Georgia Superior Court Clerks' Cooperative Authority
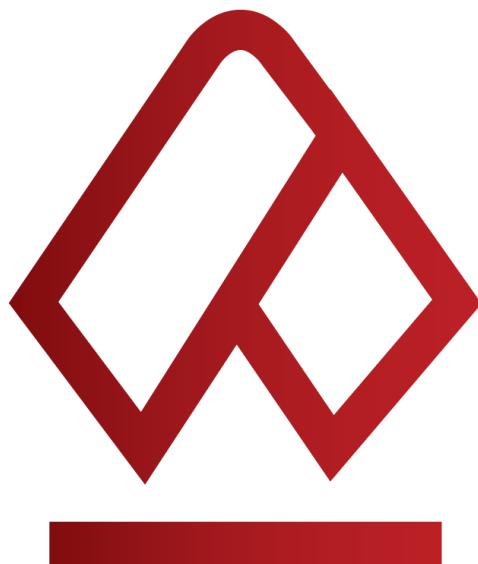

2013-2014 Accomplishments & Year-end Report

Motivationalist Paul J. Meyer often said …

> *"Productivity is never an accident. It is always the result of a commitment to excellence, intelligent planning, and focused effort."*

These words could be used to describe the continuing productivity and success of the Georgia Superior Court Clerks' Cooperative Authority. Despite challenges to the organization brought on by an unexpected health battle for our longtime executive director and a mixed bag of economic conditions, **the Authority completed FY 2014 financially solid and operationally intact**. The resilience of our results is a testament to the quality of our products and our continued focus on managing costs. Our productivity and success is no accident, but rather the result of the outstanding and prudent leadership of our Board of Directors, the effort, skill and dedication of our professional staff, and the willingness of 159 clerks of Superior Court to work together for the good of all clerks and the State of Georgia.

In 1993, Superior Court clerks were galvanized by a common goal and came together to fight for the creation of the Georgia Superior Court Clerks' Cooperative Authority. As Greg G. Allen, Superior Court clerk of Forsyth County, says in the soon-to-be-published history of the GSCCCA, "To think that a group of seasoned clerks of this generation, in an elected position, whose duties were codified over two hundred years ago, not only understood the radical change the world was experiencing but were able to see the future and harness technology to the advantage of the citizens of Georgia is nothing short of amazing."

Through challenges and uphill battles, clerks and the Authority staff have worked together to create the amazing success story we know today ... or in the words of Authority Chairman Barry Wilkes, "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 … and all this accomplished with zero state dollars.

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 Re-Indexing Project
- ➤ County-Funded Historical Deed Re-Indexing Project
- ➤ Lien, Plat & Map Project
- ➤ Historical Plat & Map Project
- ➤ PT-61 Project
- ➤ Premium Search Account
- ➤ Data Archive Project (MyVault Online Archive Service)
- ➤ Microfilm Project
- ➤ eFile 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 funding for clerks' offices.
- ➤ 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.

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

- ➤ Created a **history of the GSCCCA** to celebrate upcoming 20-year anniversary. The goal of the project is to permanently record the early battles, the on-going development and implementation of myriad projects, and the ultimate success story of the Authority, and to memorialize the vision, inspiration and actions of individuals who worked tirelessly and collectively to achieve what many believed was not possible. The book will be published and distributed during FY 2015.
- ➤ Re-opened **Historical Deed Re-Indexing Project**, and launched a formal program to complete the deed indexing for all incomplete indexing and imaging for the year 1992 so as move the inclusive range of deed data back to 1992 for all counties.
- ➤ Added over 435,000 additional deed and plat instruments through **County-Funded Historical Deed Re-Indexing Project**. As a result of this program, the public has access to additional real estate information at no additional cost to the Authority, and clerks' offices have access to additional resources through print image fees initiated through the Authority's website. Twenty counties are now participating in the program.
- ➤ Developed a website to enable clerks to view and download their notary data and use it for advertising, promotion, or any other purpose they may require.
- ➤ Completed extensive work in anticipation of the passage of HB 670, a bill that would have created a **statewide trade name registry** to be hosted by the Authority. Work included creating a sophisticated database for tracking and retaining trade name registrations, creating standardized forms that would be completed online and submitted by clerks of Superior Court for inclusion in the registry, and creating a system and the necessary companion standards for receiving trade name data electronically from counties that already index and store such information locally. Surprisingly, the bill was vetoed by the governor, but it is anticipated that it will be reintroduced during the 2015 legislative session.
- ➤ Ushered in **new UCC filing requirements** when SB 185 (UCC Amendments to Article 9) became effective on July 1, 2013.
  - ➤ Drafted new UCC Administrative Rules, in consultation with other jurisdictions, for adoption by the Authority board.
  - ➤ Published new UCC forms to www.gsccca.org and edited website content to reflect changes effected by SB 185 including updating UCC rejection reasons.
  - ➤ Conducted webinars for Superior Court clerk personnel, banks and the legal community on UCC legislative changes.
- ➤ Monitored bill to rewrite **Georgia's notary law**. The Authority board appointed a committee comprised of board members, industry experts and Authority staff and charged the group with making the revisions to notary law. The goal is to modernize Georgia's notary law and to bring it in line with the Revised Uniform Law on Notarial Acts as promulgated by the Uniform Law Commission. A bill based on the group's work was introduced during the 2014 legislative session but did not make it out of the House. The bill will be reintroduced during the 2015 legislative session.
- ➤ Continued to tweak and improve **www.gsccca.org** to better serve customers after launching a completely redesigned version to rave reviews last year.

- Increased the number of **Premium Search accounts** by **27.8%** for a fiscal year-end total of **2,291 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 **over $692,000** in increased revenue for FY 2014, and **over $1.16 million** in additional revenue since the Premium Search account was launched. This number is expected to grow in the coming years as the number of Premium Search accounts increases.
- Added numerous features and fixes to the Premium Account's **Map Search application** for the iPhone, including a larger display screen for iPhone 5 compatibility. This mobile app provides the most up-to-date and accurate real estate sales data in the state of Georgia, and 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.
- Increased addresses searchable in the Clerks' Authority Map Search application by 166,256 properties for a fiscal year-end total of **over 1.83 million** addresses, making the Map Search app even more valuable.
- Performed two permanent archival backups of approximately **10.4 TBs** of images. This ensures that we have an up-to-date copy of our images in case of a data loss.
- Developed program to **convert plats** from the submission standard to the GSCCCA standard in order to help clerks receive these files in cases where they would otherwise not have the ability to do so.
- Installed new version of **Scansend** in 83 more counties for a total of **104 counties** on 312 scan stations. The new version ensures a quicker installation process for counties with an automatic updating feature that integrates seamlessly with the application, integrates troubleshooting and diagnostic tools to help CSRs troubleshoot issues that might arise, allows CSRs to easily set up and update individual installations from an internal website without the need to access users' computers, and is compatible with Windows 7 and Windows 8.
- Continued an **Executive Document Management Imaging Program** providing for searchable electronic documents used by management on a recurring basis.
- 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 **123 counties.**
- Added a feature on the Authority website to allow ordering the Notary Handbook online and paying by credit card. Before this feature was available, a person had to mail a form and check or come in person to the Authority office to purchase the Notary Handbook. Since adding this feature, handbook sales have increased from 800 to 1,000 this fiscal year.
- Restored over **220 GBs of data** for 11 counties through the Authority's **MyVault Online Archive Service** in FY 2014. Currently, **116 counties** participate in the program with 5 counties added this fiscal year and 5 more preparing to participate. The statistics continue to stagger with the online vault protecting **over 413 million** files totaling more than **51 TBs** of data.

