

# County Clerk/Register of Deeds

County Administration Building  
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## Mission

*Maintain public records for the citizens of Kent County. Disseminate information requested in a proficient, timely manner.*

## Overview

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.

## Strategic Goals

- Comply with state and federal laws to ensure secure, and transparent elections (Citizen Participation)
- Maintain real property records to safeguard legal chains of title (Proactive and Innovative Government)
- Keep Circuit Court records secure and complete in order to support the administration of justice (Safe Community)
- 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 (High Quality of Life)

## Significant Accomplishments

- Throughout 2017, the Clerk's Vital Records office underwent substantial reorganization in leadership personnel without negatively impacting customer service or performance. Additionally, as part of an evaluation of all practices, the office was able to implement purchasing changes that resulted in \$10,000 cost-savings to the taxpayer.
- Kent County's Clerk and Elections Team has served as a statewide leader in advocating for the purchase of new voting equipment to replace Michigan's aging voting machines. Following the May 2017 countywide millage election – the last conducted on our previous equipment - our team began the training and implementation processes to successfully deploy new optical scan tabulators for the August municipal elections in 123 precincts throughout the county. With that Election, we also unveiled the county's new interactive Election Night results website which exponentially increased the availability of results to the media and public. 2018 will bring three elections – May, August, and November – on the county's new reliable, secure, and transparent equipment.
- The Register of Deeds office continues to work collaboratively with mortgage and title company customers to increase the percentage of documents filed via eRecording. As the percentage has increased (35% in 2016, 50% in 2017, 60% currently) the recording process become more efficient and effective for both the county and our customers.
- Throughout 2017, the staff of the Circuit Court Clerk's Office not only accurately and efficiently processed over 340,000 court filings, they also responded to over 37,000 telephone and in-person customer inquiries. Additionally, the office has begun the necessary preparations for the launch of the statewide e-filing initiative.

**DEPARTMENT: COUNTY CLERK/REGISTER OF DEEDS**

**Department Mission Statement:**

*Maintain public records for the citizens of Kent County. Disseminate information requested in a proficient, timely manner.*

**Service Area: Clerk/Register of Deeds**

**Service Area Mission Statement:**

*To administer Michigan statutes as they apply to the Register of Deeds office.*

**Goal**

- Maintain real property records to safeguard legal chains of title

**Objectives**

- Record 100% of all documents that meet statutory recording requirements within five business days of receipt
- Achieve 99.5% accuracy when indexing documents

<b>Indicators</b>	<b>2015 Actual</b>	<b>2016 Expected/ Actual</b>	<b>2017 Expected/ Actual</b>	<b>2018 Expected/ Actual</b>
<b>Outcomes</b>				
Percent of documents indexed accurately	99.50%	99.50%/ 99.50%	99.50%/ 99.50%	99.50%
Percent of documents recorded within five business days	100.00%	100.00%/ 100.00%	100.00%/ 100.00%	100.00%

<b>Indicators</b>	<b>2015 Actual</b>	<b>2016 Expected/ Actual</b>	<b>2017 Expected/ Actual</b>	<b>2018 Expected/ Actual</b>
<b>Outputs</b>				
Number of documents indexed accurately	112,490	99,500/ 114,400	106,500/ 107,890	105,470
Number of documents recorded within five business days	113,050	105,000/ 114,970	107,000/ 108,430	106,000

**Service Area: Clerk/Vital Records**

**Service Area Mission Statement:**

*To administer Michigan statutes as they pertain to the County Clerk's office.*

**Goal**

- 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

**Objectives**

- Achieve 99.9% accuracy when indexing documents recorded
- Respond to 100% of requests within four business days of receipt

