2019 brought some much-needed stability and a return to normalcy to the office after the publicity and turmoil of the previous years.

The Clerk & Register of Deeds team -- 91 members strong when fully-staffed -- is a phenomenal group of men and women who provide exceptional public service on a daily basis. Their dedication inspires me every day. We are grateful to the office’s many partners with whom we regularly interact with including the Office of the County Executive, the County Board of Commissioners, the Office of Corporation Counsel, the Finance, Facilities, I.T., and Human Resources Departments, and the Judges and Court Administration of the 16th Circuit Court, among others. We’re also grateful to our “Blue and Gray Coat” security teams who work everyday to ensure our safety.

The following report to the community documents many highlights and milestones of 2019 and contains measurements that quantify both the volume of work as well as the level of efficiency. As you’ll see, 2019 saw significant progress has been made to re-establish the Macomb County Clerk & Register of Deeds Office as a national leader in innovation and excellence. Nothing short of this goal is acceptable.

Respectfully,

Fred Miller
Macomb County Clerk & Register of Deeds
586-469-7939 / fred.miller@macombgov.org

“Being busy does not always mean real work. The object of all work is production or accomplishment and to either of these ends there must be forethought, system, planning, intelligence, and honest purpose, as well as perspiration.”

-- Thomas A. Edison
COURT SECTION: servicing the 16th Circuit Court in Mount Clemens including Jury Room, Records, and Court Clerk staff (County Court House, 40 North Main Street)

VITAL RECORDS: Birth and Death Records, Marriage Licenses, Concealed Pistol Licenses, Notary Publics, Veterans ID cards, DBA Business Registrations (Talmer Building, 120 North Main Street, 1st floor)

REGISTER OF DEEDS: recording of documents pertaining to real estate such as deeds, mortgages, liens, etc. (Talmer Building, 120 North Main Street, 1st floor)

ELECTIONS: administers campaign finance laws for local candidates and committees; works with local clerks in administering elections (Clemens Center 32 Market Street)

OVERVIEW

- 91 team members when fully-staffed
- $7.7 million General Fund budget for Fiscal Year 2019
- $4.1 million General Fund revenue in 2019
Setting the Bar High

Clerk’s Office Enhancements

Programs introduced during 2019 included:

**Designating a Senior Advocate** -- within the department to coordinate communication with and provide special assistance to older residents

**2nd Chance Program** – In coordination with the Treasurer’s Office, the Clerk’s Office introduced a new campaign finance protocol to address both existing and future campaign finance violations, increasing transparency for the public about the sources and expenditure of funds in political campaigns, better enforce campaign finance law, and increase cooperation and communication between County departments

- 37 committees brought into compliance during the 2nd Chance Program (statements and/or fines) and $26,182.50 in fines paid during the program

- Replaced outdated server that housed citizens’ Vital Records data (birth and death records, marriage licenses, CPL’s, etc.) to enhance the security of data and protect citizens’ privacy

- New “Clerk’s Corner” Intranet platform to enhance communication and provide easy access to foundational Office documents including Office Policies, phone lists, job manuals, forms, and forums for feedback, among other things

- All divisions have begun to collect, assess, review and update all job manuals and notes; once complete, documents will exist as reference on Intranet and help standardize training and accountability
Setting the Bar High

- The Centennial Farms project honored the rich history of Macomb County by recognizing area farms that have been in existence for 100 years or more.

- The Clerk’s Office introduced a Jury Room “Trivia Challenge,” with entertaining facts about Macomb County, the County’s history, sports and entertainment, and the legal system to help the over 15,700 annual jurors pass the time.

- The Macomb County Remonumentation Program utilizes available state funding to replace and restore property monuments used by land surveyors to determine property line boundaries and road alignments. Working with the County’s Planning Department and their GIS technology, data was integrated online for greater public accessibility.

- Also, Clerk Miller has refused the perks of a taxpayer-funded county car, the replacement stipend, and mileage reimbursement.
Customer Experience Review

The customers we serve -- members of the public, businesses, other county departments and public entities -- deserve to be treated with respect. Everyone’s time and resources are valuable and we strive to put them at the center of what we do.

