



Ottawa County

Clerk | Register of Deeds

Justin F. Roebuck

2022 Annual Report

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Introduction from the Clerk/Register

To the Residents of Ottawa County,

It is my honor to present to you the 2022 Annual Report of the Clerk and Register of Deeds office. Last year was a busy and productive one for our team as we processed hundreds of thousands of documents in our Circuit Court, Register of Deeds and Vital Records divisions. We provided customer service to thousands of residents across the county – by phone, by mail, online, and in-person at our counters. We also supported our city and township clerks, and Ottawa County's 220,000 voters as our communities' held elections in May, August, and November.

Our team continues to explore new ways to make our services more efficient and effective, ensuring that we are accessible to every Ottawa County resident. Online transactions continue to rise as our customers find it simple to renew a CPL, order certified copies of documents or apply for a marriage license at their convenience from home or on the go. In 2022, 76% of all land records were recorded electronically, and we saved over \$8,000 taxpayer dollars in postage alone returning documents to customers electronically instead of by mail. Our Elections Team hosted three successful town hall meetings in the lead up to major elections in 2022, where we were able to have great conversations with our voters, answering questions and listening to ideas. These are just a few of the ways we are working to be efficient and responsive to our customers.

Our mission in the Clerk Register's Office is simple and clear – **to help customers and encourage their trust in government.** I believe that we create trust through honesty and transparency, and by building relationships with our customers. I could not be more grateful for the team I work with every day at the Clerk/Register's Office to do this important work. Our dedicated staff is the heartbeat of these customer relationships, and I am thankful for their professionalism and commitment to Ottawa County and its residents. I remain grateful for your support!

Thank you for the opportunity to serve as your County Clerk and Register of Deeds.



Justin F. Roebuck
County Clerk | Register of Deeds

Mission, Vision, Values



MISSION

WHY DO WE EXIST?

To help customers and encourage their trust in government.

WHAT DO WE DO?

Create and preserve records for current and future generations.



VISION

HOW WILL WE SUCCEED?

Exceed the expectations of our customers in every aspect of service.

Be creative, strategic, and forward thinking leaders to continually improve.

Create a positive, caring, and engaging environment for our employees and coworkers.

Be conscientious of taxpayer resources.

VALUES: How do we behave?



We provide excellent customer service.



We are humble.



We value people.



We are authentic.



We are eager to learn.