<b>Indicators</b>	<b>2015 Actual</b>	<b>2016 Expected/ Actual</b>	<b>2017 Expected/ Actual</b>	<b>2018 Expected/ Actual</b>
<b>Outcomes</b>				
Percent documents indexed accurately	99.90%	99.90%/ 99.90%	99.90%/ 99.90%	99.90%
Percent requests processed within four business days	100.00%	100.00%/ 100.00%	100.00%/ 100.00%	100.00%

<b>Indicators</b>	<b>2015 Actual</b>	<b>2016 Expected/ Actual</b>	<b>2017 Expected/ Actual</b>	<b>2018 Expected/ Actual</b>
<b>Outputs</b>				
Number of vital records received and processed	26,740	22,000/ 26,569	22,000/ 27,085	25,000
Number of customer requests processed timely	52,520	50,000/ 54,634	50,000/ 52,372	52,000

**Service Area: Clerk/Elections**

**Service Area Mission Statement:**

*Ensure accurate, effective and efficient electoral processes in compliance with federal and state statutes and rules.*

**Goal**

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

**Objectives**

- Process 100% of all voter registrations within five business days of receipt
- Distribute supplies to 100% of all precincts 30 days prior to election
- Publish 100% of all statutorily mandated election notices at least 10 days prior to each election

<b>Indicators</b>	<b>2015 Actual</b>	<b>2016 Expected/ Actual</b>	<b>2017 Expected/ Actual</b>	<b>2018 Expected/ Actual</b>
<b>Outcomes</b>				
Percent of voter registrations processed within five days	100.00%	100.00%/100.00%	100.00%/100.00%	100.00%
Percent of supplies distributed to precincts 30 days prior to election	100.00%	100.00%/100.00%	100.00%/100.00%	100.00%
Percent of notices published 10 days before election	100.00%	100.00%/100.00%	100.00%/100.00%	100.00%

<b>Indicators</b>	<b>2015 Actual</b>	<b>2016 Expected/ Actual</b>	<b>2017 Expected/ Actual</b>	<b>2018 Expected/ Actual</b>
<b>Outputs</b>				
Number of voter registrations received and processed	10,044	20,000/29,340	10,000/9,467	10,000
Assembled and provided supply kits to local clerks for each voting precinct and absentee counting board 32 days prior to each election. Note: precinct numbers may fluctuate with each election	307	300/318	223/403	550
Two notices published for each election	100.00%	100.00%/100.00%	100.00%/100.00%	100.00%

**Service Area: Clerk/Courts**

**Service Area Mission Statement:**

*Maintain the 17th Circuit Court's records on behalf of the Court and the public.*

**Goal**

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

**Objectives**

- Achieve 99% accuracy with court filings & registers of actions for court files
- Release information requested from court files within five business days of receipt
- Maintain, deliver, retrieve files for all court and referee proceedings accurately and timely

	<b>2015 Actual</b>	<b>2016 Expected/ Actual</b>	<b>2017 Expected/ Actual</b>	<b>2018 Expected/ Actual</b>
<b>Indicators</b>				
<b>Outcomes</b>				
Percent of documents filed within five business days	100.00%	100.00%/ 100.00%	100.00%/ 100.00%	100.00%

	<b>2015 Actual</b>	<b>2016 Expected/ Actual</b>	<b>2017 Expected/ Actual</b>	<b>2018 Expected/ Actual</b>
<b>Indicators</b>				
<b>Efficiencies</b>				
Percent of accurately filed documents	99.00%	99.00%/ 99.50%	99.50%/ 99.50%	99.50%

	<b>2015 Actual</b>	<b>2016 Expected/ Actual</b>	<b>2017 Expected/ Actual</b>	<b>2018 Expected/ Actual</b>
<b>Indicators</b>				
<b>Outputs</b>				
Number of documents filed	279,470	280,000/ 380,722	375,000/ 340,452	350,000
Number of documents filed accurately	276,675	280,000/ 378,818	373,125/ 338,749	348,250
Number of files requested and pulled for court and public annually	66,420	70,000/ 84,500	80,000/ 80,740	80,000