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 two decades.

Following are some of the highlights from FY 2014:

- Added over **11 million** images to the system this fiscal year for a June 30, 2014 total of almost **220 million** images.
- Had over **374 million** page views and almost **1 million** unique visitors to www.gsccca.org. The public accesses the Authority's invaluable data via the Internet **more than 4.5 million times** each year from 186 countries.
- Upgraded **485** regular subscriber accounts to Premium Search accounts for a total of **2,291** Premium Search accounts. The number of total active monthly subscribers to www.gsccca.org was **14,682** as of June 30, 2014.
- Remitted to clerks' offices almost **$813,000** for deed images this fiscal year and over **$12.3 million** for deed images since the beginning of the project.
- Returned almost **$5 million** to clerks' offices for prints ($.50 per print) off the Authority website and approximately **$35.9 million** for prints since the Authority was established.
- Ordered, processed and shipped a total of **1,354 pieces of new equipment** to clerks' offices including CPUs, monitors, servers, laptops and scanners. The Authority has provided over **22,400** pieces of new equipment to clerks' offices since opening its doors in 1995.
- Deployed **1,021 pieces of new equipment** (647 computers, 267 monitors and 107 scanners) to 69 Superior Court clerk offices to replace depreciated equipment as part of the Statewide Computer Replacement Project for all 159 counties.
- Electronically transmitted to the Georgia Crime Information Center (GCIC), a division of the GBI, over **36,000 Protective Orders** indexed by clerks.
- Electronically transmitted to GCIC over **255,000 records** of criminal court dispositions from various courts in Georgia for the purpose of compiling criminal histories and background checks.
- Received over **19,700 calls** and over **6,800 email requests** to HelpDesk.
- Issued over **30,000 apostilles**. Documents originated in 132 different Georgia counties to be used in 86 different countries.
- Served over **9,100 walk-in customers** and answered over **9,000 phone calls** to the Notary Division.
- Backed up over **740 TBs** of data, the equivalent of backing up the printed collection of the U. S. Library of Congress about 74 times!
- Collected and disbursed approximately **$95 million** in court fees.
- Conducted **74** classroom training sessions, webinars and one-on-one programs on various subjects across the state in addition to offering four online training courses.
- Indexed over **227,000** UCCs and conducted over **6,300** Certified Searches for FY 2014. Since opening in 1995, the Authority has indexed over **5.1 million** UCCs and conducted over **221,000** Certified Searches.

➢ Submitted almost **7,100** real estate deed books containing over **4.4 million** pages for microfilm. 156 counties participate in the Authority's Microfilm Project, offered free of charge to clerks of Superior Court.

➢ Blocked over **4.4 million** spam emails, blocking 95% of all email 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 over 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 4.5 million times each year from 186 countries. 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 for FY 2014

- Images added to the system: **11,078,575**
- Sessions: **4,511,450**
- Data transmitted: **11.2 TB**
- Page views: **374,657,929**
- Unique visitors: **979,390**
- Average page views per visit: **33.33**
- Average visit duration: **14:08 minutes**
- Number of countries that visited: **186**
- Top browsers: 64.64% of users use Internet Explorer, 83.84% of these users use IE 8 or newer. 19.26% of users use Google Chrome.
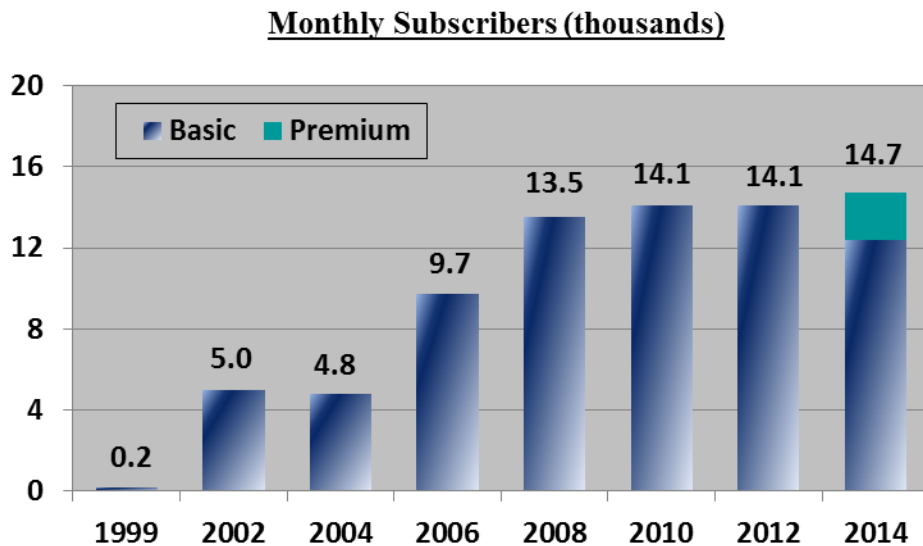
In 2013, the Authority completely redesigned www.gsccca.org in an effort to better serve its customers and to capitalize in the digital space on the value of its data. The success of the redesigned website has been measured by increased subscribers, better organization of information, improved and easier user experience, and positive customer feedback.

After last year's successful redesign, we continue to look at ways to improve the user experience on our site. The redesign modernized our webpages and reduced the amount of images and data sent to our website users. As such, we saw impressive reductions in website hits and bandwidth required to deliver our main website's content. Following this trend, we are no longer reporting yearly hits on our website, but instead will be reporting industry standard analytic values on Sessions (an individual's visit to a site), Unique Visitors, and Page Views. Tracking these standard analytic values will help paint a portrait of our very impressive stats and will allow us to more accurately see how many times each year our users visit and interact with our website.

With the volume and diversity of information contained in the website and the variety of audiences that it serves, the Authority wants to ensure that each visitor is provided a user-centric experience that is tailored to his or her needs … whether the visitor is 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 is more important than ever for online services to grow and expand their online presence. And with close to one million annual visitors to www.gsccca.org, the Authority believes that it is critical for its site to be clear, responsive and easy-to-use for its customers.