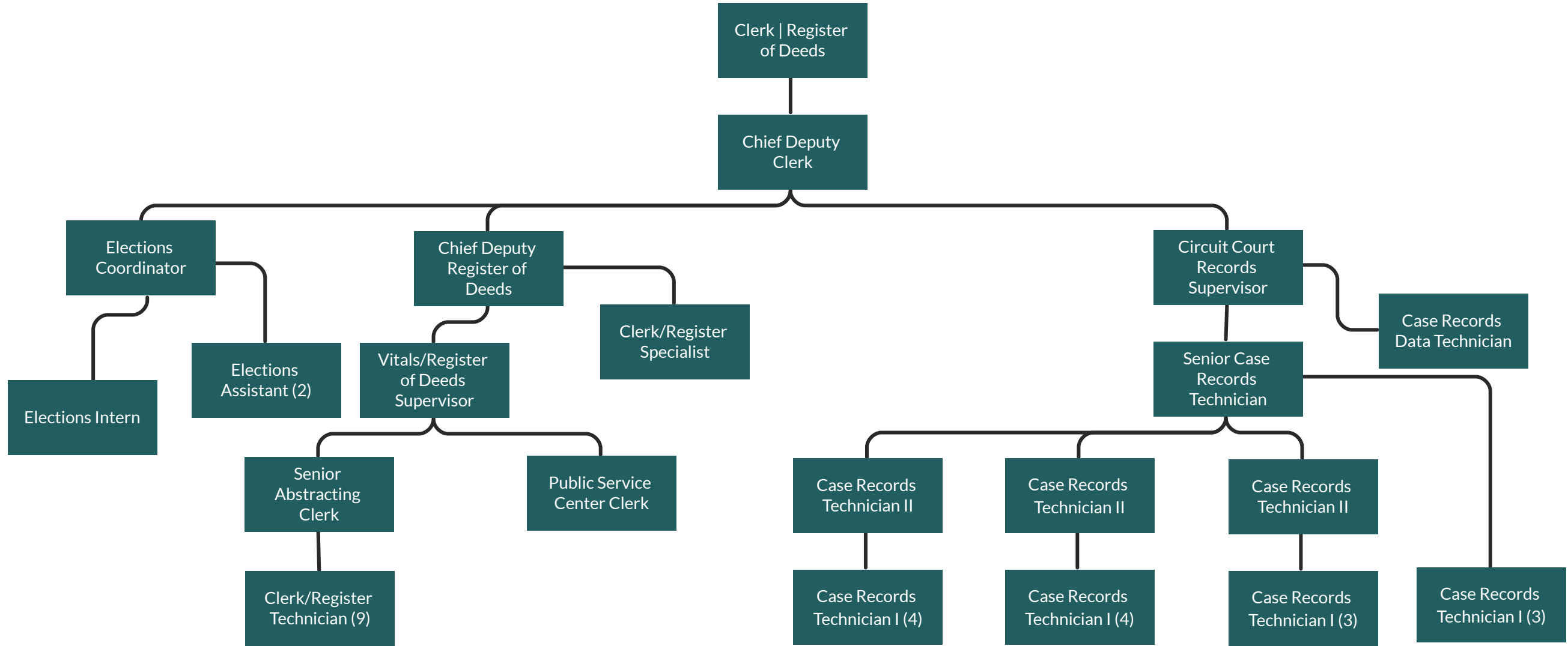


We seek input from others.



We are accountable.

Organizational Chart



Goals Accomplished in 2022



Customer Satisfaction Survey

We believe the key to providing great service is listening to our customers. To that end, our team developed and launched a simple customer satisfaction survey that will accompany any and all branded materials from the Clerk/Register's Office. The goal is to provide multiple, easy touchpoints for our customers to reach out and provide immediate feedback.



Community Conversations

Another critical way for us to receive customer feedback is to simply have conversations. Our team engaged with hundreds of Ottawa County residents in multiple communities in the lead up to the 2022 mid-term elections. During these Community Conversation events we gave a brief update from our elections team, and then listened and answered questions from the public.



Campaign Finance Online

We launched an online portal for candidates to file and for the public to search campaign finance records online. This was a big step forward for transparency and accessibility of candidate and committee financial records to the public. The platform also allows candidates the convenience to file online and offers our office better tools for managing the database of information.



Team Development

This year our team development was centered around "The Ideal Team Player" model, by Patrick Lencioni. This concept highlights three critical behaviors of any successful team member: Humility, Hunger, and Emotional Intelligence. Our Team Leads guided staff in a number of discussions and exercises that highlighted these qualities in our team members.

In the Community

We aim to apply our values not just to colleagues and customers, but outwardly in our community as well.

In 2022, our team partnered with organizations such as the West Coast Chamber for Community Action Day, helping the most vulnerable of animals through the Harbor Humane Society and assisting the West Michigan Veteran's Assistance Program with donations for their pantry.

Donated items gathered for the West Michigan Veteran Assistance Program food bank.



Staff painting during Community Action Day.



Our team gathered items to donate to our local Humane Society.



