to hold operational costs to well under the statutory limit of \$500,000.
- Updated the Fines & Fees online calculator to account for legislative changes passed this year.

Through its efforts to provide accountability and uniformity to the collection of court fees, the Authority continues its leadership in providing court information to the public.

Projects

UCC (Uniform Commercial Code) Project

With the passage of legislation in 1993, the State of Georgia established a statewide system for the indexing of Uniform Commercial Code documents. When the Authority began operation on January 1, 1995, Georgia became the first state in the nation to privatize this traditional state function by outsourcing the indexing of the instruments to a third-party vendor.

Personal property is recorded as a UCC (Uniform Commercial Code) Financing Statement. The purpose of this recording is to provide public notice that personal properties have outstanding liens against them. Under the Authority's system, a secured party need only file in one county to receive statewide notification of his lien position. When a filing is presented to a local Clerk of Superior Court, the clerk has 24 hours in which to transmit the UCC document to the Authority and the Authority then has 24 hours in which to add the filing to the statewide index. Before 1995, it was necessary to file in all 159 Georgia counties to receive statewide notification. The Authority's central index provides secured parties with greater protection while saving them both time and money.

In an effort to stay at the forefront of technology and meet the changing needs of users, the Authority successfully launched its **UCC eFile** site to the public in 2010 and began accepting UCC documents for electronic filing. The importance of UCC eFile to users of the system is evident in how quickly the program has grown. As of June 30, 2013, **68 counties** had been activated and were participating and almost **60,000 UCCs** have been electronically filed since the pilot project began in May 2009.

During FY 2013, the Authority:

- Represented the Authority's interests as well as Clerks of Superior Courts in the revision of UCC forms to be adopted in conjunction with the enactment of 2010 Amendments to Article 9. The passage of SB 185, during the 2013 session of the Georgia General Assembly, will usher in the new UCC filing requirements with a July 1, 2013 effective date. The Authority has worked throughout the process to notify clerks of the changes and, recently, to provide training on the new forms and other filing requirements through a series of webinars.
- Indexed and added to www.gscca.org over **221,000 UCCs**.
- Conducted over **6,700 Certified Searches**.
- Grew the **UCC eFile Project** with over **34,000 UCCs** electronically filed during FY 2013.
- Continued the redaction of SSNs listed on UCCs in an effort to help prevent fraud.

- Continued to offer online UCC Training Course.
- Fielded numerous UCC inquiries supporting staff, clerks' offices, the banking industry, private law offices, and the general public.

From January 1, 1995, when the Authority began operation, through the close of FY 2013, the Authority indexed and added to its database over **4.9 million UCCs** (approximately 22,000 per month) and conducted almost **215,000 Certified Searches**. The Authority provides free, statewide access to its valuable database through search terminals installed in all Clerk of Superior Court offices. Additionally, the system allows Internet access by subscription for parties desiring 24-hour, seven-day-a-week access.

Real Estate Deed Project

Legislation was passed in 1996 that required the Authority to develop and implement a statewide index for real and personal property records. With this mandate, the Authority created a one-of-a-kind system with no direct cost to the State of Georgia. When the system became operational on January 1, 1999, the public gained unprecedented free access to information within the office of the Superior Court Clerk through search terminals installed by the Authority. Additionally, the business community gained 24-hour, seven-day-a-week desktop access to official land records through the Authority's website, www.gscca.org (by subscription).

The Real Estate Deed Project contains the following elements:

- Computer access to deed indexes in all 159 counties.
- Integration of all 159 counties into an on-line statewide system.
- Inclusion of standards for files, fields, screen layouts, report layouts and design.
- Standardization of all printed indexes statewide.

Since passage of the enabling legislation, the Authority has developed and implemented the only statewide intranet network in state government. The index contains property transactions from all counties since January 1, 1999, including the name of the seller and buyer, location of the property, and the book and page where the actual deed is filed in the county. Searches can be performed by name, property or instrument type, and can be done by county, region (i.e. a county plus all counties that border it) or statewide. Additionally, images of the corresponding real estate instruments are constantly being added to the on-line system.

The Authority added over **10.2 million deed images** to the system during FY 2013 to bring the total to almost **185 million deed images** in the system. Revenue generated from the printing of images from the system is returned to the county where the original document resides. Since launching the project, the Authority has paid Georgia counties over \$11.5 million for deed images (almost **\$883,000** in FY 2013) and approximately **\$31 million** for real estate prints made from www.gscca.org (\$5.1 million in FY 2013). This money, almost **\$43 million**, is an important source of additional revenue for the Clerks of Superior Court and their respective counties.

In 2004, a new feature was added to the system: access to **property tax transfer forms (PT-61s)**. This new feature has added even more valuable information to the real estate system. The Authority worked

with the Department of Revenue, the Department of Audits, and the Real Property Section of the State Bar of Georgia to bring this project online. (See the section on the PT-61 Project for more information.)

At the end of 2011, the Authority successfully launched its **Real Estate eFiling Project** statewide. Clerks retain control of the process, and their participation is completely voluntary and at no charge. During FY 2013, **8,590 real estate documents** were eFiled in 7 participating counties.

Below is a summary of efforts during FY 2013 to support and enhance the Real Estate Deed Project:

- Made improvements to the existing automated deed quality assurance service. These improvements serve to enhance the quality of data that enters the GSCCCA system. This quality assurance process is critical especially as the Authority begins to accept additional historical records.
- Continued using software and monitoring procedures to detect land record data that is not in conformance with the Indexing Standards for Real and Personal Property Records for the State of Georgia. This is intended to preview and highlight possible errors in the index data for deed records thus extending the Authority's ability to check the accuracy and ensure the quality of existing and incoming deed records. Tens of thousands real estate, lien and plat data records and images have been reviewed throughout the fiscal year.
- Continued the administration of the Authority's Indexing Certification Test resulting in clerks, deputies, and vendors becoming certified to index real and personal property records in accordance with the Indexing Standards for Real and Personal Property Records for the State of Georgia. Thus far, 29 clerks and deputies from 14 counties have completed the Indexing Certification.
- Conducted personal training classes and offered multiple online courses to train clerks and staff across Georgia on the Indexing Standards for Real and Personal Property Records for the State of Georgia.
- Continued efforts to certify that the land record recording systems of private vendors (and used by clerks) are compatible with the Authority's data collection system and the Indexing Standards. One new vendor achieved certification for their deed land record system in FY 2013.
- Provided continuous troubleshooting of issues relating to the deed, lien, and plat filings at all Clerks of Superior Court and the transmitting and storage of the related index data to the Authority.
- Provided ongoing telephone and e-mail assistance, available to all Clerks of Superior Court, regarding the proper indexing of land records in accordance with the Indexing Standards for Real and Personal Property Records for the State of Georgia.