Website Subscribers

- Total (Regular + Premium Search) monthly subscribers as of 6/30/14: **14,682**
- Regular monthly subscribers as of 6/30/14: **12,391**
- Premium Search monthly subscribers as of 6/30/14: **2,291**
- Percentage increase in Premium Search accounts for FY 2014: **27.8%**
- Upgraded from regular subscriber accounts to Premium Search accounts: **485**
- Additional revenue generated from Premium Search accounts FY 2014: **over $692,000**
- Additional revenue generated from Premium accounts since inception: **over $1.16 million**
- Single-use subscribers added during fiscal year: **15,949**

Monthly Subscribers (thousands)

Year	Value
1999	0.2
2002	5.0
2004	4.8
2006	9.7
2008	13.5
2010	14.1
2012	14.1
2014	14.7

Legend: Basic, Premium

Since 1999, website subscriptions have increased dramatically, 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 and how integral the Authority's website and databases have become to their businesses.

When interviewed for the Authority's soon-to-be-published history, Scott Swafford, chief credit officer at United Bank in Barnesville, spoke of the website's ease of navigation as one of the many benefits. Having used the system for more than ten years to research UCCs, deed records, and more, he notes that the bank's entire lending force and their assistants now access the site daily as well. Read his comments below.

> *"The GSCCCA's website is an efficient tool for those in the banking industry. It also has made banks more independent. We can do our own research instead of having to hire an attorney or another party to do the research for us. It gives us the ability to do our jobs more effectively, and it's a system that the clerks should be very proud of."*

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 2014, over **11 million** images were added to the system for a fiscal year-end total of **219.7 million**. See the chart and bar graph below for more details.

	Images Added in FY 2014	Total Images 6/30/14
Deeds	8,737,116	193,111,117
Liens	1,572,380	14,470,333
Plats	102,379	857,549
UCCs	295,485	6,901,880
PT-61s	371,215	4,393,582
Total	**11,078,575**	**219,734,461**

Total Images in System (millions)
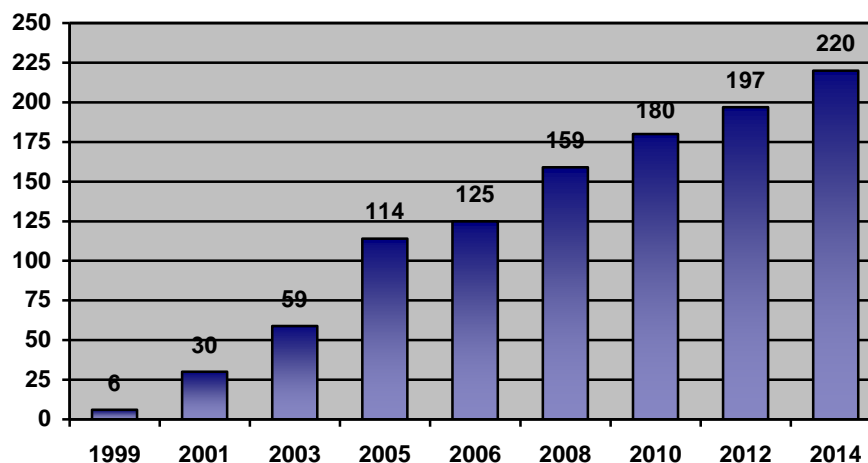
Website Reliability

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 **22,400** pieces of new equipment since opening its doors in 1995 – to Georgia's 159 counties to ensure 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 almost **15,000 subscribers** today, over **374 million page views** in FY 2014, and almost **220 million images** online, the Authority has virtually eliminated "downtime." Whether a user searches the records before lunch on Tuesday or at 1:00 a.m. on Saturday 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.gsccca.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 revenues have been significantly impacted over the last several years, and FY 2014 was no exception. The first half of the year showed promise with what looked to be an uptick in the housing market. However, the second half of the fiscal year reflected very low revenues as demand for home loans plunged. Recent reports reflect that mortgage lending declined to the lowest levels in 14 years during the second half of the Authority's fiscal year. As mortgage rates rose, homeowners pulled back sharply from refinancing, and there was little demand for new loans. FY 2015 looks to be a year of uncertainty, and the Authority will need to be nimble in reacting to the potential for significant financial challenges.

FY 2013 Year-end Audit Completed by Mauldin & Jenkins

➢ Received an unqualified "clean" opinion from Mauldin & Jenkins for the fiscal year ending June 30, 2013 audit.
➢ No audit adjustments were proposed by the auditors.
➢ Coordinated all requests with auditors from Mauldin & Jenkins & 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 GSCCCA subscriber accounts to help boost a collection rate of 98%.
➢ 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, 2014: **14,682**
  This includes **2,291** Premium Search accounts.
- Average monthly direct access subscription revenue as of June 30, 2014: **$198,711**
- Single-use subscription revenue through June 30, 2014: **$72,330**
- Number of monthly check payments processed through June 30, 2014: **17,158**
- Purchased **$669,717** of equipment through June 30, 2014 for **69** counties as part of the Authority's statewide equipment replacement program.
- Deed image fees remitted to clerks' offices through June 30, 2014: **$812,732**
  (**$12.3 million** for deed images since inception of project)
- Returned to clerks' offices **$4,981,000** for prints ($.50 per print) off the Authority website through June 30, 2014. (Returned approximately **$35.9 million** since inception of project.)

  The FY 2014 break-down for prints is as follows:

  - Liens $241,200
  - Plats $170,470
  - R/E $4,403,265
  - PT-61 $48,773
  - UCC $117,292

Administrative

Executive Document Management Imaging Program

During FY 2014, the Authority continued 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.

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, and
➢ 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. 123 or 77% 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, 106 countries participate in the Apostille Treaty, and approximately 4 million apostilles are issued worldwide on an annual basis.

During FY 2014, the Authority's Notary Division:

➢ Continued to maintain the statewide notary database. A statewide total of **43,400 notary commissions** were issued by clerks of Superior Court and then submitted to the Authority for inclusion in the statewide database**.**
➢ Issued **30,000 apostilles** destined for 86 different countries. These documents originated in 132 different Georgia counties.
➢ Issued **145 certificates of authority**, primarily for use in Puerto Rico.
➢ Served **9,100 walk-in customers**; processed **3,700 mail-in requests**; and answered **9,000 phone calls.**
➢ Continued promoting Notary Online with 82% of notary applications submitted electronically to the Authority via the Notary Online application system. Participation in the program increased to **123 counties.**
➢ Added 4 new counties (for a total of 63) who use scanned clerk signatures making commission generation faster and more efficient.

