



County Clerk's Performance Measures

Jan 26, 2021

Department 7

County Clerk

The Kent County Clerk's Office has three major functions: to manage County elections; to manage vital County citizens' records; and to process and maintain all Circuit Court files. In Kent County, the Clerk is also the Register of Deeds. The Clerk is also the Clerk of the Board of Commissioners, and statutorily serves on numerous County boards and commissions.

The County Clerk's Elections Division oversees all elections conducted in Kent County, monitors compliance of campaign finance laws as they pertain to county and local candidates for public office, and is a source of information for Kent County's voters.

The Register of Deeds Office records all documents pertaining to real property in Kent County, including deeds, mortgages, land contracts, liens, and other documents pertaining to real estate.

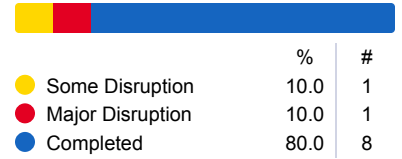
The Clerk files, stores, and retains original vital records including birth, death, and marriage records, and makes certified copies available to the public. The Clerk also processes applications for and issues concealed pistol licenses, notaries public, business registrations, and records military discharges.

As Clerk of the Circuit Court, she keeps the Circuit Court's records and daily supports all judicial activity in open and closed cases. The Clerk opens, maintains, tracks, and stores the records for all cases filed in the Circuit Court, including all juvenile court cases. Litigants file at the Clerk of the Court's office for divorce, other family matters, civil actions for which the amount of damages exceeds \$25,000, and other civil matters within the jurisdiction of the Circuit Court. Additionally, all felony criminal cases are filed with the Clerk. The Clerk of the Court's financial division processes payments for court-ordered fines, costs, restitution, forensic fees, and other assessments.

Owner: Lisa Lyons

Department Goal: 6

Objective: 10



Department Goal 7.1

Keep Circuit Court records secure and complete in order to support the administration of justice

Owner: Lisa Lyons

Objective: 3



Objective 7.1.1

Updated on Jan 19, 2021 18:47:18

Ongoing - Ongoing

Completed

Status updated to "Completed"

Achieve 99% accuracy with court filings & registers of actions for court files.

Owner: Lisa Buggs

Objective 7.1.2

Updated on Jan 19, 2021 18:47:55

Ongoing - Ongoing

Completed

Status updated to "Completed"

Maintain, deliver, retrieve files for all court and referee proceedings accurately and timely.

Owner: Lisa Lyons

Objective 7.1.3

Updated on Jan 19, 2021 18:52:21

Ongoing - Ongoing

Some Disruption

Release information requested from court files within five business days of receipt

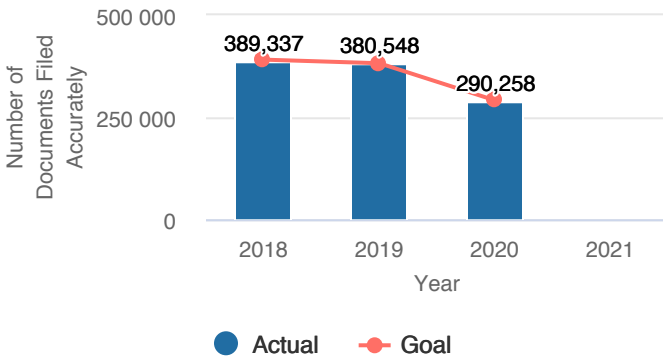
Owner: Lisa Lyons

The COVID-19 pandemic impacted the Clerk of the Court office's filing times during 2020. While our offices remained open and operational throughout the year, we implemented a staff rotation and decreased hours of operation in order to minimize health risks for our employees. These cautionary measures had the expected impact on productivity and workflow.

Clerks - Number of Documents Filed Accurately

Objective 7.1.1 Achieve 99% accuracy with court filings & registers of actions for court files.

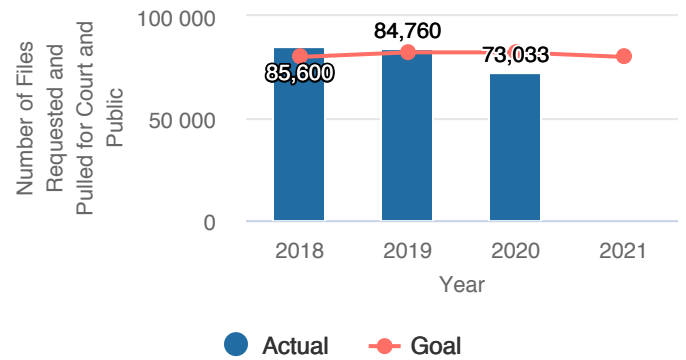
Number of Documents Filed Accurately



Clerks - Number of Files Requested and Pulled for Court and Public Annually

Objective 7.1.2 Maintain, deliver, retrieve files for all court and referee proceedings accurately and timely.