Historical Deed Project

In 2002, the Authority launched the Historical Deed Project with the goal of adding all historical deeds filed in Georgia's 159 counties to the index. (Gwinnett County was the first county to accomplish this feat with a "good-from" date of 1871.) To support this project, the Authority developed a Deed Indexing Standards Supplement to help address the challenge of applying current indexing standards to real estate deed data that may have only had local indexing standards applied when filed.

The project is tedious as the Authority is making extensive efforts to ensure the quality of the data. All indexers must pass a Deed Indexing Certification Test developed by the Authority in order to index

historical data, and collected data is quarantined or held in a queue until quality checks are completed. After passing the quality control checks, the data is released to the website.

The current statewide “good-from” date is 1993, and counties are now working toward a 1990 date, as the Authority moves the state back in increments of 3 to 5 years. The cost to add each additional historical year to the database is approximately \$1.2 to 1.5 million dollars. The project is temporarily suspended for lack of discretionary funds resulting from the recent recession. Although the Authority hasn’t fully recovered to its revenue levels of 2007, the recent economic trends, especially over the past fiscal year, provide a sense of optimism that the Authority may be able to reopen the Historical Deed Project sometime during FY 2014.

Voluntary Historical Indexing Program

This year, the Authority developed and implemented a Voluntary Historical Indexing Program allowing clerks to supplement Authority historical imaging and indexing with clerk-sponsored imaging and indexing. This program allows additional index and image data for deeds and also for plats and liens at the clerk’s option. Participation is completely voluntary at the election of the Clerk of Superior Court. Highlights of the program include the documentation and comprehensive analysis of all county books and dockets along with the issuance of indexing guidance for the prevention of unintentional book naming conflicts. The result of the process provides an indexing roadmap for all future historical indexing for the clerk as well as awareness of the importance of consistency for current indexing.

In FY 2013, in just a few months of operation, over 103,000 deed instruments from 4 participating counties have already been added to the Authority's website. As a result of this program, the public has access to additional real estate information at no additional cost to the Authority and counties have the opportunity to generate additional revenue through print image fees initiated through the Authority’s website. All print revenue is remitted to the clerks’ offices. Many more instruments are expected to be added in the near future.

Lien, Plat & Map Project

When H.B. 1582 took effect in January of 2004, in addition to “grantor/grantee” deed records, Clerks of Superior Court were also required to transmit to the GSCCCA all real property, lien, map and plat indices and, whenever required or applicable, digital images. The Authority worked to certify all existing vendors, train Clerks of Superior Court, and provide necessary equipment. New scanners and PCs were distributed to counties and bandwidth (both locally and at the Authority) was increased to accommodate this project.

In 2011, the Authority increased storage capacity of the system to handle the influx of new data. The storage arrays were increased from 36 terabytes to a current capacity of approximately 71 terabytes. The Authority also designed and developed a standard that can be used to electronically file state tax liens directly from the Department of Revenue to the GSCCCA, and subsequently to the counties. The Authority continues to work with DOR to develop an eFiling process.

Historical Plat & Map Project

The Historical Plat & Map Project, the most requested new project from users, has been authorized by the Authority Board and will proceed as funds become available. Plat and map historical indexing standards are being developed, so when funding is available, the project will move quickly to catch up to the Historical Deed Project. The goal is to take plats and maps back as far as historical deeds.

PT-61 Project

Launched in September of 2004, PT-61 e-Filing is a collaborative program between the GSCCCA and the Department of Revenue to provide a more efficient process for filing a property tax transfer form (PT-61 form). Rather than completing a multi-part paper form, the new system allows the filer to log onto www.GSCCCA.org from his/her office and complete the form on-line. The program provides for the more efficient transfer of tax data to the DOR and local tax assessors via weekly electronic reports.

With last year's launch of the Authority's Premium Search account (see more information below), users now have additional search and view options related to PT-61 data. This year, the Authority integrated the PT-61 creation page with Real Estate eFiling. By combining these two separate systems, eFilers save time and records are filed faster and more accurately.

During FY 2013, the Authority returned **\$51,750** to Georgia counties for prints (\$.50 per print) off the Authority website related to the PT-61 Project.

Premium Search Account

In January of 2012, the Authority launched a Premium Search account with new search and view options for the Authority's valuable statewide indexes. Based on suggestions from subscribers, the premium account allows users to:

- Pinpoint the property for which they are searching by simply entering the street address.
- Browse PT-61s for a specific day, week, or month.
- Page through documents.
- View data in a variety of new options.
- Access data through a mobile application using GPS data.

During FY 2013, the Authority:

- Released **“The Clerks’ Authority Map Search Application”** for Android devices leveraging location-based searching and mobile document retrieval. (The iPhone version was previously released and the tablet versions will be available soon.) This mobile app provides the most up-to-date and accurate real estate sales data in the state of Georgia. Additionally, this is the **ONLY** mobile app that provides real-time sales data based on the official source of property transfer tax data in Georgia. The Clerks’ Authority Map Search Application is available to Premium Search subscribers for free.
- Created a video that showcases the features and applicability of “The Clerks’ Authority Map Search Application.” This video is intended to serve as a marketing tool to help expand our user

base and deliver this functionality to those professionals who might benefit from our service but are not currently aware of its existence.

- Increased the number of Premium Search accounts by **79%** for a fiscal year-end total of **1,871 accounts**. These accounts represent **\$442,000** in increased annual revenue. This number is expected to grow in the coming years as the Authority continues to market the Premium Search account.
- Increased addresses searchable in our Map Search application by **85%** for a fiscal year-end total of **1,702,817** addresses making the Map Search app even more valuable.

The Premium Search account makes accessing the Authority's database an even more valuable tool for realtors, bankers, attorneys, surveyors, appraisers, and other members of the business company. See the comments from Real Estate Appraiser Bruce Hill below.

"THANK YOU sooooo much for enabling this search! I'm a Real Estate Appraiser and work many small, rural counties where there is no MLS. Your site is invaluable in searching sales in these counties."

Data Archive Project (MyVault Archive Service)

In 2007, the Authority began offering **MyVault Archive Service** in an effort to help Clerks of Superior Court protect their irreplaceable public records in the event of a simple hard-drive failure or a larger disaster at the courthouse. MyVault is designed to provide offsite backup of electronically stored data, and is carefully managed and monitored daily. The service is offered free-of-charge to all Clerks, but to participate, the Clerk must agree to include all real estate data in the nightly backup.

MyVault currently contains over **373 million files** totaling more than **37 TBs of data**, 5 TBs more than FY 2012. The Authority continues to perform proactive data auditing to reduce the amount of redundant data that must be stored. Even as the vault has grown and more new data has been archived, the Authority has been able to proactively and effectively manage storage space and cost.