- Added a feature on the Authority website to allow ordering the Notary Handbook online and paying by credit card. Before this feature was available, a person had to mail a form and check or come in person to the Authority office to purchase the Notary Handbook. Since adding this feature, handbook sales have increased from 800 to 1,000 this fiscal year.
- Monitored bill to rewrite Georgia's notary law. The Authority board appointed a committee comprised of board members, industry experts and Authority staff, and charged the group with making the revisions to notary law. The goal is to modernize Georgia's notary law and to bring it in line with the Revised Uniform Law on Notarial Acts as promulgated by the Uniform Law Commission. A bill based on the group's work was introduced during the 2014 legislative session but did not make it out of the House. The bill will be reintroduced during the 2015 legislative session.
- Conducted Notary Online training for clerks of Superior Court, multiple notary public training classes for the general public, and a presentation on notary public law and the role of the notary for the Association of Paralegals of Georgia.

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 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 2014, the Authority's Fines & Fees Division:

- ➤ Collected and disbursed approximately **$95 million in court fees**, a high level of collections during a slow economic period.
- ➤ Performed semi-annual 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 for the tenth year in a row.
- ➤ Upgraded and consolidated the Fines & Fees environment into our virtualized server infrastructure to improve performance and reliability.

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. Since the pilot project began in May 2009, over **118,000 UCCs** have been electronically filed, and as of June 30, 2014, **78 counties** were participating.

During FY 2014, the Authority:

- ➤ Drafted new UCC Administrative Rules that were adopted by the Authority board. This was done in consultation with other jurisdictions and in conjunction with the July 1, 2013 effective date of SB 185 (UCC Amendments to Article 9).

- Published new UCC forms to www.gsccca.org and edited website content to reflect changes effected by SB 185 (UCC Amendments to Article 9) which included updating UCC rejection reasons and revising the clerk view of the UCC acceptance panel to accommodate the new reasons.
- Conducted training specific to the new UCC forms mandated by the passage of SB 185.
- Conducted webinars for Superior Court clerk personnel, banks and the legal community on UCC legislative changes.
- Indexed and added to www.gsccca.org over **227,000 UCCs.**
- Conducted over **6,300 Certified Searches**.
- Continued promoting **UCC eFile** with over **58,000 UCCs** electronically filed during FY 2014.
- Continued the redaction of SSNs listed on UCCs in an effort to help prevent fraud.
- Continued to offer an online UCC Training course.
- Fielded numerous UCC inquiries supporting staff, clerks' offices, the banking industry, private law offices, and the general public.

Since opening in 1995, the Authority has indexed and added to its database over **5.1 million** UCCs (approximately 22,000 per month) and conducted over **221,000** 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 the convenience of searching the indexes from their office or home.

Real Estate Deed Project

In 1996, legislation was passed in Georgia that required the Authority to develop a consolidated database of the official real and personal property records of all 159 clerks of Superior Court. 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.gsccca.org (by subscription).

The Real Estate Deed Project contains the following elements:

- Computer access to real property deed indexes of all 159 counties.
- Integration of all 159 counties into an online statewide system.
- Implementation of standards for data files, fields, and index data.
- 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 system started collecting data from all 159 clerks of Superior Court on January 1, 1999. This data includes the name of the seller and buyer of property, the location of the property, the book and page where the actual deed or property record is filed in the county, and cross index information to other related records. Searches can be performed by name, book and page, property location, 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 records are constantly being added to the online system.

The Authority added over **8.7 million deed images** to the system during FY 2014 to bring the total to over **193 million deed images** in the system. Revenue generated from the printing of images from the system is returned to the clerk's office where the original document resides. Since launching the project, the Authority has paid Georgia clerks' offices over **$12.3 million** for deed images (almost **$813,000** in FY 2014) and over **$34.4 million** for real estate-related prints including liens, plats and PT-61s made from www.gsccca.org (over $4.8 million in FY 2014). This money, over **$46.7 million**, is an important source of additional funding for Georgia's clerks of Superior Court.

In 2004, a new feature was added to the system: access to Real Estate Transfer Tax 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 **Real Estate eFile** statewide. Clerks retain control of the process, and their participation is completely voluntary and at no charge. During FY 2014, **10,389 real estate documents** were eFiled in 12 participating counties.

Below is a summary of efforts during FY 2014 to support and enhance the Real Estate Deed Project:

➤ Made improvements to processes that monitor incoming real estate data for completeness and accuracy. These processes help ensure income data stays synchronized with local courthouse data and create a complete record of real estate document filings.
➤ 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 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 through automated and manual processes.
➤ Continued the administration of the Authority's "Indexing Certification Test" resulting in clerks, deputies, and private vendor personnel becoming certified by the Authority 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, 39 clerks and deputies from 17 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 the land record recording computer systems of private vendors that are used by clerks for compatibility and compliance with the Authority's data collection system and the Indexing Standards. One new vendor achieved certification for their land record recording system in FY 2014.
➤ Provided continuous troubleshooting of issues relating to the deed, lien, and plat filings of all clerks of Superior Court and the transmitting and storage of the related index data to the Authority.
➤ Provided ongoing telephone and email 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 Re-Indexing Project

In 2002, the Authority launched the Historical Deed Re-Indexing Project with the goal of adding land records from Georgia's 159 counties that were filed before the central collection system was implemented to the Authority's online system. (Gwinnett County was the first county to accomplish this feat with a "good-from" date of 1871.) To support this project, the Authority developed further Indexing Standards guidance to help address the challenge of applying current indexing standards to real and personal property records that were locally recorded before the advent of statewide indexing standards.

The project is complex and challenging as the Authority requires the complete re-indexing of these older land records in conformance with current Indexing Standards so as to create a cohesive record with current data in the system. All indexers performing this re-indexing must pass a Deed Indexing Certification Test developed by the Authority, 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 Authority's website for public access.

The current statewide "good-from" date is 1993. The cost to add each additional historical year to the database is approximately $3.6 to 4.5 million dollars. The project, previously suspended for lack of discretionary funds resulting from the recent recession, was re-opened in FY 2014, and a formal program was launched to complete the deed indexing project for all incomplete indexing and imaging for the year 1992 so as move the inclusive range of deed data back to 1992 for all counties. Agreements were put in place with authorized vendors chosen by the clerks for the completion of the 1992 data. All twenty-four participant clerks' offices and their chosen vendors cooperated with the preparation of formal docket surveys which are reviewed by the Authority for the issuance of indexing and imaging guidance so as to minimize conflicting data and image issues as the project moves forward. Although not fully recovered to its revenue levels of 2007, the Authority is optimistic that it will be able to open the project back to further years in the future.

County-Funded Historical Deed Re-Indexing Project

Last year, the Authority developed and implemented a *County-Funded* Historical Deed Re-Indexing Project allowing clerks on their own initiative and funding to image and re-index their property records for inclusion in the Authority's system. Twenty counties have begun participating in this program which allows additional index and image data for deeds, liens, and plats 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 four participating counties were added to the Authority's website. And in FY 2014, over 435,000 additional deed and plat instruments (index and associated images) have been added from participating counties. As a result of this program, the public has access to additional real estate information at no additional cost to the Authority, and clerks' offices have the opportunity to generate additional funding 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 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.