2019 saw a top-to-bottom assessment of how customers interact with the office and has resulted in:

- Senior Hotline -- The Macomb County Clerk’s Office offers help and assistance to Macomb County seniors -- such as finding a Clerk’s Office or County service or filling out record request forms
- Updated customer service kiosks in courthouse and Talmer Building lobbies for more efficient flow and a more intuitive experience for customers. This has included refreshed signage in both locations and relocating kiosks at Talmer for a more streamlined experience
- Refreshed website to be more intuitive for accessing needed services
- Review and correction of various on-line representations of office services, location, hours, etc. including retiring outdated forms and updating outdated information
- Establishment of social media channels to more broadly communicate about available services
- Reworking office phone system to expedite service and prioritize contact with live responses
- Re-established email communications through Gov-Delivery platform to customers who have signed up for issue-specific updates
- Mobile Office -- features many Clerk’s Office and Register of Deeds services without having to drive to the Downtown Mount Clemens offices. The Mobile Office visited 16 locations throughout Macomb County during 2019. See page 13
## Clerk’s Office & Register of Deeds
### Lobby Customers Served in 2019

### 2019 LOBBY CUSTOMERS SERVED

<table>
<thead>
<tr>
<th>Section</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Court Section</td>
<td>32,986</td>
</tr>
<tr>
<td>Vital Records</td>
<td>36,557</td>
</tr>
<tr>
<td>Register of Deeds</td>
<td>32,717</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>102,260</strong></td>
</tr>
</tbody>
</table>

### Register of Deeds Recorded Documents

#### REGISTER OF DEEDS RECORDED DOCUMENTS OVER THE YEARS

<table>
<thead>
<tr>
<th>Year</th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>308,584</td>
<td>389,631</td>
<td>273,629</td>
<td>234,997</td>
<td>198,110</td>
<td>171,442</td>
<td>142,554</td>
<td>139,723</td>
<td>143,268</td>
</tr>
<tr>
<td>2011</td>
<td>142,852</td>
<td>184,730</td>
<td>187,951</td>
<td>153,683</td>
<td>154,817</td>
<td>153,536</td>
<td>152,845</td>
<td>141,626</td>
<td>147,736</td>
</tr>
</tbody>
</table>

147,736 recorded documents in 2019
Clerk’s Office & Register of Deeds

Online Orders and Services

The Macomb County offers a robust list of online services, where residents can purchase copies of birth, death, marriage and business records (Vital records); court files and property related documents (Register of Deeds) with their credit card.

The Elections Department also accepts online payments for Campaign Finance fines and late fees.

- The County Clerk’s Office processed over $2,400,000 in online services in 2019.

<table>
<thead>
<tr>
<th>Category</th>
<th>Items</th>
<th>Gross Revenue (online)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elections</td>
<td>142</td>
<td>$20,780.50</td>
</tr>
<tr>
<td>Court Files</td>
<td>5,415</td>
<td>$98,844.60</td>
</tr>
<tr>
<td>Register of Deeds</td>
<td>434,042</td>
<td>$374,542.95</td>
</tr>
<tr>
<td>Vital Records</td>
<td>91,178</td>
<td>$1,808,948.00</td>
</tr>
<tr>
<td>Misc.</td>
<td>32</td>
<td>$124,215.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>530,809</td>
<td><strong>$2,427,331.05</strong></td>
</tr>
</tbody>
</table>

Chief Deputy Clerk Sheila Miller and Chief Deputy Register Brian Brdak
16th Judicial Circuit Court

2019 Court Filings and Jury Room

County Clerk & Register of Deeds is the clerk for the 16th Judicial Circuit Court and Jury Room.

- 18,379 court cases filed in the 16th Judicial Circuit Court.
- 80,228 e-filing bundles processed
- 5,089 of the cases filed concerned “Domestic Relations,” such as divorce, child support and paternity cases
- 4,651 of the cases filed related to civil matters with claims of more than $25,000
- 4,013 of the cases were criminal matters
- 15,718 Macomb County residents answered the call for Jury Service

<table>
<thead>
<tr>
<th>Circuit Court Case Filings</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adoption</td>
<td>143</td>
<td>165</td>
<td>155</td>
<td>187</td>
</tr>
<tr>
<td>Appeals/Writs</td>
<td>234</td>
<td>216</td>
<td>225</td>
<td>209</td>
</tr>
<tr>
<td>Civil</td>
<td>3,723</td>
<td>4,311</td>
<td>4,331</td>
<td>4,651</td>
</tr>
<tr>
<td>Criminal</td>
<td>4,730</td>
<td>4,780</td>
<td>4,421</td>
<td>4,013</td>
</tr>
<tr>
<td>Domestic Relations</td>
<td>5,602</td>
<td>5,226</td>
<td>5,220</td>
<td>5,089</td>
</tr>
<tr>
<td>Juvenile</td>
<td>2,362</td>
<td>2,128</td>
<td>1,897</td>
<td>1,724</td>
</tr>
<tr>
<td>Miscellaneous Family</td>
<td>2,355</td>
<td>2,411</td>
<td>2,431</td>
<td>2,506</td>
</tr>
<tr>
<td>Total Case Filings</td>
<td>19,149</td>
<td>19,237</td>
<td>18,680</td>
<td>18,379</td>
</tr>
</tbody>
</table>