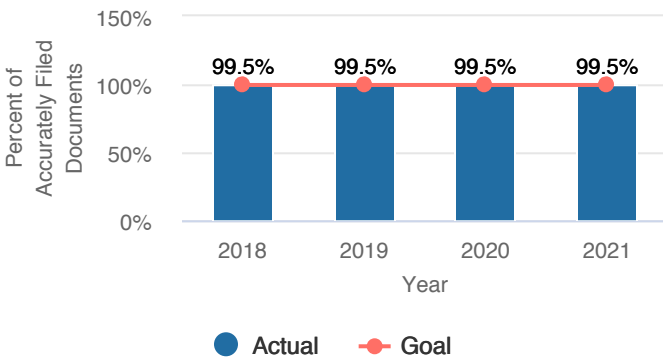
Number of Files Requested and Pulled for Court and Public Annually



Clerks - Percent of Accurately Filed Documents

Objective 7.1.1 Achieve 99% accuracy with court filings & registers of actions for court files.

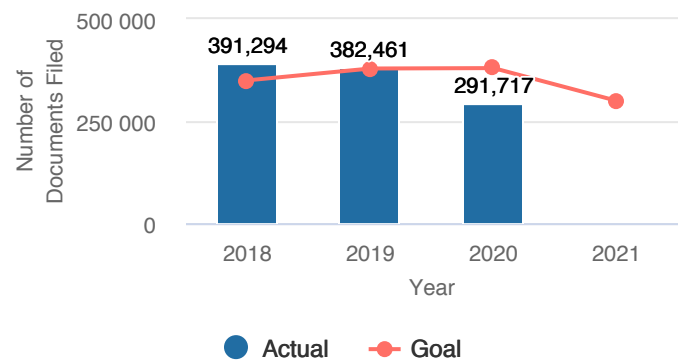
Percent of Accurately Filed Documents



Clerks - Number of Documents Filed

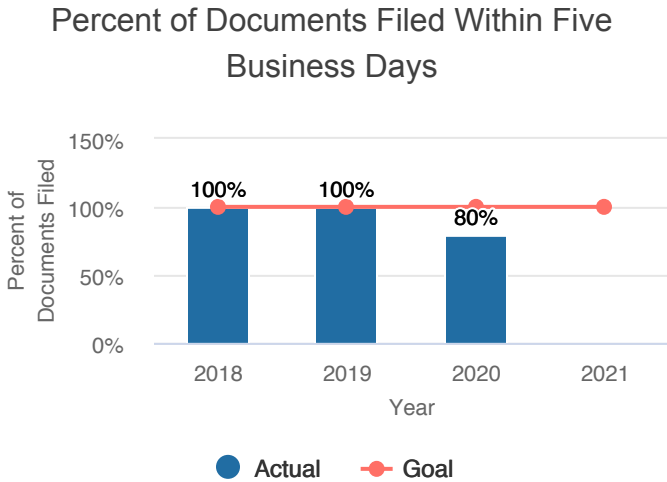
Objective 7.1.3 Release information requested from court files within five business days of receipt

Number of Documents Filed



Clerks - Percent of Documents Filed Within Five Business Days

Objective 7.1.3 Release information requested from court files within five business days of receipt



Department Goal 7.2

Comply with state and federal laws to ensure secure, transparent elections

Owner: Lisa Lyons

| | % | # |
|-----------|-------|---|
| Completed | 100.0 | 3 |

Objective: 3

Updated on Jan 17, 2021 22:10:39

In 2019, Kent County held three elections: May Special (school proposals); August (municipal primaries and school proposals); November (municipal general and school proposals).

In 2020, Kent County held four elections: March Presidential Primary; May Special (school proposals); August Statewide Primary; November Statewide General.

Objective 7.2.1

Updated on Jan 15, 2021 19:49:30

Ongoing - Ongoing

Completed

Status updated to "Completed"

Distribute supplies to 100% of all precincts 30 days prior to election.

Owner: Lisa Lyons

Objective 7.2.2

Updated on Jan 15, 2021 19:52:12

Status updated to "Completed"

Ongoing - Ongoing

Completed

Process 100% of all voter registrations within five business days of receipt

Owner: Lisa Lyons

Objective 7.2.3

Updated on Jan 15, 2021 19:52:30

Status updated to "Completed"

Ongoing - Ongoing

Completed

Publish 100% of all statutorily mandated election notices at least 10 days prior to each election.