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 Re-Indexing 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 Real Estate Transfer Tax 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 online. The program provides for the more efficient transfer of tax data to the DOR and local tax assessors via weekly electronic reports.

With the 2012 launch of the Authority's Premium Search account, users have additional search and view options related to PT-61 data. The Authority also integrated PT-61 form generation with the Real Estate eFiling process. By combining these two separate systems, eFilers save time and records are filed faster and more accurately.

During FY 2014, the Authority returned **$48,773** to clerks' offices for prints ($.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.
- ➢ Search Real Estate by county and instrument type.
- ➢ Page through documents.
- ➢ View data in a variety of new options.
- ➢ Access data through a mobile application using GPS data.

During FY 2014, the Authority:

- ➢ Increased the number of Premium Search accounts by **27.8%** for a fiscal year-end total of **2,291 accounts**. These accounts represent over **$692,000** in additional revenue for FY 2014, and **over $1.16 million** in additional revenue since the account was launched. These numbers will grow in the coming years as the Authority continues to market the Premium Search account.
- ➢ Added numerous features and fixes to the Premium Account's Map Search application for the iPhone, including a larger display screen for iPhone 5 compatibility. This mobile app provides the most up-to-date and accurate real estate sales data in the state of Georgia, and 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.
- ➢ Increased addresses searchable in the Clerks' Authority Map Search application by 166,256 properties for a fiscal year-end total of **over 1.83 million** 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 below from real estate appraiser Bruce Hill who has used the Authority's website for years.

> *"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. If you are a business professional and you are not a Premium member, you are missing out on valuable information, available right from your desktop. The GSCCCA is meeting the needs of various industries that rely on online data."*

Data Archive Project (MyVault Archive Service)

In 2007, the Authority began offering **MyVault Online 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 local and 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 is currently protecting over **413 million files** totaling more than **51.7 TBs of data,** 14 TBs more than FY 2013. 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 can be archived and protected, regardless of filing date.

Below are statistics and other information on the Authority's MyVault Archive Service for FY 2014:

➢ 116 counties currently participate in MyVault with 5 added during FY 2014.
➢ 5 additional counties are preparing to participate.
➢ MyVault stores and protects over 413 million files totaling more than 51.7 TBs of data.
➢ Received 11 requests to restore data in FY 2014 resulting in more than 220 GBs of total data being successfully restored.
➢ Received 50 requests since 2008 to restore data and over 1 TB of data has been restored.
➢ Received 10 inquiries since 2009 to restore data from counties that were NOT participating in MyVault; in one case, the impact was substantial.
➢ 64% of counties participating are small counties (storing < 150 GBs).
➢ 26% 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.
➢ Most common reasons for data recovery requests: server failure, human error, and weather events.
➢ Requests for data recovery have ranged from a single file to an entire volume of data.

Microfilm Project

In addition to the MyVault Archive Service, the Authority also manages a Microfilm Project which provides a redundant microfilm back-up 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 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 2014:

➢ Participating counties: 156
➢ Books submitted for microfilm: 7,082
➢ Pages submitted for microfilm: 4,401,285

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. Ten new counties were activated this fiscal year for a total of **78 participating counties.** Over **58,000 UCCs** were electronically filed during FY 2014, and over **118,000 UCCs** have been electronically filed since May 2009 when the pilot project began.

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, **91 counties** are participating in Child Support eFile with **20** of those activated during FY 2014. Since January 1, 2010, **over 142,000** filings have been accepted, **almost 73,000** of those filings during FY 2014.

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 2014, **10,389 real estate documents** were eFiled in 12 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.

In 2013, 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 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 navigate within the site and to provide support for technical questions.

From the beginning, the Authority's goal has been to protect the autonomy of the clerks while giving the public access to convenient and effective tools. And to add to the benefit, the Authority offers its eFiling service without imposing additional fees above the base filing fee. As thousands of documents are now being eFiled annually, the Authority will continue to assess and improve the user experience.

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 2014, over **36,000 Protective Orders** were indexed by clerks, and then electronically transmitted 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 clerks of Superior Court 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), a division of the Georgia Bureau of Investigation (GBI), where it is used to populate the GBI's Computerized Criminal History Database. The Authority worked with the clerks of Superior Court case management system vendors to develop transmission standards and protocols.

In FY 2014, over **255,000 records** of criminal court dispositions were electronically transmitted from the various criminal courts in Georgia to the GSCCCA and then forwarded to GCIC for the purpose of compiling criminal histories and background checks. 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 ensure 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.

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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 2014. Whether large or small, these activities enable us to meet our goals and grow and innovate in a constantly changing environment.

Development – eFiling & eRecording

After restructuring its entire eFile site last year, the Authority continued to make adjustments in order to incorporate customer feedback, improve the user experience, implement new features, and enhance performance and efficiency. Below are some of the changes made during FY 2014:

➢ Developed program to convert plats from the submission standard to the GSCCCA standard in order to help clerks receive these files in cases where they would otherwise not have the ability to do so.

➢ Enhanced the feature of the eFiling website which allows users to reset their password in the event they lose their password. The enhancements focus on making the password reset process more user-friendly while simultaneously increasing the overall security of the process.

➢ Added list of participating counties, by application, to the eFile site.

➢ Added feature to allow clerk of Superior Court to backdate a UCC file stamp. Generally, the UCC filing date is the date that the clerk accepts the filing; however, there are conditions when it may be necessary for the clerk to provide a different date. This feature provides this backdating functionality.

➢ Added feature to allow program administrators to view clerk dashboards without the need to assign the person the role of "clerk staff." Previously, to troubleshoot an eFiling issue, an administrator would need to associate themselves with the county and assign themselves to the application in question in order to view the clerk dashboard for the filing. Administrators can now pick a county and an application and have a quick and simple way to see the appropriate dashboard.

- ➤ Updated UCC rejection reasons and revised the clerk view of the UCC acceptance panel to accommodate the new reasons. The Authority adopted new UCC forms, effective July 1, 2013, which caused changes to the reasons for rejecting UCCs.
- ➤ Updated the online intangible tax calculator to limit the maximum calculated tax to be no more than $25,000, as prescribed by Georgia law.
- ➤ Created a permanent repository of all filing actions such that users have non-reputable evidence that certain filing events happened at certain times, as mandated by the official eRecording standards of Georgia.
- ➤ Created an opt-in system for all email notifications. Now notifications are application-specific, rather than being global, so users can specify for which actions and applications they want to receive notifications and how they want to receive notifications.
- ➤ Changed how system notifications are created such that they rely on file-based templates rather than being "hard coded." As such, changes to the text of notifications can be made as necessary without the need to write new code.
- ➤ Added new "Account Balance Transaction" tools for Authority staff to more easily update users' escrow accounts and transfer funds.
- ➤ Added the ability to put an eFiling account into "suspension" so that users who have checks bounce or credit card transactions rejected can be temporarily suspended and cannot file new documents through our web portal. When the balance is paid in full, the user is automatically taken off suspension.
- ➤ Implemented Terms of Use (TOU) tracking system. From time to time, it is necessary to modify or amend the Terms of Use that govern users' enjoyment of the GSCCCA eFiling website. In order to ensure that users are always made aware of TOU changes, a TOU version tracking system was implemented that records to which version of the TOU a particular user has previously agreed. When the terms must change, the user is now automatically presented with the new terms of use.

