

Clerk / Register Of Deeds

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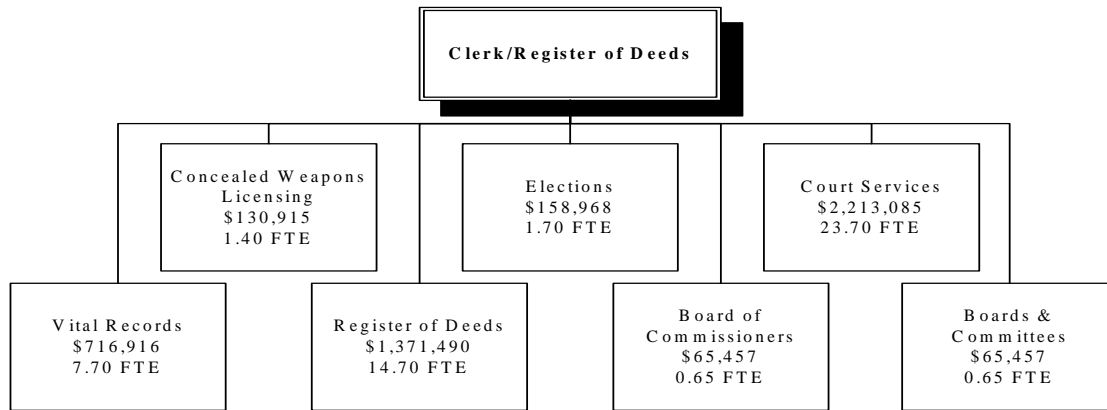
Our Mission

To serve customers in a prompt, courteous and professional manner.

Our Vision

To provide professional, personal and courteous service to all customers whose records we have care and custody of.

How We Are Structured:



Clerk / Register Of Deeds Services We Provide (Programs)

Boards, Committees, Commissions	Serve as the official record-keeper for statutory boards, committees and commissions.
Concealed Weapons Licensing	Serve as the official record-keeper for the Concealed Weapons Licensing Board and issue concealed weapons licenses.
Board of Commissioners	Serve as the official record-keeper for the Board of Commissioners.
Court Services	File, maintain, and retrieve records for the Trial Court (22nd Circuit) of Washtenaw County in compliance with the record standards mandated by the Michigan Supreme Court and the Michigan Court Rules.
Register of Deeds	Furnish a secure repository for real and personal property records, provide ready access to secure documents.
Vital Records	File, maintain and retrieve records of births, deaths, marriages, business names and veterans' discharges. Act as an agent for passport and notary public applications.
Elections	Coordinate & administer all federal, state, & local elections in Washtenaw County.

Clerk / Register Of Deeds

What We Do➔

(Process/Activities)

Elections

Ballot generation
Record, file and disseminate election information

Record/file minutes
Voter education

Register of Deeds

Collect recording, copying and service fees
Collect State and County property transfer taxes
Record, file and retrieve documents

Court Services

Filing and Maintenance of Case files, Local Administrative Orders, and all other record keeping duties as mandated by the Constitution, statute, and Michigan Court Rules.
Filing and maintenance of Trial Court Records
Maintain accurate case files and to provide copies of the file as requested
To maintain accurate case files and to comply with requests for information

Vital Records

Collect recording, copying and service fees
Record, file, retrieve and copy documents

Board of Commissioners

Issuing certified copies/documents
Recording/filing minutes and documents.

Boards, Committees, Commissions

Recording/filing minutes

Concealed Weapons Licensing

Customers provided with accurate and timely information
Issuing CCW licenses

What We Produce➔

(Outputs)

Accurate and timely ballots
Accurate and accessible documents and database
Recountable precincts
Accurate minutes and database
Voter participation
Fee structure that covers costs for services and automation
State and County general revenue streams
Ready access to documents via personal service and e-commerce

Accurate filings.
Accurate index.
Accurate records and quality copies
Accurate files and database.