It is estimated that as much as 80% of the data backed up through MyVault is directly related to real estate records. The amount of real estate data backed up from participating counties actually exceeds the amount of real estate data in the GSCCCA search systems. Although the Authority system is continuously growing, its data is currently constrained to the applicable dates, from 1990 to the present, and does not yet include many, many years of historical data in courthouses. Through MyVault, all real estate data in participating counties is archived and protected, regardless of filing date.

Below are statistics on the Authority's MyVault Archive Service for FY 2013:

- 111 counties currently participate in MyVault with 9 added during FY 2013
- 8 additional counties preparing to participate
- Online vault contains over 373 million files totaling more than 37 TBs of data
- Had 13 requests to restore data
- Restored over 380 GBs of total data for FY 2013
- Added an additional 10 TBs of enterprise class storage
- Upgraded the backend data server cluster to better handle increased transaction volume as participation in the program continues to increase

- 70% of counties participating are small counties (storing < 150 GBs)
- 20% of counties participating are medium-sized counties (storing up to 750 GBs)
- 10% of counties participating are large counties (storing > 750 GBs up to several TBs)
- 70% of metro Atlanta counties participating

Microfilm Project

In addition to the MyVault Archive Service, the Authority also manages a Microfilm Project which provides microfilm backup of all real estate images for Clerks of Superior Court who elect to take advantage of this free project. Initially launched in 1999, the service includes the collection and review of the source images, the production of archive quality microfilm, and the delivery of the microfilm to the State Archives Center for long-term security. In 2011, the Authority consolidated the process internally (using a single film processor) and added the monitoring and control features. This consolidation allowed the Authority to save more than **\$700,000** annually in microfilm production costs.

Following are statistics for the Microfilm Project for FY 2013:

- Participating counties: 156
- Books submitted for microfilm: 11,644
- Pages submitted for microfilm: 7,120,036

eFile Project

In 2009, the Georgia legislature mandated that the Authority develop rules and regulations related to the electronic filing of documents. Prior to that, the Authority had spent years researching, planning, programming, and testing their eFiling program through an extensive pilot project. Essential to the project was developing a platform that was flexible enough for both an attorney and the general public to use.

In 2010, the Authority successfully launched **UCC eFile** to the public and began accepting UCC documents for electronic filing. As of June 30, 2013, **68 counties** had been activated and were participating and over **34,000 UCCs** had been electronically filed during FY 2013. Since May 2009 when the pilot project began, **almost 60,000 UCCs** have been electronically filed.

The Authority also launched **Child Support eFile** in 2010 by developing a system that automatically interfaces with the eFiling system of the Administrative Office of the Courts (AOC), so that clerks can receive child support cases initiated by the Department of Human Services (DHS) directly through the GSCCCA portal. The AOC has contracted with DHS to provide a workflow and eFiling service for child support cases. Currently, **71 counties** are participating in Child Support eFile with **30** of those activated during FY 2013. Since January 1, 2010, **over 69,000** filings have been accepted, **46,807** of those filings during FY 2013.

In 2011, the Authority successfully launched **Real Estate eFile** statewide. Clerks retain control of the process, and their participation is completely voluntary and at no charge. During FY 2013, **8,590 real estate documents** were eFiled in 7 participating counties. To support Real Estate eFile, the Authority also developed and published the www.efileregistry.org website. This site was designed to facilitate the registration, maintenance and verification of real estate eFile participants. Working in cooperation with

the State Bar of Georgia and the Georgia Superior Court Clerks' Association, the Authority created the eFile registry to provide a secure location for housing approved participants in the eFiling of real estate documents in Georgia.

This year, the Authority added **Real Estate eRecording** to its web interface. Users in Georgia who are eligible to participate in the electronic recording of real estate documents can now access the Authority's website, **efile.gsccca.org**, to file directly with counties from the convenience of their home or office rather than having to travel to the county clerk's office. Additionally, the Authority updated its eFile User Manual, a guide to assist filers as they maneuver within the site and to provide support for technical questions.

The Authority developed its eFile site to help Superior Court Clerk offices remain current with the ever-changing technological demands of the public. During FY 2013, the Authority restructured the entire site in order to improve the user experience, implement new features, enhance performance, and generally make the site more scalable and robust. For a detailed summary of significant changes and upgrades to the Authority's eFile site, see more information under the IT Department section.

Civil Case Data Project

Legislation was passed in 2000 that requires the filing of case initiation and case disposition forms for each civil case filed in Superior or State Court. Under the law, anyone filing a civil case with the Clerk of Superior or State Court must complete a Civil Case Filing Form. By law, the Clerk must send the data/forms to the Authority. The Authority then indexes the information for inclusion into the statewide database that is then sent to the Georgia Court Automation Commission for analysis.

At the request of the State Bar of Georgia, this information is being gathered for the purpose of studying the number of tort cases filed, the number of overall civil cases filed, the size and scope of the verdicts, and other relevant information. This civil justice database enables Georgia lawmakers to more effectively set public policy regarding judicial reform and allocation of resources to the state's judicial circuits.

Georgia Protective Order Registry

The Georgia Protective Order Registry is an online service that stores all Protective Orders issued by the Superior Courts of Georgia as authorized by the Family Violence statutes of the state. Clerks of Superior Court are responsible for indexing the required data for Orders filed in their courts; electronically scanning the Orders; and attaching the images of the Orders to the indexed data. Clerks transmit the indexed data and the Order images to the Authority. The Authority then verifies and forwards the transmissions to the Georgia Crime Information Center (GCIC) computer system.

The Registry, accessed by law enforcement through GCIC terminals, displays all Protective Orders and related data. In FY 2013, almost **38,000 Protective Orders** were indexed by Clerks, and then verified and forwarded by the Authority to GCIC. Through the efforts of the Authority, critical information for protecting the public is now easily accessible to law enforcement officials nationwide.

Criminal Case Data Project (Offender-Based Tracking System)

Launched in 2003, the Offender-Based Tracking System provides electronic transmission of criminal case disposition data from Clerks of Superior Court. Legislation passed in 2001 mandated the electronic collection and reporting of final dispositions, and required that Superior Court Clerks provide electronic collection and transmission of disposition data to the Authority. The Authority then transmits the disposition data to the Georgia Crime Information Center (GCIC) where it is used to populate the GBI's Computerized Criminal History Database. The Authority worked with the Superior Court Clerks' case management vendor to develop transmission standards and protocols.

In FY 2013, over **255,000 records** of criminal history court cases were electronically transmitted from the various criminal courts in Georgia to the GSCCCA and then forwarded to GCIC. This system provides critical and timely information to protect the safety of the public and law enforcement officers throughout Georgia.

Carbon Sequestration Registry

The Georgia Legislature passed the "Georgia Carbon Sequestration Registry Act" in 2004 to provide for a registry to promote offsetting reductions in greenhouse gases by sequestering carbon. The Authority worked with the Georgia Forestry Commission (GFC) to create the Carbon Sequestration Registry.