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 is data and other information from FY 2014:

- ➤ Added 90 Participants to the registry for a total of 216 registered Participants.
    - o 30 Self Filers (11 new)
    - o 95 Submitters (27 new)
    - o 136 Trusted Users (52 new)
- ➤ The eFile Registry provides the capability for land record systems installed in the counties to automatically verify the validity of participant ID numbers in real time. During FY 2014, the system processed 30,046 such verification queries. Since November 2011, there have been a total of 59,420 verification queries processed.
- ➤ Added the ability for Authority staff to transfer an existing Participant ID to a new person or organization assuming the new organization has been properly vetted per GSCCCA standards.

Development – Website (www.gsccca.org)

After launching a completely redesigned version of www.gsccca.org to rave reviews last year, the Authority continued to tweak and improve the site to better serve its customers. Following are some of the changes:

➢ Upgraded our video equipment so that we now have a mobile film studio with green screen, three point lights, high-definition camera, and wireless microphones.
➢ Changed the "Featured Clerk" video format from a solo narrative to an improved, casual conversation/interview that highlights the clerk's personality.
➢ Improved the visibility and accessibility of the "Frequently Asked Questions" (FAQ) link by including it on the right side of most pages.
➢ Changed all of the page menus to a new and improved "stacked" format to make site navigation easier and more obvious.
➢ Fixed various site bugs found after site launch.
➢ Added the ability for users to log in or out of the GSCCCA search system from any page on the site.
➢ Improved the plat "book and page" search to better handle different browser types.
➢ Changed the way the system validates older documents to allow for the exclusion of the "File Time" field, which was not always used for older documents. This was done in anticipation of collecting more historical documents for search on the GSCCCA website.
➢ Improved browser compatibility for the online PT-61 form application, specifically with regard to Internet Explorer 10 and 11, as well as Google Chrome.
➢ Updated PT-61 Premium Map Search scripts to support new browser versions.
➢ Performed clean-up of thousands of duplicate PT-61 filings caused by a rogue customer who had a bug in his system.
➢ Increased addresses searchable in our Premium Account's Map Search application by 166,256 properties for a fiscal year-end total of over 1.83 million addresses, making the Map Search app even more valuable.

Development – Notary

➢ Developed a website to enable clerks to view and download their notary data and use it for advertising, promotion, or any other purpose they may require. Features allow clerks to …
   o Export all data or limited data by applying certain filters, such as commission date.
   o Preview data before exporting.
   o Use multiple export formats including Excel, CSV, XML, or PDF.
➢ Celebrated the 11th year of Notary Online with 82% of notary applications submitted electronically to the Authority via the Notary Online application system. Participation in the program increased to 123 counties.
➢ Added 4 new counties for a total of 63 counties who use scanned clerk signatures making commission generation faster and more efficient.
➢ Developed Notary Handbook order system for the website which allows the general public to order Notary Handbooks through our website and pay by credit card. Before this feature was available, a person had to mail a form and check or come in person to the Authority office to purchase the Notary Handbook. Since adding this feature, handbook sales have significantly increased.

Development – Trade Name Registry

House Bill 670, introduced during the 2014 legislative session, attempted to create a statewide trade name registry to be hosted by the Authority. While trade name registrations would continue to be filed at the county level with the Superior Court clerk, the bill mandated that a copy of the registration be sent to the GSCCCA for inclusion in the statewide registry. Clerks have the option of using their local vendor or the Authority's Scansend. HB 670 passed both the House and the Senate, but was surprisingly vetoed by the governor. It is anticipated that the bill will be reintroduced during the 2015 legislative session.

In anticipation of the bill becoming law, however, the Authority began work in February to prepare for implementing the provisions of the bill with an effective date of July 1, 2014. Substantial work was completed on this project including the following:

- ➢ Created a sophisticated database for tracking and retaining statewide trade name registrations.
- ➢ Created standardized forms that can be completed online and submitted by the clerk of Superior Court for inclusion in the registry. As these forms are completed online, the data can be automatically captured, reducing or eliminating the need for clerks to manually index the registration information.
- ➢ Created a system and the necessary companion standards for receiving trade name data electronically from counties that already index and store such information locally.
- ➢ Updated the GSCCCA Scansend application to allow for transmission of manually scanned trade name registrations.

Development – Other

- ➢ Installed new version of **Scansend** in 83 more counties for a total of **104 counties** on 312 scan stations. The new version ensures a quicker installation process for counties with an automatic updating feature that integrates seamlessly with the application, integrates troubleshooting and diagnostic tools to help CSRs troubleshoot issues that might arise, allows CSRs to easily set up and update individual installations from an internal website without the need to access users' computers, and is compatible with Windows 7 and Windows 8.
- ➢ Created an electronic repository for media such as photos and videos that are important to the organization.
- ➢ Created interactive PDF version of GSCCCA Expense Report for board and staff.
- ➢ Updated the Program Status Report that is used by clerks to assess their compliance with all Authority-sponsored programs. The updates include the addition of eFiling processing times and overall Fines and Fees compliance. Also, the ability for clerks to "Subscribe" to the report was added, such that the report can be delivered automatically via email for viewing on both computers and mobile devices.
- ➢ Updated the internal customer support website to include new tools that are useful in handling the most common clerk requests relating to protective orders.
- ➢ Added numerous features and fixes to the Authority Map Search app for iPhone, including a larger display screen for iPhone 5 compatibility.
- ➢ Updated the program that transmits protective order information to GCIC to ensure that the data is fully encrypted while being transported.

- Edited website content to reflect changes effected by SB 185 (UCC Amendments to Article 9) including updating UCC rejection reasons and revising the clerk view of the UCC acceptance panel to accommodate the new reasons.
- Published new UCC forms to website and updated redaction process to recognize new forms.
- Upgraded Redaction Manager to work in Windows 7 and Windows 8.
- Generated 60 months' worth of UCC bulk image DVDs for a new customer.