Fee structure that contributes to cost of services provided
Accurate and timely filings.
Accurate recording and indexing
Ready access to documents via personal services and e-commerce

Quality copies.
Accurate information on file.

Accurate minutes and database.

Accurate minutes and database
Accurate and timely license

How Efficient Are We

(Process Measures)

Measurement	2004 Actual	2005 Projected	2006 Target	2007 Target
Real property records returned within 15 working days			95%	95%
Real property records recorded on the day physically received			100%	100%
Pleadings are properly filed			100%	100%
Percentage of records that are accurate and received by deadline.			100%	100%
Percentage of filing that is accurate			100%	100%
Percentage of case files that are accurate and the customer is served within 15 minutes			100%	100%
Percent of customers who felt they were given accurate licenses and were generally satisfied.			95%	95%
Percent of ballots issued accurately and timely.			100%	100%

Who We Serve➔

(Customers)

- Attys/Other Judicial Districts-Circuits
- Board of Commissioner Members
- Board of Commissioners
- Board/Committee Members
- Clergy
- County government
- County staff and general public
- Court system
- Creditors
- Election Coordinators, Inspectors
- Funeral Homes
- Hospitals
- Judges/Court Administration
- Notaries
- State Agencies:SCAO/State Bar of Michigan/SOS
- Title Companies

What We Are Accomplishing

(Outcomes)

Board of Commissioners

Commissioners are provided with accurate and timely information.

Customers served in a courteous, effective, and efficient manner.

Boards, Committees, Commissions

Members provided with accurate and timely information.

Concealed Weapons Licensing

Members provided with accurate and timely information.

Court Services

Accurate juror records

Compliance with MCR and MCLA mandates.

Compliance with state mandated services.

Customers served in a prompt, courteous and efficient manner.

Information on the Register of Action, in the paper file, and reported is accurate.

Maintain County-wide record retention program

Official court record monitored

Elections

Recountable precincts per election.

Register of Deeds

Customers are served promptly, effectively, courteously and are generally satisfied.

Vital Records

Compliance with state filing requirements.

Customers are served promptly, courteously, effectively, and are generally satisfied.

Who We Work With

(Partners)

- Equalization
- Treasurers
- Trial courts

How Effective Are We

(Program Measures)

Measurement	2004 Actual	2005 Projected	2006 Target	2007 Target
Providing accurate information on a timely basis			100%	100%
Percent of precincts that are recountable per election.			100%	100%
Percent of deadlines met and percent of records that are accurate.			100%	100%
Percent of customers who felt service was courteous, effective & efficient			100%	100%
Accuracy of the record - entry into FULCRUM and VCA			98%	100%

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POSITION TYPE	No. POSITIONS	No. POSITIONS	No. POSITIONS	No. POSITIONS
	1-1-2004	1-1-2005	1-1-2006	1-1-2007
MANAGERIAL	4.00	4.00	4.00	4.00
PROFESSIONAL	7.00	7.00	8.00	8.00
SUPPORT	39.50	39.50	38.50	38.50
Total	50.50	50.50	50.50	50.50

EXPENDITURES	2004 Actuals	2005 Adopted	2006 Requested	2006 Adopted	2007 Adopted
Personal Services	3,105,357	3,079,563	3,337,519	3,337,519	3,524,781
Supplies	368,389	176,399	310,399	310,399	176,399
Other Services	62,375	50,498	50,498	50,498	50,498
Internal Service Charge	994,277	994,633	1,023,872	1,023,872	1,023,872
Capital Outlay	200	0	0	0	0
Transfers Out	0	0	0	0	0
Total	\$4,530,598	\$4,301,093	\$4,722,288	\$4,722,288	\$4,775,550

VARIANCE ANALYSIS

Personal Services: Increases in salary and fringes reflect labor contract agreements and estimated fringe rates for 2006 and 2007.

Supplies: Supplies expenses are higher in even fiscal years due to the type of elections held.

Internal Service Charges: Change due to allocation of indirect cost recalculation on annual basis.

EXPENDITURES