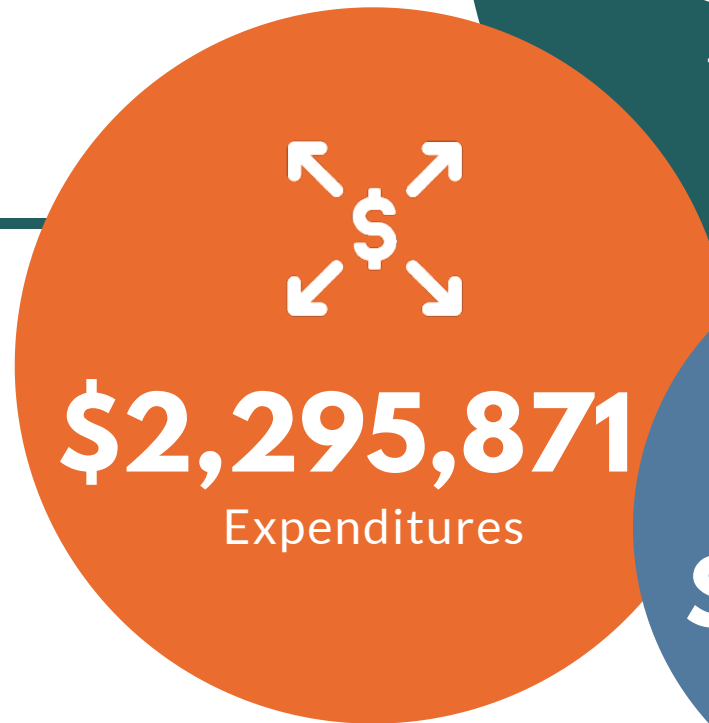


Vital Records

The Vital Records division is the official registrar for birth certificates, death certificates, marriage licenses, concealed pistols licenses, notary applications, and business license registrations.

County Clerk Budget

Includes Vital Records and Circuit Court



Birth Records



2,095

Babies born



4,429

Copies of birth
certificates



0.7%






decrease in births
from 2021

Top Baby Names of 2022

Boy Names:

-  Henry
-  Levi
-  Ezra, Liam, Lucas (Tie)
-  Theodore
-  Carter, Wesley (Tie)

Girl Names:

-  Emma
-  Nora
-  Olivia
-  Isla
-  Camila, Charlotte, Claire, Eleanor, Josie (Tie)

Death Records



2,122
deaths



17,587
Copies of death
certificates



0.5%
increase in deaths
from 2021

Notary Public

Our office processed 475 Notary Public applications.

To be a Notary, applicants must:

Obtain a \$10,000 bond, most often from a state-licensed insurance agency or a bonding company

Fill out an application online and visit our office to finalize the application

Mail the completed application and applicable fee to the Michigan Department of State, Office of the Great Seal

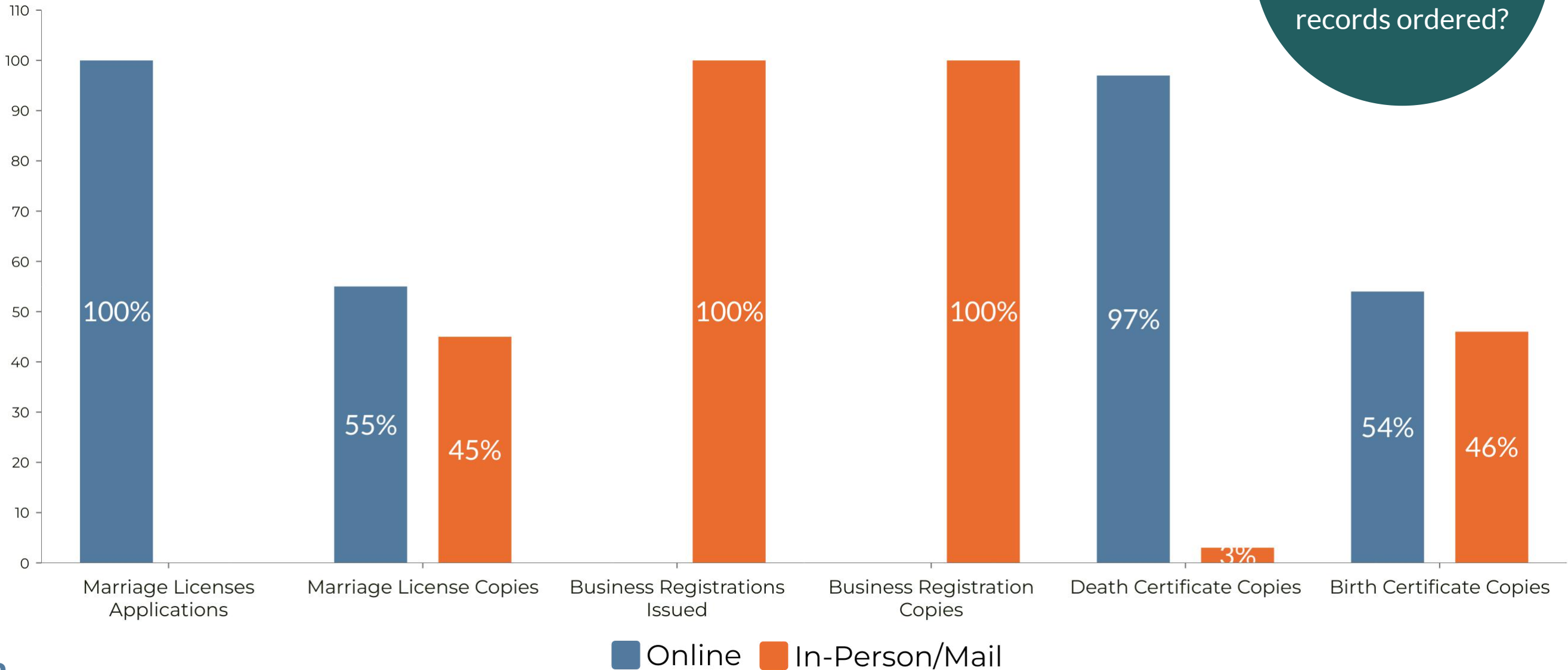
Doing Business As (DBA)