Systems

- Performed two permanent archival backups of approximately 10.4 TBs of images. This ensures that we have an up-to-date copy of our images in case of a data loss.
- Upgraded and consolidated the internal Fines and Fees environment into our virtualized server infrastructure to boost performance and reliability.
- Deployed new Canon Printers and Print Server. The new server software allows for Active Directory integration and automated print report generation. Active Directory is Microsoft technology that centralizes all computer and user account management, and is used within the GSCCCA server environment. Using Active Directory simplifies access, use, and management of the Canon printers and allows the Accounting Department to have better reporting on printer utilization for departmental chargebacks.
- Deployed a new fixed asset and depreciation system to track inventory across the entire state. Following are some benefits of the new software:
    - Provides for multi-user log-on which allows the CSRs to answer basic inventory questions.
    - Utilizes modern technologies allowing it to run on current operating systems.
    - Allows for better reporting, making inventory tracking and some accounting tasks easier.
    - Will be updated frequently keeping it relevant and bug free.
- Upgraded the centralized email server to Exchange 2010 from Exchange 2003. The newer version of Exchange allows for easier user setup, a better web mail interface, and compatibility with current server and client operating systems.
- Upgraded the tape drives used to backup all Authority data. The new drives, which use the Linear Tape Open 4.0 standard (LTO 4), are much faster and can use higher capacity backup tapes. This allows us to minimize our backup window freeing resources for other activities.
- Improved the deployment process for PCs going to counties and for internal use by developing a universal Windows 7 disc image for all of our Windows 7-licensed Lenovo computers. This has resulted in a significant savings of time when updating the image because changes only need to be applied in one place instead of 5 or 6. As part of this improvement, much of the Search terminal set-up was automated resulting in additional time savings and eliminating many human errors that could have occurred.
- Developed an automated Outlook install to help CSRs upgrade county PCs to Outlook 2013.
- Deployed a new phone system for the Authority office including new desk phones and new server equipment. We now have an instant message client and the ability to remotely manage our desk phones from a smart phone app or from our PC. This upgrade allows for improved inter-office communication.
- Upgraded Footprints, our internal customer service ticket tracking system, and migrated it from a physical Windows 2003 server to a new virtual Windows 2008 server providing more resources and redundancy.

- Created several new database monitoring jobs to allow IT to be more aware of potential problems before they occur.
- Modified the "Staging Validation to Production" database job to assess the accuracy of PT-61 data to ensure the integrity of our data.
- Backed up 740 TBs of data, the equivalent of backing up the printed collection of the U. S. Library of Congress about 74 times.
- Blocked over 4.4 million spam emails, blocking 95% of all email received. It is estimated that at least 90% of email sent is spam.

Network

- Increased UCC Indexer Facility location connection from 1.5Mbps to 15Mbps. This network line is used to index UCC data, and the faster connection allows the indexing work to be done much more efficiently.
- Upgraded internal and external wireless networks to Cloud-managed wireless solution that allows for higher availability and greater ease of use, while still maintaining security requirements.
- Upgraded internal core switches to a consolidated switching platform that allows not only for increased speeds and switch redundancy, but also added redundancy for office PC users, internal phone systems, and internal firewalls.
- Deployed new network management software (Orion) to assist in configuring, maintaining, and monitoring nearly 500 GSCCCA network devices statewide.
- 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.
- Worked with other departments to resolve 339 network-related support tickets, down almost 25% from the previous year.
- Performed seven county line upgrades to increase speeds and reduce dependency on third-party VPN providers.
- Assisted with three county and one vendor network move.
- Coordinated with the Georgia Technology Authority and the Georgia Crime Information Center (GCIC) to configure new secure communication channels for Offender-Based Tracking System.

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 usually hosted by a Superior Court clerk and offered free-of-charge. For FY 2014, the Authority conducted 25 programs across the state. Over 700 people attended the training classes on the following topics:

- Real Estate Indexing Standards
- Notary Public Training
- Fines & Fees (conducted for other courts in cooperation with the Institute of Continuing Judicial Education of UGA)

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 2014, the Authority continued to utilize this internet-based training tool by hosting 21 webinars for over 250 participants. The following topics were covered:

- UCC Training
- New UCC Forms
- Advanced Real Estate Indexing Standards
- Protective Order Registry
- Fines and Fees
- eFile.gsccca.org
- eFile Portal Updates
- Child Support eFile Tools
- Pooling and Servicing Agreements
- Authority Websites
- Notary Public Training

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 2014:

- ➢ Introduction to GSCCCA Indexing Standards
  - o 91 people participated in the training
  - o 34 users took the Real Estate Indexing Certification Exam and 9 clerk employees successfully passed the exam
- ➢ Extended Real Estate Indexing Standards Training
  - o 48 people participated in the training
- ➢ Fines & Fees Training
  - o 59 people participated in the training
- ➢ Notary Public Training
  - o 8,931 people participated in the training and over 2,000 took the Notary Public Final Exam

Additionally, the Authority conducted 28 one-on-one training sessions for clerks, other courts, banks, title examiners, and attorneys. The Authority also presented programs and hosted a computer lab at the 2013 Fall COAG Conference and 2014 Spring Clerks' Conference. The training topics included:

- ➢ Real Estate eFiling
- ➢ History of the Authority
- ➢ Fines & Fees
- ➢ Windows 7
- ➢ County-Funded Historical Re-Indexing Project
- ➢ Docket Surveys
- ➢ Internet Security
- ➢ Gadgets & Gizmos
- ➢ Buyer Beware

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 2014 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.
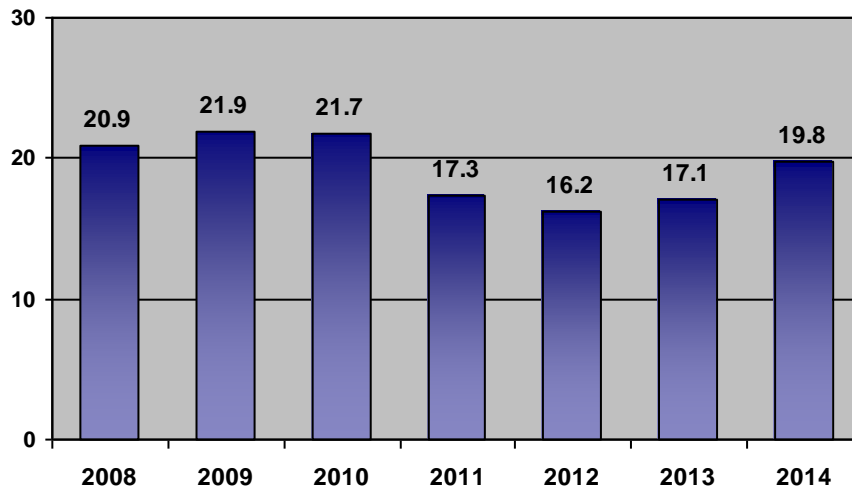
HelpDesk Stats