The registry has multiple objectives. Its primary objective is to promote the establishment and protection/conservation of forests to mitigate the effects of harmful emissions worldwide. Beyond this, a second objective is to create a new medium of exchange and revenue stream for owners of the sequestered carbon. This is accomplished by creating "carbon credits" based on the amount of carbon sequestered. Such credits can be sold to industrial clients who have emission "deficits" because they are producing excessive harmful emissions. On one hand, emission violators can "buy" absolution in the form of credits, and, on the other hand, carbon owners profit from their good work in preserving forests or timberlands.

The registry documents and tracks the acreage of timberland that owners will agree to preserve. Periodic and partial re-inspections assure that the quantities remain accurate in case of wildfires, storms or other destructive events. Independent inspectors are used to verify the original registration as well as to re-inspect the sequestered timber.

The IT staff recently began discussions on upgrading the Carbon Registry in order to streamline the process based on the experience of the past few years.

IT Department

Responsible for the upkeep of our computer and data systems, the IT Department is also the backbone of the Authority ... turning legislative mandates and project “dreams” into technological realities. The Authority’s IT staff develops and implements cutting-edge programs that offer unique services to Georgia’s counties and citizens. The staff is committed to the preservation of the data with which the Authority has been entrusted and ensuring that it is available to the public at all times. Important enhancements and upgrades are made each year to fulfill this commitment. Additionally, the Authority continually seeks ways to increase the speed and improve the efficiency, flexibility, reliability and usability of its systems while also reducing cost. The staff values user/customer feedback and is committed to incorporating it into the Authority’s products and technical decisions.

Below is a summary of the many accomplishments of the Authority’s IT Department for FY 2013. Whether large or small, these activities enable us to meet our goals and grow and innovate in a constantly changing environment.

Development – Premium Search Account

Last year, the Authority launched its Premium Search account providing new search and view options for its valuable statewide indexes. Following are highlights from FY 2013:

- Released **“The Clerks’ Authority Map Search Application”** for Android devices leveraging location-based searching and mobile document retrieval. (The iPhone version was previously released and the tablet versions will be available soon.) This mobile app provides the most up-to-date and accurate real estate sales data in the state of Georgia. Additionally, this is the **ONLY** mobile app that provides real-time sales data based on the official source of property transfer tax data in Georgia. The Clerks’ Authority Map Search Application is available to Premium Search subscribers for free.
- Created a video that showcases the features and applicability of “The Clerks’ Authority Map Search Application.” This video is intended to serve as a marketing tool to help expand our user base and deliver this functionality to those professionals who might benefit from our service but are not currently aware of its existence.
- Increased the number of Premium Search accounts by 79% for a fiscal year-end total of 1,871 accounts. These accounts represent a projected \$442,000 in increased annual revenue. This number is expected to grow in the coming years as the Authority continues to market the Premium Search account.
- Increased addresses searchable in our Map Search application by 85% for a fiscal year-end total of 1,702,817 addresses making the Map Search app even more valuable.

Development – Website Redesign

In an effort to better serve its customers and to capitalize in the digital space on the value of its data, the Authority completely redesigned its website, www.gsccca.org, and launched the newly designed version this past spring. The new design provides better access, clearer pathways, and improved navigation. Creating an intuitive and attractive design with consistent messaging that better reflects the Authority’s core values was also a critical element of the project.

Following are more details about the redesigned site:

- Implemented responsive web design (RWD) as part of the redesign process. This allows visitors to use a wide range of devices (desktops, tablets, smart phones) to access the site and have an optimal viewing experience with each. RWD enables easy reading and navigation regardless of the device being used.
- Designed new site using search engine optimization (SEO) best practices and includes SEO strategy to ensure high page rankings and a competitive presence on search engines.
- Developed site redesign strategy by combining feedback of key stakeholders, facilitation sessions, and site surveys. The Authority sent website surveys to over 40,000 users including subscribers, clerks and staff, and all members of the Atlanta Association of Realtors. The more than 3,700 responses received were used to help shape the redesign strategy.
- Changed navigation of site based on “core actions” of File, Search, and Learn. The design philosophy focuses on emphasizing typical user actions and leverages large, easily identifiable icons that are associated with each action. The goal is to mimic the sort of imagery a user would see at a bus or train station where commuter actions are directed by the universally recognized icons on the overhead signs (i.e. this way to train, this way to exit, restrooms here, etc.). This design philosophy enables our site to be relevant to current and future design standards and will display correctly on computers of low and high resolution, mobile devices, and tablets. Additionally, the new design uses integrated FAQs that allow users to find the help and information they need without having to leave their current page.
- Rebranded the Authority by creating a new logo that is memorable, relevant, and more appealing. Brand guidelines were developed which include available fonts, colors, and other information.
- Separated informational and application sections of the site. The new informational sections of the site were completely redesigned and are mobile-friendly through responsive design. For the application sections, the integrity of the design was maintained to allow current users to continue to do their job in a consistent way. The application sections, however, were “skinned” or restyled to incorporate the new theme and to better match the look and feel of the new website.
- Incorporated the Sitefinity Content Management System (CMS) into the new site. Using CMS drastically reduces the complexity of site updates by allowing developers and regular end-users to edit content. This will help keep the site content fresh and up-to-date.
- Developed a portfolio of keywords for which people search that are relevant to GSCCCA with the end goal of having the Authority’s site, www.gsccca.org display in Google search results.
- Optimized www.gsccca.org for keyword portfolio in order to align what a person sees in the search result page with what he/she typed into the Google search bar to increase the click-through rate for our site.
- Protected “search equity” that the site has previously built by setting up the necessary 301 redirects. These redirects transfer any "search equity" from the old website’s URLs to the new pages that reflect the same content. The higher your equity, the more likely Google is to place your site on Page 1 of the search results.
- Created a site overview video to showcase www.gsccca.org. The video serves as a transitional tool for old and new users alike to become acclimated with the new look and to understand why we made the decisions we did.
- Created a template for “Featured Clerk” videos. This new format allows our site to feature clerks not solely as elected officials but, by embracing video delivery, we can showcase their personalities and allow viewers to relate to them on a more personal level.