Records Ordered

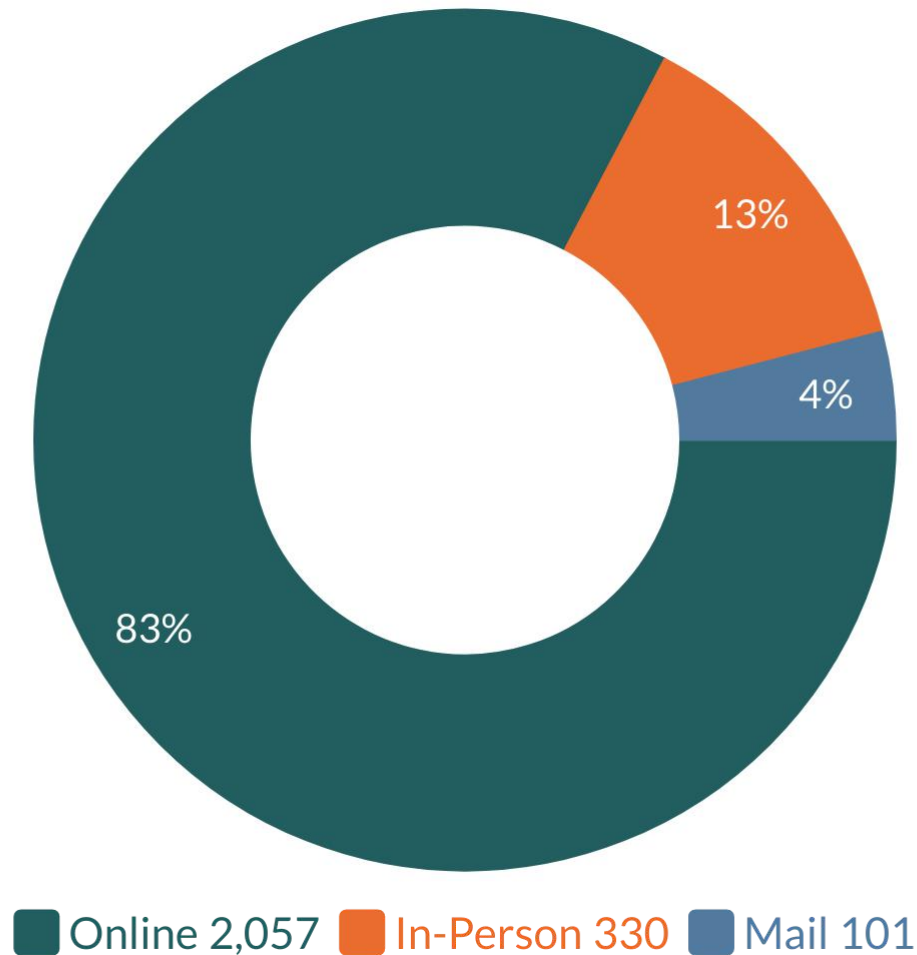


How were vital records ordered?