Owner: Lisa Lyons

Department Goal 7.3

Maintain real property records to safeguard legal chains of title.

Owner: Lisa Lyons



| | % | # |
|------------------|-------|---|
| Major Disruption | 100.0 | 1 |

Objective: 1

Objective 7.3.1

Updated on Jan 19, 2021 18:46:31

Ongoing - Ongoing

Major Disruption

Record 100% of all documents that meet statutory recording requirements within five business days of receipt

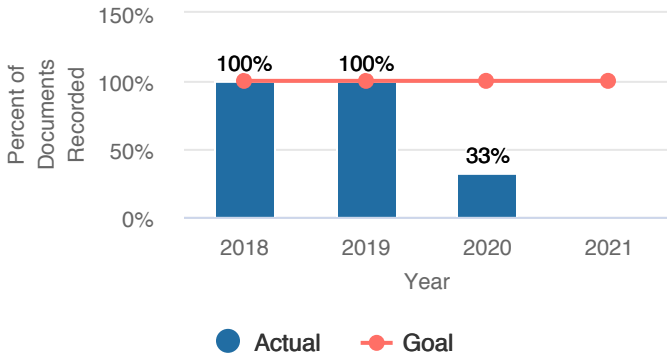
Owner: Lisa Lyons

The COVID-19 pandemic severely impacted recording times in the Register of Deeds office during 2020. While our office remained operational throughout the year, we implemented a staff rotation and decreased hours of operation in order to minimize health risks for our employees. These cautionary measures came as the Register's office experienced the highest number of recordings since 2006, due to a thriving west Michigan real estate market and low interest rates.

Clerks - Percent of Documents Recorded Within Five Business Days

Objective 7.3.1 Record 100% of all documents that meet statutory recording requirements within five business days...

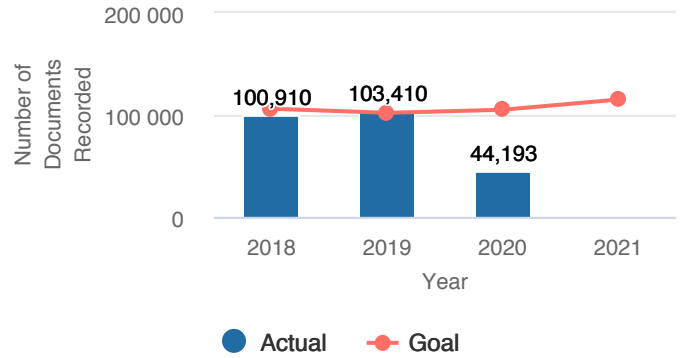
Percent of Documents Recorded Within Five Business Days



Clerks - Number of Documents Recorded Within Five Business Days

Objective 7.3.1 Record 100% of all documents that meet statutory recording requirements within five business days...

Number of Documents Recorded Within Five Business Days



Department Goal 7.4

To promptly process and accept for public record all documents received pursuant to the Michigan Recording Act.

Owner: Lisa Lyons

Objective: 1



Objective 7.4.1

Updated on Jan 17, 2021 22:37:28

Status updated to "Completed"

Ongoing - Ongoing

Completed

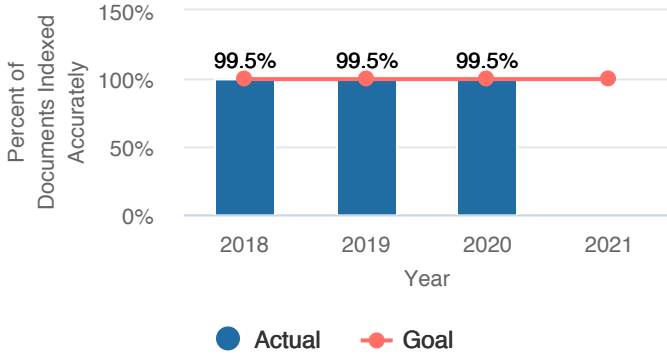
Achieve 99.5% accuracy when indexing documents