Macomb County Clerk & Register of Deeds
Annual Report to the Community -- January 2020
Meeting Customers’ Needs

Clerk’s Office & Register of Deeds

Separate and distinct from volume metrics, performance metrics indicate in quantifiable ways how well the team met the needs of our customers in 2019, including:

- **2 business-day** median turnaround (2.37 average) on e-filing cases at Circuit Court (civil cases)
- **3 business-day** median turnaround (3.48 average) of LEIN entries (entries into the Law Enforcement Information Network)
- **1 business-day** median turnaround (1.00 average) of “abstract” entries (judgements affecting Driver’s License status sent to Secretary of State)
- **1 business-day** median turnaround (1.37 average) of “bindover” entries (referral of criminal cases from district courts)
- **5 day** “mail back” for Register of Deeds’ filings (amount of time for certified copies to be processed and mailed back to filers)
- Average **lobby wait times** fell to an all-time low in 2019 across all Clerk’s Office areas:

<table>
<thead>
<tr>
<th>Average Lobby Wait Times (in minutes)</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circuit Court Filings</td>
<td>8:31</td>
<td>14:08</td>
<td>7:18</td>
</tr>
<tr>
<td>Circuit Court File Room</td>
<td>7:53</td>
<td>5:33</td>
<td>3:35</td>
</tr>
<tr>
<td>Concealed Pistol License</td>
<td>11:28</td>
<td>3:35</td>
<td>2:51</td>
</tr>
<tr>
<td>Copy of Death Record</td>
<td>10:49</td>
<td>3:30</td>
<td>2:34</td>
</tr>
<tr>
<td>Marriage Application</td>
<td>13:15</td>
<td>3:32</td>
<td>2:51</td>
</tr>
<tr>
<td>Register of Deeds Recordings</td>
<td>3:55</td>
<td>3:14</td>
<td>2:42</td>
</tr>
</tbody>
</table>
Meeting Customers’ Needs

Phone Calls Get Answered

With the huge demands of providing timely service to Clerk’s Office walk-in customers, it is always a challenge to answer residents’ phone calls.

Implementation of an “Interactive Voice Response” system rotated calls around the offices with impressive results.

During the second half of 2019 (after the implementation of IVR in the Vital Records section to join the Court Section in the program):

- **93.09%** of **14,780** phone calls were answered by the Clerk’s Office Court Section
- **93.07%** of **9,297** phone calls were answered by Clerk’s Office Vital Records Section
- **93.39%** of **2,083** phone calls were answered by the Clerk’s Office CPL desk.

This chart shows a dramatic increase in percentage of phone calls answered in the first 12 weeks after implementation of an “Interactive Voice Response” system in the Clerk’s Office Vital Records Department.
Macomb County
Election Department

The County Clerk serves as the administrator for elections in the county as well as enforcing the state’s campaign finance laws. Working with city and township clerks and the State Bureau of Elections, we help ensure everyone’s voice is heard through the democratic process.

- 3 elections administered – May, August, and November
- **The November 2019 Election** included ranked choice voting in the Eastpointe City Council race -- being used for the first time anywhere in Michigan -- and was a collaborative effort between Eastpointe, Macomb County, the State of Michigan, and US DOJ.
- 4 election inspector training sessions, **59** inspectors trained
- 78 Election Day voter registrations throughout the county
- 12 precincts checked during post-election audits
- Provided software programming for election tabulators in **259** precincts and oversaw post-election canvass of **259** precincts over **8** days
- Oversaw printing of **375,900** ballots
- Approximately **645** open campaign finance committees -- Candidate, Ballot Question and Independent & Political Action Committees (PACs)
- Approximately **1,500** campaign finance statements/amendments processed
- **17,588** voter registrations/change of address requests processed from SOS branch offices
- Approximately **636,000** registered voters in Macomb County at the end of 2019
Mobile Office Program

The Mobile Office features many Clerk’s Office and Register of Deeds services without having to drive to the Downtown Mount Clemens offices. The Mobile Office visited 16 locations throughout Macomb County during 2019.