Concealed Pistol License

How did Ottawa County applicants choose to renew?

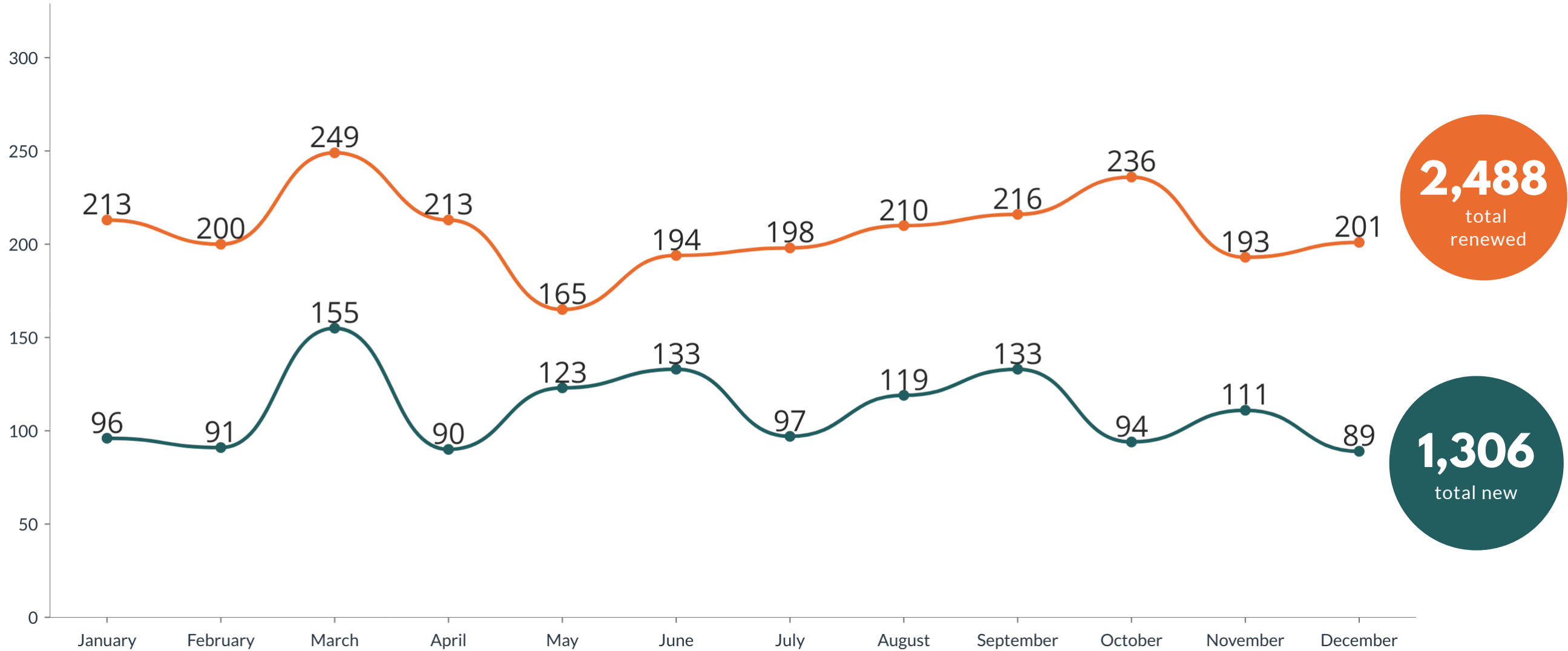


Of the 3,794 CPL applications that we processed:

- 1,306 were new applicants
- 2,488 were renewal applicants

New applicants must apply in-person, but renewal applicants can apply in-person, online, or by mail.