- ➢ Total Calls: **19,764**
- ➢ Answer Rate: **95%**
- ➢ Average Talk Time: **5 minutes 42 seconds**
- ➢ Average Speed of Answer: **29 seconds**
- ➢ Total Email Requests Received: **6,800+**
- ➢ Total Repair Requests: **922**
- ➢ Tickets Received: **15,438**
- ➢ Tickets Resolved (during initial contact): **12,862**
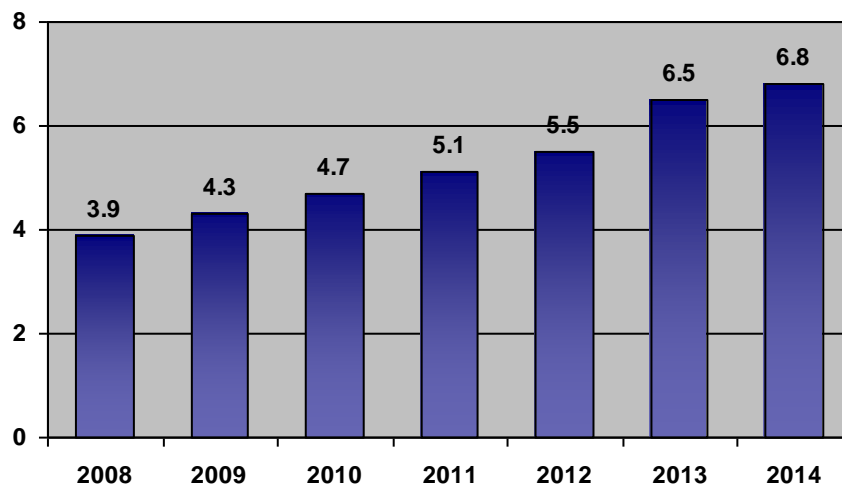- ➢ Ticket Resolution Rate: **83%**

Top 10 Requests

- ➢ GSCCCA Website: Site Navigation Assistance (1,216)
- ➢ GSCCCA Website: Username/Password Requests (1,102)
- ➢ PT-61: How to Complete the Form (1,038)
- ➢ GSCCCA Website: General Information/Non-Tech Q/A (686)
- ➢ GSCCCA Website: Unable to View Images (637)
- ➢ PT-61: Non-Tech Q/A (628)
- ➢ Account Management: New Account Request (565)
- ➢ GSCCCA Website: Verification Code Q/A (382)
- ➢ Notary App Online: Unable to View 3-Digit Code/Adobe Reader (333)
- ➢ Outlook: Configuration/Settings (333)

HelpDesk Calls (thousands)

Year	Value
2008	20.9
2009	21.9
2010	21.7
2011	17.3
2012	16.2
2013	17.1
2014	19.8

HelpDesk Emails (thousands)

Year	Value
2008	3.9
2009	4.3
2010	4.7
2011	5.1
2012	5.5
2013	6.5
2014	6.8

Equipment Outreach

In order to successfully implement its many legislatively mandated projects, the Authority has modernized all Superior Court clerk 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 2014:

 - ➢ Ordered, processed and shipped a total of **1,354 pieces of new equipment** to clerks' offices including CPUs, monitors, servers, laptops and scanners. The Authority has provided over **22,400** pieces of new equipment to clerks' offices since opening its doors in 1995.
 - ➢ Deployed **1,021 pieces of new equipment** (647 computers, 267 monitors and 107 scanners) to **69** Superior Court clerk offices to replace depreciated equipment as part of the Statewide Computer Replacement Project for all 159 counties.
 - ➢ Handled **139** Purchase Orders totaling over **$1.63 million** including equipment for Remote Data Center and Archive Project.
 - ➢ Handled **79** 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 **1,765** county equipment returns.
 - ➢ Processed **235** 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 **187** non-inventory items including switches, cables, keyboards and mice.
 - ➢ Obtained **439** quotes for equipment purchases for counties.
 - ➢ Saved over **$81,000** 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 **$17,000** by implementing in-house imaging.
 - ➢ Transferred **1,445** pieces of equipment to the Georgia Department of Administrative Services for proper disposal per state guidelines.
 - ➢ Saved **$123,400** in using fully depreciated equipment as replacement for WYSE search terminals in the counties. This is an ongoing project and is not fully completed.
 - ➢ 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 2014.

- Created history of the GSCCCA to celebrate upcoming 20-year anniversary. The goal of the project is to permanently record the early battles, the on-going development and implementation of myriad projects, and the ultimate success story of the Authority, and to memorialize the vision, inspiration and actions of individuals who worked tirelessly and collectively to achieve what many believed was not possible. The book will be published and distributed during FY 2015.
- Created new Authority letterhead.
- 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.
- 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 Conference and Spring Clerks' Conference. 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 National Association of Legal Secretaries, the University of Georgia School of Law in Athens, and the Western Judicial Circuit Bar Association.
- Visited offices of 20 clerks who are 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 network moves for three clerks of Superior Court and one vendor.
- 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.

- Monitored bill to rewrite Georgia's notary law. The Authority board appointed a committee comprised of board members, industry experts and Authority staff, and charged the group with making the revisions to notary law. The goal is to modernize Georgia's notary law and to bring it in line with the Revised Uniform Law on Notarial Acts as promulgated by the Uniform Law Commission. A bill based on the group's work was introduced during the 2014 legislative session but did not make it out of the House. The bill will be reintroduced during the 2015 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 for 2013-2014 of the Notary Public Administrators (NPA), a section of the National Association of Secretaries of State (NASS). 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. As NPA president, he represented the Clerks' Authority at the annual NASS 2014 Winter Conference and reported on the activities and 2014 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 of the International Association of Commercial Administrators (IACA) for 2014-2015. As president, he represents the Clerks' Authority by promoting the vital role that IACA plays in the UCC filing office, and presented at the European Commerce Registers' Forum this past year. IACA brings together UCC industry representatives from the private (filings parties) and public (filing offices) sectors. The Clerks' Authority will host the 2015 IACA Conference in Savannah in May 2015.
- Benefitted from staff members furthering education and training:
  - IT manager and development manager maintained PMP (Project Management Professional) certification.
  - Operations programmer received the Microsoft Technology Associate (MTA) certification as well as the Microsoft Certified Professional (MCP) certification. He also received a Microsoft Specialist certification in "Programming in HTML5 with JavaScript and CSS3. He has now passed two of the four tests needed to obtain the prestigious "Microsoft Certified Software Developer (MCSD) certification.
  - Two Authority customer service representatives (CSRs) obtained the CompTia A+ certification.

Conclusion

Since its creation in 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.
➢ Clerks' offices enjoy additional resources 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 over 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.
➢ Empower our people to be innovative, rethink how we work, listen to our customers, and continually add value to our programs.
➢ Strategically transform our operations for long-term efficiency.
➢ 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 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.