

OFFICE OF THE
DALLAS COUNTY CLERK



2009 PROGRESS REPORT

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Dallas County Clerk's Office

The first 24 months in office has been fast and furious. It is a great joy and challenge serving in the capacity of County Clerk. One which I relish and embrace as a public servant.

I wish to share with you a brief description of my role, mission, goals and major accomplishments achieved thus far as County Clerk. In addition, I will share with you a picture of my vision for the upcoming year.

What are my duties as County Clerk: As County Clerk for Dallas County, I manage a department of approximately 215 employees staffed in eight (8) sections; Recording, Marriage License, Vitals Records, Probate, County Courts at Law (civil), County Criminal Courts (misdemeanor offenses), Trust, and Commissioners Court Clerk.

Additionally, we manage the clerical function of two operating systems; Odyssey Court Management System for the Probate and County Courts at Law, and the Anthem Recording System for official public records.

Our Mission Statement:

The Dallas County Clerk Office's mission is to provide superb customer service so that the staff better serves the community. This includes being on the leading edge of operational best practices; as well as further improving and increasing the knowledge skills among staff to positively affect customer service.

We strive to instill:

- Positive values,
- Integrity,
- Accountability,
- Excellence,
- Innovation,
- Team work,
- Respect for others.
- And above all excellent customer service.

These values by far define the overall operation of the County Clerk's office which leads to a cohesive relationship between management, staff, and the public.

My personal motto: "Service is the price you pay for the space you occupy."

What are we doing or have done to increase efficiencies and improve customer service?

To date, we have completed an assessment of the clerk's office and have evaluated its workflow processes, redundancies, system automations and functional deficiencies. We have further assessed personnel needs including staffing and training, and office space usage. As a result, we have taken on the following list of projects to improve the services we provide to the real estate, legal communities and citizens of Dallas County.

Dallas County Clerk: 2 Year Report Card

Projects Completed and or Currently Underway

- ✓ Within two month after taking office we began our redaction project to remove social security numbers from millions of official public records. These records will be imported into a new recording system which is currently in the implementation process.
- ✓ Successful implementation of the Court Case Management System (Odyssey) for the Probate and County Courts at Law.
- ✓ Digitization of our “OPR” Official Public Records from 1846 to 1973. Upon completion of this project and the implementation of a new recording system, by August 2009 all of Dallas County Real Property records will be available on line from 1846 to current date.
- ✓ Digitization of Commissioners Court records. This project is scheduled for completion August 2009.
- ✓ Creation of a customer call center to handle the high volume of call we receive, which is estimated to be over 600 per day, with 80% being unanswered or dropped. Our response rate is now at 93%.
- ✓ The County Clerk through Dallas County Commissioners Court is building a climate controlled facility to store all permanent records in the possession of the County Clerk.
- ✓ Wills on deposit (Probate).
- ✓ Leadership training for management level personnel and customer service training for support staff.
- ✓ Lastly, we have recently completed renovations to the second floor of the Records Building where the Recording, Vital Records and Probate Section are located. This renovation has greatly improved our ability to organize our records, improved our work flow process whereby we are better able to effectively and efficiently assist customers. Additionally it has improved the morale of the staff and has received excellent comments from our customers.

Second Floor in its previous state: **BEFORE** remodel.



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Second Floor: **AFTER** remodel.



With the completion of these innovations to our existing operation, all of which have a direct impact on the services we provide to those who use our office, moves us closer to our goal of setting the bar for customer service.

Continuing to improve customer service is and will always be our number one priority.

John Warren
Dallas County Clerk