Concealed Pistol Licenses



2,488

total renewed

1,306

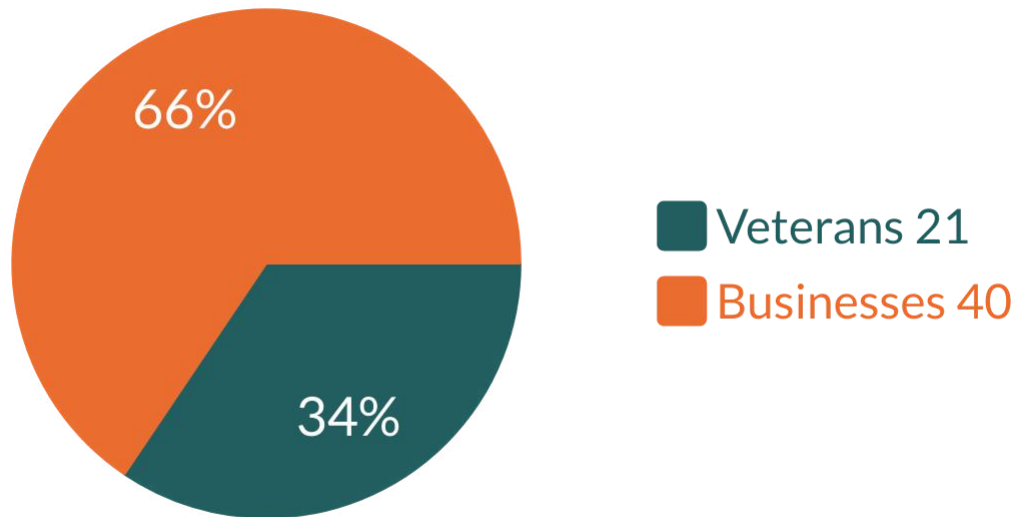
total new

Honor Rewards

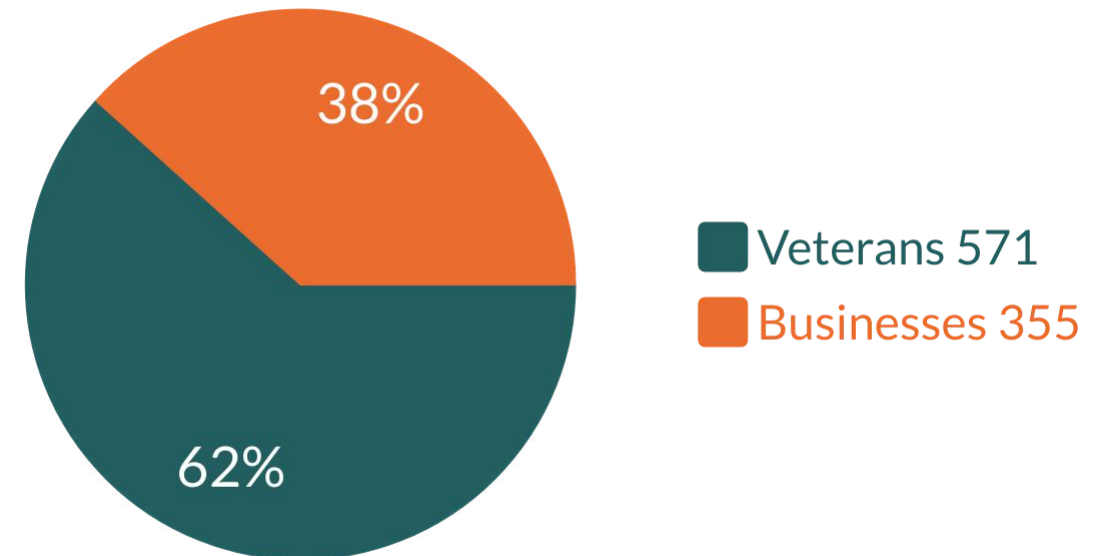
Honor Rewards is a nationally recognized program that allows veterans to receive discounts at participating area businesses by showing their Honor Rewards ID card. To obtain a card, Ottawa County Veterans can fill out an application and file their military discharge paperwork with our office.