Development – eFiling & eRecording

During FY 2013, the Authority restructured its entire eFiling site in order to improve the user experience, implement new features, enhance performance, and generally make the site more scalable and robust. Below is a summary of accomplishments:

- Added **Real Estate eRecording** to the web interface. Users in Georgia who are eligible to participate in the electronic recording of real estate documents can now access the Authority’s website, **efile.gsccca.org**, to file directly with counties from the convenience of their home or office rather than having to travel to the county clerk’s office. Following are more details about the new application:
 - The real estate application is customizable to county preferences, such that it will only allow filers to upload documents that the county has previously authorized, including plats.
 - The website provides for highly accurate fee estimates, collection and reporting of required taxes, specification of participant IDs, and party information.
 - The application allows users to create filing packages in which all documents in the package are either accepted or rejected as a single unit which reflects the current practice of filing paper documents.
 - The application allows the filer to re-organize and reorder the documents he/she has uploaded for filing, since the order in which real estate documents are recorded is critical.
 - The real estate application allows the user to type a personalized note to the clerk so that any ambiguity in the filing can be communicated in advance.
 - For plat documents, the website enforces compliance with relevant plat recording laws and normalizes plat images to a standard adopted by the Authority and clerks throughout the state.
- Substantially updated eFile User Manual to reflect all changes to the eFiling system. The guide was developed last year to assist filers as they maneuver within the site and to provide support for technical questions.
- Added a “wallet” feature to the website to provide users the ability to store multiple forms of payment. This allows filers to pay for filings more efficiently and to pay from different accounts as necessary.
- Added ACH, or eCheck, as a valid payment method for individual filings and escrow funding. This allows filers who prefer to pay directly from a bank account the ability to do so. With Real Estate eRecording now a standard offering of the GSCCCA website, it was particularly important to include ACH as a payment method since it has become the undeclared standard nationally. With real estate, taxes are often collected and remitted to the Clerk of Superior Court as part of the filing action, so the dollar amounts associated with some types of recordings can be rather substantial. ACH offers GSCCCA users a low-cost method of paying for high-dollar filings. For instance, on a \$2,000 filing, the current credit card recovery rate would impose an additional \$70.00 processing fee in order to offset the costs the GSCCCA would bear for handling that transaction. With ACH, the user would pay a flat fee of just \$1.00 per filing.
- Added automated disbursement of filing fees to clerks via ACH. Clerks can now receive payment for all filings processed through the GSCCCA web portal on a daily basis via ACH. Clerks receive a detailed banking statement at the end of each day, detailing the filing activity for the day, fees collected, recording information, and most important, how much money was disbursed into their filing account that day.
- Greatly improved the reporting of financial transactions to filers on the website. All transactions now result in the filer being able to print an attractive, yet detailed receipt of their payment. The

transaction history page now includes much more detail than it did previously, and there is a new page dedicated to escrow account users. This new page closely models a typical bank register such that users can quickly view all funding transactions, current balance, and all payments.

- Added the ability for filers to associate a “friendly name” for all filings. This allows users to better recognize filings simply by looking at the name they provide, rather than a ubiquitous number assigned by the eFiling system. The friendly name of a filing is also used on the transaction history page.
- Improved the look and functionality of the filer dashboard.
 - Added bold, visually appealing icons to help users quickly identify how to perform certain actions. The use of icons was also integrated into each row of the dashboard so that filers can quickly and unmistakably tell which filings have been accepted and which were rejected.
 - Added tabbed views to the dashboard, so filers can decide what types of documents they want to see whether it be only UCC, Real Estate, or even all document types.
 - Added the ability to select multiple items on the dashboard and apply bulk actions to these items, such as archiving or paying for filings. Previously, the filer would have to perform an action on one filing at a time.
 - Added the ability for the filer to sort on any column, and the dashboard now gives clear indication of what column is being used to sort the data, and in which direction.
 - Added the ability to view filed document online with the webpage, or to download the documents for safekeeping.
- Improved the look and feel of various pages, including the login page, to make actions and filer decisions much more intuitive. The website gives much better feedback to users when taking certain actions, and gives much better guidance and direction that it did previously.
- Improved the overall navigation of the website such that there are no “dead ends.” Even in circumstances where a filing cannot proceed for various reasons, the filer is always given options as to where to “go next” in order to remedy the issue.
- Developed a real estate eRecording testing platform that allows GSCCCA staff to quickly test integration processes from value-added submitters and land record system vendors.
- Added a special restricted access section of the eFiling website for AOC use when troubleshooting child support issues. This functionality allows the AOC to see what filings the GSCCCA portal has received from their workflow system, any errors being reported, and the ability to retry transmissions to the AOC that previously failed.
- Integrated payment event tracking into ACHieve website. The ACHieve website is an internal application used by IT and accounting to schedule and manage automated ACH disbursements. Payment tracking allows staff to determine whether ACH transactions have cleared or not cleared the bank.

Development – eFile Registry

The eFile Registry was developed by the Authority to facilitate the registration, maintenance and verification of real estate eFile participants. The site provides a secure location for housing approved participants in the eFiling of real estate documents in Georgia. The eFile Registry has been up and running since November of 2011.

Following are upgrades made to the registry during FY 2013 and other data:

- Modified eFile Registry to allow Participant ID delegation, in which the owner of a Participant ID can grant permission for someone else (such as a paralegal) to be associated with the ID and to use it.
- Updated eFile Registry to include “Land Surveyors” as a valid Trusted User type because of the addition of plats as a valid type of real estate document to file in Georgia.
- Added seamless integration with the GSCCCA eFiling registry, such that users of the GSCCCA website can associate their mandatory Participant IDs with their eFiling accounts in a way that is safe, fast, and very secure.
 - Users can associate one or more Participant IDs with their account through the eFiling Registry delegation Process
 - The GSCCCA portal does full validation on all participant ID information received, and will purposeful disallow filings from participants with IDs that have been deactivated or involuntarily revoked.
 - The GSCCCA portal provides for full tracking of participant IDs across the entire filing lifecycle, originating with the trusted user and navigating through one or more additional trusted users or submitters.
- Added 94 Participants to the Registry during FY 2013 for a total of 115:
 - 5 Self-Filers (15 total)
 - 43 Submitters (68 total)
 - 46 Trusted Users (72 total)
- Added 136 accounts to the Registry during FY 2013 for a total of 205.
- Handled 23,975 system queries made to the Participant ID query web service during FY 2013. The eFile Registry allows vendors to automate their verification processes by opening itself to Participant queries from third-party applications through web services.

Development – Other Programs

- Deployed a new version of **ScanSend** in volunteer pilot counties. It is currently installed in 23 counties on 62 scan stations. The new version ensures a quicker installation for counties, an easy-to-use customer service portal, a new guided user experience, and compatibility with the Windows 7 operating system. Before installing, the Authority performed extensive testing of the new program with existing systems. All systems are critical to the daily operations of Superior Court Clerks and their staff. Utilities include the ability to transmit UCC documents, Protective Orders, notary commissions, and civil filing forms when electronic transmission of case data is not available.
- Integrated PT-61 creation page with Real Estate eFiling. By combining these two separate systems, eFilers save time and records are filed faster and more accurately.
- Assisted Cobb County during real estate transmission outage by writing program to manually activate the county’s PT-61s.
- Implemented several changes to the courtrax.org website to provide timely information about training and legislation.
- Updated the Fines and Fees online calculator to reflect a change to the payment priority schedule.
- Updated all Fines and Fees consolidated remittance and reporting forms and the ability to index those forms in compliance with SB231, which changed the way that the DETF charge was assessed. This also included a change to the online calculator.