<table>
<thead>
<tr>
<th>2019 MOBILE OFFICE LOCATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Romeo 42-I District Court (4/3)</td>
</tr>
<tr>
<td>Warren Branch Library (4/18)</td>
</tr>
<tr>
<td>Richmond Schools (5/9)</td>
</tr>
<tr>
<td>St. Clair Shores City Hall (5/30)</td>
</tr>
<tr>
<td>Macomb Township Hall (7/11)</td>
</tr>
<tr>
<td>New Haven Offices (7/25)</td>
</tr>
<tr>
<td>Sterling Heights Senior Ctr (8/7)</td>
</tr>
<tr>
<td>New Baltimore City Hall (8/22)</td>
</tr>
</tbody>
</table>
In the Community

Educational Activities

Placing a high priority on community education, Clerk Miller and team have attended many public events throughout the community to promote services available through the Clerk’s Office, including:

- Eagle Scout Court of Honor Troop 1489
- Cub Scout Pack 1461 Emerson Elementary Fraser
- Congressman Andy Levin Town Hall at Lincoln High School
- Cub Scouts Pack 95 Yacks Elementary L’Anse Creuse Schools
- March is Reading Month events at Clintondale Schools, Eastpointe Schools, and L’Anse Creuse Schools
- BSA Troop 1489 Eagle Scout Court of Honor at VFW Bruce Post in St. Clair Shores Robbie Hall Parker Elementary (Clintondale Schools) “March is Reading Month”
- Chippewa Valley Educational Foundation Taste Fest
- Crescentwood Elementary (Eastpointe Schools) "March is Reading Month"
- Arts Academy in the Woods senior projects review
- South River Elementary (L'Anse Creuse Schools) MISD Distance Learning Video conference
- Great Oaks Elementary (Anchor Bay Schools) MISD Distance Learning Video conference
- Washington Elementary School (Romeo Schools) MISD Distance Learning Video conference
- Heritage Junior High (Utica Schools) MISD Distance Learning Video conference
- L'Anse Creuse Community Coalition "Dialogue Day"
Community Events

Clerk Miller and team have attended many public events to support community partners promote services available through the Clerk’s Office, including:

- Anchor Bay Chamber "Business by the Bay" featured speaker
- Swearing-In of Chesterfield Township Library Trustees
- Clinton Township State of the Township
- Clinton Township Honor Guard Spaghetti Dinner
- Ministerial Alliance meeting at Tried Stone MBC
- Clinton Township 9/11 Remembrance Ceremony at Resurrection Cemetery
- City Festival parade in Fraser
- Fish Fly Festival parade in New Baltimore
- Richmond Good Old Days Festival parade
- Romeo Peach Festival parade
- Shelby Township State of the Township
- St. Clair Shores Memorial Day parade
- Sterling Heights Memorial Day ceremony & parade
- Greater Metropolitan Assn of Realtors breakfast
- South Lake High School Principal of the Year celebration
- Second Baptist Church of Romeo 100th Anniversary Celebration
- City of Sterling Heights Veterans Day celebration
- Resurrection Cemetery Veterans Day
- St. Clair Shores tree lighting
- Sterling Heights tree lighting
- Sterling Heights Chamber 'Puttin on the Ritz'
In the Community

Municipal Presentations

Clerk Miller and team has made presentations to cities, townships and villages throughout Macomb County, including:

- Armada Village Council
- Bruce Township Board of Trustees
- Eastpointe City Council
- Washington Township Board of Trustees
- Chesterfield Township Board of Trustees
- Sterling Heights City Council
- City of Center Line City Council
- New Haven Village Council
- Clinton Township Board of Trustees
- Utica City Council
- Ray Township Board of Trustees
- Roseville City Council

Senior Advocacy

Recognizing the special status of elder citizens in our community, Clerk Miller and team have performed intentional outreach to facilitate easy access of public services by senior citizens, including:

- Senior Fun Fest at the MCC Lorenzo Cultural Center
- Healthy Living Expo at the Sterling Heights Senior Center
- Sterling Heights Senior Center Holiday Party
- Town Center Senior community, Sterling Heights

♦ SENIOR HOTLINE — The Macomb County Clerk’s Office offers help and assistance to Macomb County seniors via a dedicated phone line and live respondent to assist with services or referrals.
Voter Registration & Training

With the adoption of Proposal 3 of 2018, new rights for Michigan voters have transformed elections in Michigan. Clerk Miller and team have conducted Voter Registration and Elections training events throughout the county, including:

- MCC Fall Fest
- MCC Welcome Back Week
- "Tri-County Power Push" forum at Jermaine Jackson Community Center
- Greater Morningstar MBC Prop 3 & campaign finance training
- Romeo High School dedication
- Utica teachers general membership meeting at Ford High School
- Van Dyke Schools Family Fun night, Lincoln Middle School
- Warren Con Schools back-to-school staff assembly at Royalty House
- Islamic Org of North America (IONA)
- Life Application Ministries
- South Warren neighborhood meeting at Lord of the Harvest Church
- Macomb Community College "Know Your Voting Rights" forum
- UAW Region 1 Voter Forum
- MCC -- Dr. Allen's Poli Sci classes
- Naturalization Ceremony -- Macomb County Admin Bldg.
Finding Cost Savings

Doing More with Less!

County Clerk & Register of Deeds Fred Miller takes great pride in finding ways to save money without sacrificing the service that Macomb County residents have come to expect from the Clerk’s office. Examples of cost-cutting measures in 2019 include:

- For years, the Macomb County Register of Deeds offered two online services to access property records -- U.S. Land Records and the Google-powered “SuperIndex,” both with unique features and interfaces. Due to costly software changes at Google which made it cost-prohibitive to extend the service, the SuperIndex was retired. A Request-for-Proposal was sent out and a new vendor was selected to replace the two systems with one solution. ($350,000 annual savings)

- Bid out contracts for ballot printing and software platforms for Vital Records and Register of Deeds for the first time in over fifteen years

- Eliminated storage fees by consolidating archived record storage ($30,000 annual savings)

- Retired duplicative, under-utilized, and out-of-date service contracts including fax and fax-to-email services, third-party web services, and eCommerce charges ($1,500 annual savings)

OVERVIEW

- Over $300K in savings to the County General Fund and the Automation Fund in 2019
- Over $400K in projected annual savings for 2020 and beyond
Clerk’s Office of the Future
Coming Attractions

- The Google-powered SuperIndex, which has provided free search capability for real estate documents, was decommissioned in March 2019. Because of larger changes within Google, this platform was no longer supported and the cost to extend the SuperIndex in its current form is cost prohibitive. We are currently in the process of receiving and vetting proposals for replacement. Recognizing the impact this change on SuperIndex users, we have proactively communicated through email, website, and other channels and are actively working toward offering additional alternatives.

- Educate voters about the changes in voting as a result of the passage of Proposal 3 of 2018 including same-day voter registration and “Vote @ Home” no-reason absentee voting.

- The Macomb County "I VOTED" Sticker Design Contest is open to all Macomb County students to prompt our future leaders to think about how, when and where Americans demonstrate their responsibilities by actively participating in civic life. The contest was developed in conjunction with the Macomb Intermediate School District (MISD) as well as the Macomb County Board of Commissioners.
Locations & Phone Numbers

40 North Main in Mount Clemens
- Court Section: (586) 469-5351
- File Room: (586) 469-5199
- Jury Room: (586) 469-5158

120 North Main in Mount Clemens
- Vital Records: (586) 469-5205 (Birth and Death Records, Business Registrations, Concealed Pistol Licenses, Marriage Licenses, Military Discharges, Notary Public, Veteran ID Cards)
- Register of Deeds: (586) 469-7953 (Property and Land Records)

32 Market Street in Mount Clemens
- Election Dept: (586) 469-5209 (Voter Registration and Absent Ballot Requests, Campaign Finance, Candidate Filings)

Senior Hotline
- Senior Hotline: (586) 469-5347 (The Macomb County Clerk's Office offers help and assistance to Macomb County Seniors)

GENERAL E-MAILS
- clerksoffice@macombgov.org
- courtclerk@macombgov.org
- elections@macombgov.org
- fileroom@macombgov.org
- gunboard@macombgov.org
- juryroom@macombgov.org
- juvenilefileroom@macombgov.org
- registerofdeeds@macombgov.org
- vitalstaff@macombgov.org

WEB ADDRESSES
Main:
- macombgov.org/ClerkRod
Departments:
- macombgov.org/Birth
- macombgov.org/Business
- macombgov.org/CourtClerk
- macombgov.org/CPL
- macombgov.org/Death
- macombgov.org/Elections
- macombgov.org/JuryRoom
- macombgov.org/Marriage
- macombgov.org/PPO
- macombgov.org/ROD
- macombgov.org/SeniorHotline

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