Owner: Lisa Lyons

Clerks - Percent of Documents Indexed Accurately

Objective 7.4.1 Achieve 99.5% accuracy when indexing documents

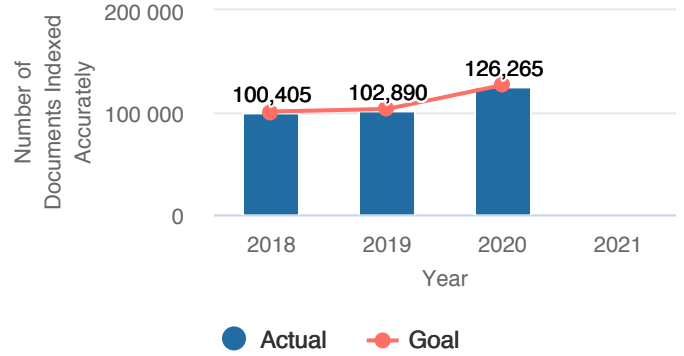
Percent of Documents Indexed Accurately



Clerks - Number of Documents Indexed Accurately

Objective 7.4.1 Achieve 99.5% accuracy when indexing documents

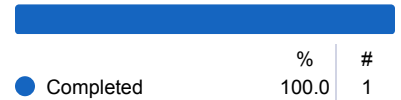
Number of Documents Indexed Accurately



Department Goal 7.5

Distribute information requested in a timely manner.

Owner: Lisa Lyons



Objective: 1

Objective 7.5.1

Updated on Jan 17, 2021 22:40:27

Status updated to "Completed"

Ongoing - Ongoing **Completed**

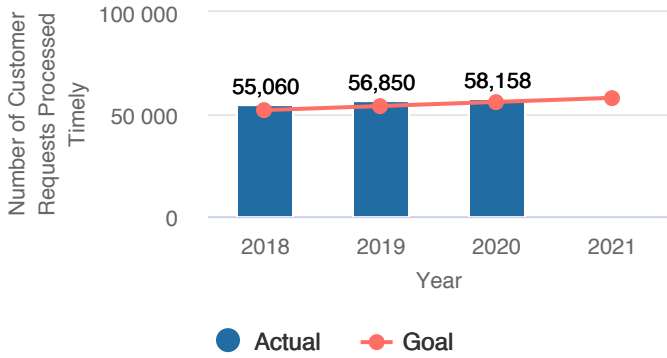
Respond to 100% of requests within four business days of receipt

Owner: Lisa Lyons

Clerks - Number of Customer Requests Processed Timely

Objective 7.5.1 Respond to 100% of requests within four business days of receipt

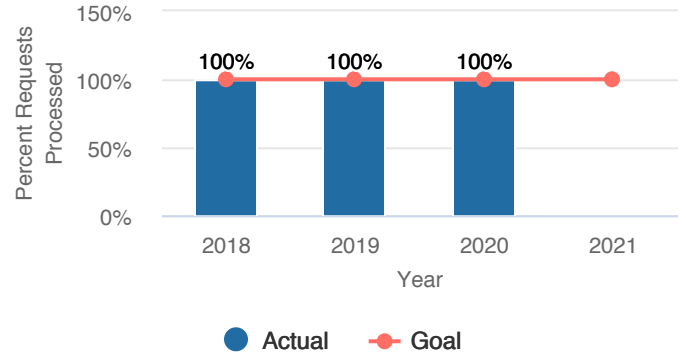
Number of Customer Requests Processed Timely



Clerks - Percent Requests Processed Within Four Business Days

Objective 7.5.1 Respond to 100% of requests within four business days of receipt

Percent Requests Processed Within Four Business Days



Department Goal 7.6

Process and maintain filings/records in accordance with state and federal statutes and policies to ensure the integrity of the legally deemed vital records of the community.

Owner: Lisa Lyons

Objective: 1

| | % | # |
|-----------|-------|---|
| Completed | 100.0 | 1 |

Objective 7.6.1

Updated on Jan 18, 2021 00:35:28

Status updated to "Completed"

Ongoing - Ongoing

Completed

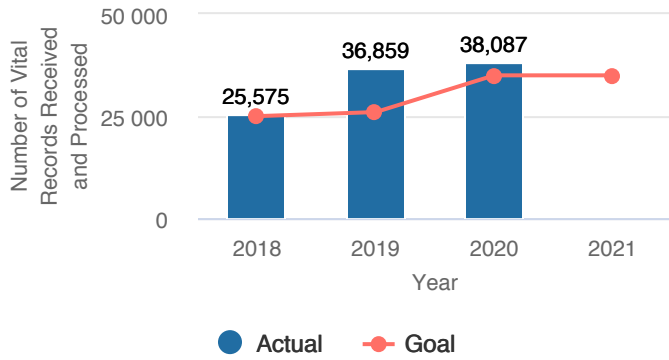
Achieve 99.9% accuracy when indexing documents recorded.

Owner: Lisa Lyons

Clerks - Number of Vital Records Received and Processed

Objective 7.6.1 Achieve 99.9% accuracy when indexing documents recorded.

Number of Vital Records Received and Processed



Clerks - Percent Documents Indexed Accurately

Objective 7.6.1 Achieve 99.9% accuracy when indexing documents recorded.

Percent Documents Indexed Accurately