Systems Department

- Upgraded several core database servers from SQL Server 2000 to SQL Server 2008. SQL Server 2008 provides several performance enhancements over SQL Server 2000, and also introduces new features that are critical for enabling certain functionality of the GSCCCA website, such as map search. Microsoft will be discontinuing support for SQL Server 2000 in the near future so upgrading is necessary to maintain support contracts.
- Enhanced the database infrastructure based on proactive observations of past performance history.
 - Implemented a new database replication strategy to compensate for some legacy SQL 2000 servers. This allows the organization to have a more reliable and predictable failover capability should there be a catastrophic issue at the primary datacenter.
 - Altered how the database servers handle customer session information which allows users to logon to our search website and maintain state across various web servers. The changes corrected some login and data replication issues. The SQL jobs that cleanup session data after it becomes stale were also modified so that server availability was vastly increased during this time.
 - Created an eFile log table purging job to prevent unnecessary growth of these tables in the database. Detailed logs are kept to help quickly troubleshoot issues, but the value of the log information quickly decreases over time and there is not a need to preserve this information indefinitely.
 - Enabled alerts on all SQL Servers for critical failures so that the operations staff is made aware of issues as quickly as possible.
 - Created a SQL job that monitors the database transaction log file size and sends an alert when a threshold is exceeded. Along with other uses, transaction logs document the changes that have occurred in the database since the last full backup and provide consistency across complex queries. This enhancement allows staff to be proactive and prevent the SQL log from filling up, at which point errors are generated.
 - Updated the database utility that is used by the systems staff when troubleshooting issues with document images. The change allows for images to be located across the legacy operating environment as well as the new environment.
- Created several automated reports to help different departments get quicker access to the information they needed. Examples include:
 - Subscriber Analysis Report
 - Account Balance Search Report
- Furthered training and expertise by Database Administrator (DBA) attending several SQL Training Sessions. This training led directly to improvements in the Authority's database infrastructure.
- Continued to virtualize servers to reduce administration and deployment time, and costs, and to increase reliability and flexibility.
- Created a new server for the Database Administrator (DBA) so that there is a central place for all the SQL tools to be installed. This central server simplifies the work environment for the DBA and also gives a central location for others to use the same tools.
- Implemented an entirely new server environment for the website redesign project. This project involved setting up servers and websites in the Development, Staging, and Production environments. Also implemented a Content Management Solution (CMS) that allows for easier content management for www.gsccca.org.
- Rolled out a new printer server with Canon's Uniflow software. This allows the Authority to track all printing in the office and gain a better understanding of printing costs.

- Updated the system image for certain models of Authority-provided computers. This allows the Authority CSRs to deploy workstations faster due to less time applying operating system updates and waiting for antivirus software (OfficeScan) to update virus definitions.
- Implemented an automated monthly backup of our Peachtree accounting software. This allows us to provide data recovery if needed.
- Migrated all users from old Exchange server to new virtualized Exchange server. This will provide users with greater reliability and performance.
- Restructured all folders containing deed, lien, plat and all other document images, so that they are similarly organized at the Primary Datacenter and Remote Datacenter. This simplifies management and replication of the data.
- Developed a plan to replace the older and less capable Wyse terminals with refurbished PCs. This will allow the Authority to save money on new PC purchases and provide greater flexibility with the Search terminals.
- Increased local disk capacity on backup server and implemented Windows Server Backup to backup the backup server. This will allow for faster recovery in a disaster situation.
- Made numerous upgrades to audio/video equipment in Authority training and board rooms. These upgrades were necessary to support the Authority's training programs and to stay current with today's technology. A new SmartBoard allows our staff to interactively plan and brainstorm on a digital canvas that preserves the work making it more efficient and effective.
- Blocked over 12 million spam emails blocking 94% of all e-mail received.

Networking Department

- Increased Internet connection speeds at our Remote Data Center from 50Mbps to 100Mbps.
- Upgraded all internally and externally managed wireless networks to use the latest hardware and specifications, greatly increasing the speed and availability of the networks.
- Reduced our dependency on service providers for engineered solutions by migrating 9 sites from a third-party engineered VPN solution to a more reliable self-managed VPN solution. We are continually working to migrate the remaining sites.
- Worked with developers and web consultants to create "iRules" that facilitated a more seamless implementation of our website redesign.
- Set up additional teleconference rooms for internal users in order to reduce scheduling conflicts for teleconferences.
- Continued to maintain PCI site certification which guarantees customers that the security measures we provide on the GSCCCA websites are strong enough to protect their data and online transactions.
- Performed the required duties to remain a Cisco Certified Partner.
- Provided assistance with 11 office moves for Clerks of Superior Court.
- Worked with other departments to resolve 448 network-related support tickets.

Training

Through its Training Department, the Authority continues to provide the most accurate and current information to clerks, their staff, and other interested constituencies while also prioritizing the convenience and accessibility of the training. To this end, the Authority offers three types of training: classroom, webinars and online.

Classroom

Classroom training is hosted by a Superior Court Clerk and offered free-of-charge. For FY 2013, the Authority conducted 13 programs across the state. Almost 100 people attended the training classes on the following topics:

- UCC Training
- New UCC Forms
- Fines & Fees
- Real Estate Indexing Standards
- Notary Public Training
- Authority Map Search Mobile Application

Webinars

Webinars are remote training conducted via the internet and phone and allow a clerk to have as many staff members as they wish participate in training without the time and cost of travel. During FY 2013, the Authority continued to utilize this internet-based training tool by hosting 20 webinars for almost 550 participants. The following topics were covered:

- UCC Training
- New UCC Forms
- Real Estate Indexing Standards
- Protective Order Registry
- Fines and Fees
- eFile.gsccca.org
- Pooling and Servicing Agreements

Online

The Authority continues to offer a wide variety of online training opportunities. Courses are available 24 hours a day, 7 days a week, making training completely flexible. Listed below are the online courses that the Authority offers and the number of clerks, clerk employees, and other Georgia citizens who took advantage of this training during FY 2013:

- Introduction to GSCCCA Indexing Standards
 - 130 people participated in the training

- 34 users took the Real Estate Indexing Certification Exam and 2 clerk employees successfully passed the exam
- Extended Real Estate Indexing Standards
 - 37 people participated in the training
- Fines & Fees Training
 - 104 people participated in the training
- Notary Public Training
 - 6,859 people participated in the training and over 2,000 took the Notary Public Final Exam
 - Authority began offering alternate payment methods for Notary Public Final Exam
- UCC Training
 - 22 people participated in the training

Additionally, the Authority conducted 33 one-on-one training sessions for clerk offices, other courts, banks, and attorney offices. The Authority also presented programs at the Fall 2012 COAG Conference and 2013 Spring Clerks' Conference. The training topics included:

- Fines & Fees
- Notary Online
- UCC eFile
- Authority Map Search Mobile Application
- Real Estate eRecording Standards

HelpDesk – Customer Support

HelpDesk is the Authority's customer support team which provides technical support and resolves problems for clerks, clerks' office staff, and website customers. The following statistics for FY 2013 speak to the volume of work that this team handles and the efficiency of their performance. Their outstanding work is critical to the continued success of the Authority.

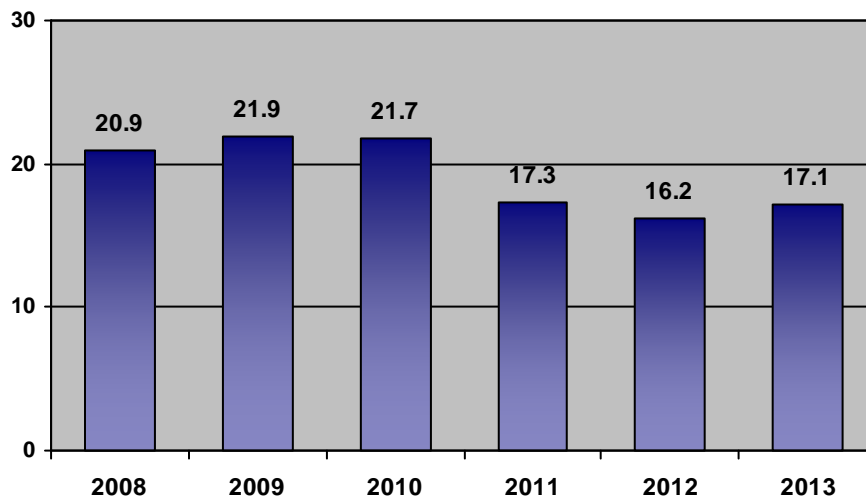
HelpDesk Stats

- Total Calls: **17,053**
- Answer Rate: **96%**
- Average Talk Time: **5 minutes 29 seconds**
- Average Speed of Answer: **17 seconds**
- Total E-mail Requests Received: **6,500+**
- Total Repair Requests: **740**
- Tickets Received: **10,664**
- Tickets Resolved (during initial contact): **7,967**
- Ticket Resolution Rate: **75%**

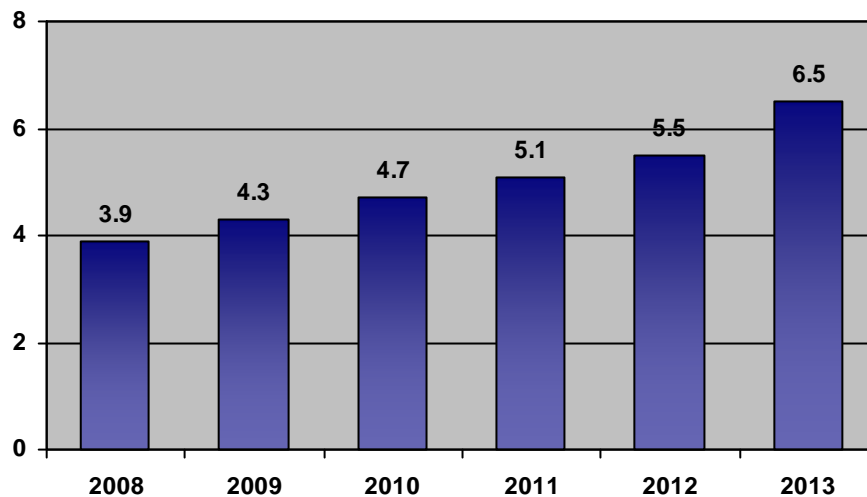
Top 10 Requests

- GSCCCA Website: Username/Password Requests (865)
- GSCCCA Website: Site Navigation Assistance (705)
- GSCCCA Website: Verification Code Q/A (652)
- GSCCCA Website: Unable to View Images (539)
- GSCCCA Website: General Information/Non-Tech Q/A (522)
- PT-61: How to Complete the Form/General Q/A (499)
- Account Management: New Account Request (416)
- Outlook: Unable to Send/Receive Emails/Full Mailbox (173)
- Account Management: Modify Account Request (173)
- Account Management: Image Not Available Inquiry (159)

HelpDesk Calls (thousands)



HelpDesk Emails (thousands)



Equipment Outreach

In order to successfully implement its many legislatively mandated projects, the Authority has modernized all Clerk of Superior Court offices in the state by providing thousands of computers, printers, scanners, servers and other equipment. For many offices, this meant automating them for the first time when the UCC project began in 1995. By continuing to provide equipment, in addition to technological assistance and high-speed communications, the Authority supports all counties in their efforts to comply with Authority programs. Acquiring this equipment for most counties would not have been possible without the Authority due to the significant tightening of county budgets.

In addition to providing cutting-edge programs that offer unique services to Georgia's counties and citizens, the Authority can take pride in the fact that Georgia's Superior Court Clerk offices have not only entered the 21st century but have embraced its technology and, in many areas, lead their counterparts from around the country.

Below is a summary of the Authority's equipment outreach efforts during FY 2013:

- Ordered, processed and shipped **2,226 pieces of new equipment** to counties including CPUs, monitors, servers, laptops and scanners. The Authority has ordered, processed and shipped over **21,000** pieces of new equipment since opening its doors in 1995.
- Deployed **633 computers, 370 monitors and 38 scanners** to 55 Clerk of Superior Court offices as part of the Statewide Computer Replacement Project for all 159 counties.
- Handled **198 Purchase Orders** totaling over **\$2.97 million** including equipment for Remote Data Center and Archive Project.
- Handled **145** contracts from counties for equipment (County purchases, Image Trade purchases and county requests for additional equipment).
- Performed detailed evaluation of all returned inventory sheets from counties and processed **796** county equipment returns.
- Processed **420** equipment repairs essential for daily operations within clerk offices including computers, flat-panel monitors and scanners.
- Tracked all repairs of county equipment and ensured that items were returned in a timely manner.
- Shipped **293** non-inventory items including switches, cables, keyboards and mice.
- Obtained **518** quotes for equipment purchases for counties.
- Saved over **\$148,000** through competitive bidding, state contract, and contract with the Western States Contracting Alliance, a group of companies that have banded together to form a buying cooperative.
- Saved over **\$19,000** by implementing in-house imaging.
- Transferred **817** pieces of equipment to the Georgia Department of Administrative Services for proper disposal per state guidelines.
- Forecasted a **\$250,000** cost savings over the next fiscal year by repurposing current workstations to replace aging search stations.
- Continued to promote open communication with counties for the purpose of encouraging compliance with all Authority projects including UCC Project, Real Estate Deed Project, and Lien, Plat & Map Project.
- Maintained an inventory management tracking component helping to ensure that all county inquiries, problems and other issues are addressed promptly and accurately.

- Distributed inventory sheets, detailed memos and Q&A sheets to all counties for sustained inventory project success.
- Continued to streamline and simplify communication between counties and the Authority by providing real-time information on their inventory, GSCCCA equipment policies and frequently asked questions.

Outreach & Professional Development

The Authority recognizes and values its symbiotic relationship with Superior Court Clerks, and in this vein, works hard to provide support to clerks and their staff in many ways. The Authority also seeks and takes advantage of opportunities to reach the public and provide education on who we are and what we do. Additionally, the Authority recognizes the value of professional development and encourages staff to be involved in industry groups and work toward furthering their own training and education.

Below is a summary of the Authority's outreach and professional development activities for FY 2013.

- Completely redesigned website, www.gsccca.org, in an effort to better serve customers and to capitalize in the digital space on the value of the Authority's invaluable data. The new design provides better access, clearer pathways, and improved navigation. Creating an intuitive and attractive design with consistent messaging that better reflects the Authority's core values was also a critical element of the project. The success of the new website will be measured by increased subscribers, better organization of information, improved and easier user experience, positive clerk feedback, and decreased phone support.
- Rebranded the Authority by creating a new logo that is memorable, relevant, and more appealing.
- Produced quarterly newsletter for clerks that is posted on the Authority website.
- Strengthened the Authority's social media strategy encompassing a three-pronged approach. By utilizing Facebook, Twitter and blogging, the Authority is better able to communicate with its customers and reach out to potential subscribers while keeping clerks better informed.
- Represented the Authority's interests as well as Clerks of Superior Courts in the revision of UCC forms to be adopted in conjunction with the enactment of 2010 Amendments to Article 9. The passage of SB 185, during the 2013 session of the Georgia General Assembly, will usher in the new UCC filing requirements with a July 1, 2013 effective date. The Authority has worked throughout the process to notify clerks of the changes and, recently, to provide training on the new forms and other filing requirements through a series of webinars.
- Handled and processed to resolution UCC, notary public, real estate, fines and fees, and training inquiries from clerks' offices, UCC filers, online users and the general public.
- Provided a computer lab for the Fall COAG and Spring Superior Court Clerk training conferences. Conference materials were posted on the GSCCCA Clerk Resource Center website.
- Conducted various presentations and training to outside groups including members of the banking and legal communities, the Association of Paralegals of Georgia, the UGA Law School in Athens, and the Western Judicial Circuit Bar Association.
- Visited the offices of 15 newly-elected clerks to provide support and discuss working relationship between their respective offices and the Authority.
- Visited offices of 26 clerks not currently participating in eFile Project to promote the benefits of offering eFiling services to the public and streamlining internal processes.

- Provided IT assistance with 11 office moves for Clerks of Superior Court.
- Maintained liaison roles with the State Bar, public users, title examiners, surveyors, GCIC, and courthouse vendors.
- Regularly communicate with the FBI's Domestic Terrorism Unit regarding sovereign citizen issues. The Authority serves in a liaison capacity between the FBI and Superior Court Clerk offices.
- Participated in an FBI work group addressing mortgage fraud. The Authority's database is viewed as a valuable tool in the research and discovery process for law enforcement.
- Handled, in conjunction with the Attorney General's office, open records requests from the public.
- Continued work rewriting Georgia's notary law to bring in line with the Revised Uniform Law on Notarial Acts as promulgated by the Uniform Law Commission. The Authority board appointed a committee comprised of board members, industry experts and Authority staff and charged the group with making the revisions to the law. A bill based on the group's work is expected to be introduced during the 2014 legislative session.
- Represented on the NPA (National Public Administrators) Apostille Handbook Committee. This committee is developing a best practices handbook that can be used as a guide by states in the apostille process.
- Invited to serve on the panel at the 2013 Real Property Law Institute for a discussion of electronic recording of real estate documents.
- Benefitted from staff members serving in industry leadership positions:
 - Authority Communications Director serving as President of the Board of the Notary Public Administrators (NPA) for 2012-2013. Comprised of state notary administrators, the NPA brings together public and private stakeholders in the notary industry. The Authority's participation in NASS/NPA allows us to monitor changes and trends in the area of notary law nationally that could affect the state of Georgia. He represented the Clerks' Authority at the annual NASS (National Association of Secretaries of State) 2013 Winter Conference. As president of NPA (a section of NASS), he formally represented the NPA and reported on the activities and 2013 goals of NPA to the full body of NASS which is comprised of Secretaries of State from all fifty states.
 - Authority Communications Director serving as President-elect of the International Association of Commercial Administrators (IACA) for 2012-2013. As President-elect, he represents the Clerks' Authority by promoting the vital role that IACA plays in the UCC filing office. IACA brings together UCC industry representatives from the private (filings parties) and public (filing offices) sectors.
- Benefitted from staff members furthering education and training:
 - IT Manager completed the necessary ongoing professional development and training needed to maintain the PMP (Project Management Professional) certification.
 - Development Manager newly earned the PMP certification, becoming the second person on the IT staff to achieve this significant certification.
 - Database Administrator attended several SQL Training Sessions. This training led directly to improvements in the Authority's database infrastructure.

Conclusion

Since 1993, the Authority has seen tremendous growth and strategic innovation, and through its many programs, the following has become a reality without any funding from local, state or federal taxes:

- The public has unprecedented access to valuable information in the Superior Court Clerk's office.
- The business community has new, innovative tools for making their work more efficient and effective.
- The State of Georgia benefits from more modernized Clerk of Superior Court offices.
- County governments enjoy additional revenue which is vital as budgets are stretched thin.
- Georgia lawmakers have access to data that allows them to more effectively set public policy.
- Law enforcement officials have access to critical and timely crime data to protect the public.

Much has been accomplished since the Authority was created twenty years ago but our goals remain ambitious and unchanged. We will continue to:

- Ensure that Clerks of Superior Court have the resources they need for success.
- Innovate and add value to our programs.
- Seek sustainable solutions to the financial issues with which we are faced.
- Achieve preeminence as an acknowledged leader in the public records arena.

The information contained in this report is respectfully presented to provide an overview of the Authority and a more detailed review of the many accomplishments of the past fiscal year. These achievements would not have been possible without the support and tremendous contributions of Georgia's Superior Court Clerks, the vision and leadership of the Authority's Board of Directors, and the outstanding abilities and tireless efforts of our dedicated professional staff.

For additional information on any of the programs listed or the content of this report, please contact Mike Smith, GSCCCA Communications Director, at mike.smith@gsccca.org.