As a way of connecting our businesses and veterans more often, we started a quarterly newsletter that welcomes new Honor Rewards members, highlights veteran events in the area, and draws attention to veteran organizations and issues. **The newsletter has an average open rate of 41% and is sent to almost 1,000 subscribers.**

New in 2022



Total Since 2015



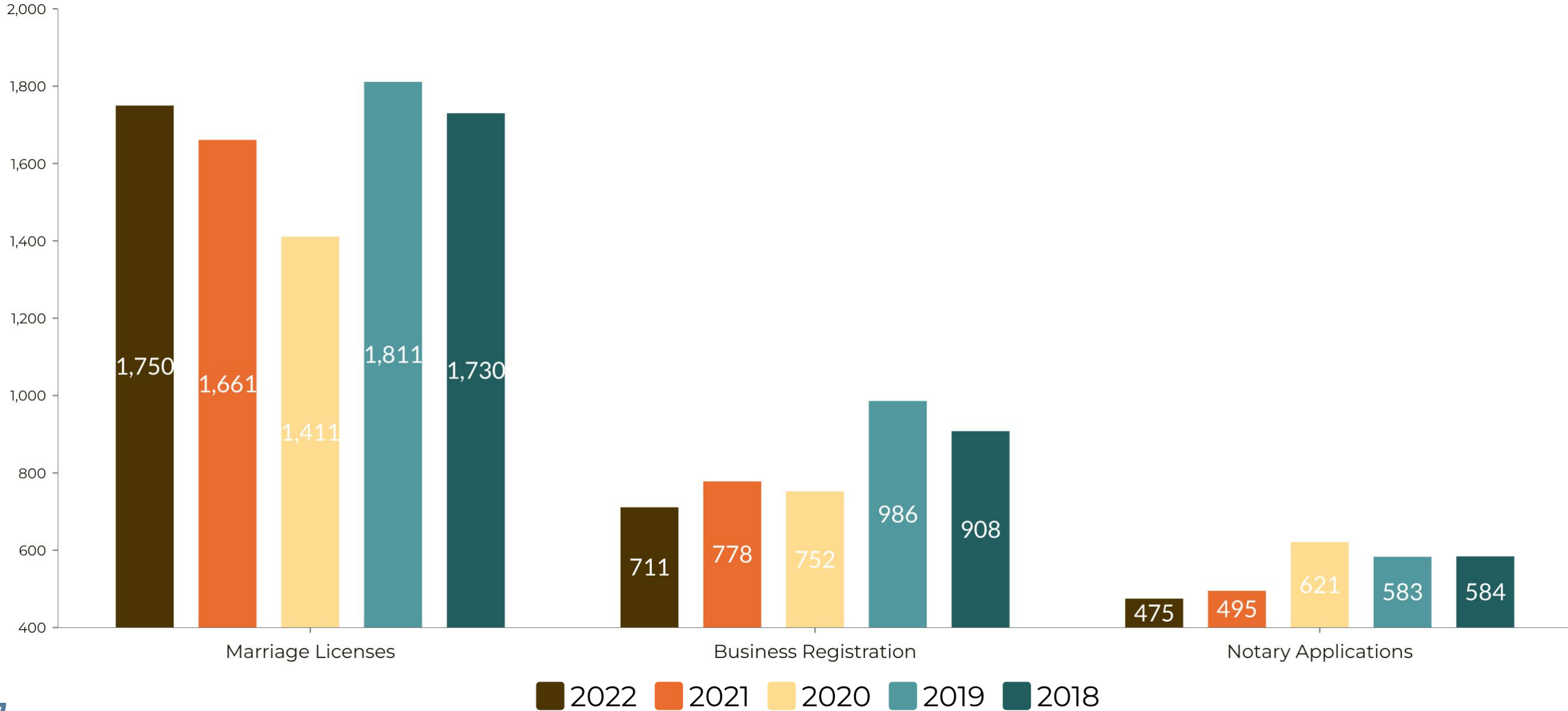
2022 Veteran's Day

For the 2022 Veteran's Day our team was able to connect with our local veterans through a variety of community events! We got to know some veterans and their loved ones at the Annual Veteran's Day Breakfast held in Allendale Township. Our office hosted an Honor Rewards presentation at Four Pointes Center for Successful Aging where we were able to register both new applicants and businesses. Finally, we were invited to set up a registration table at Holland High School's Veteran's Day celebration.

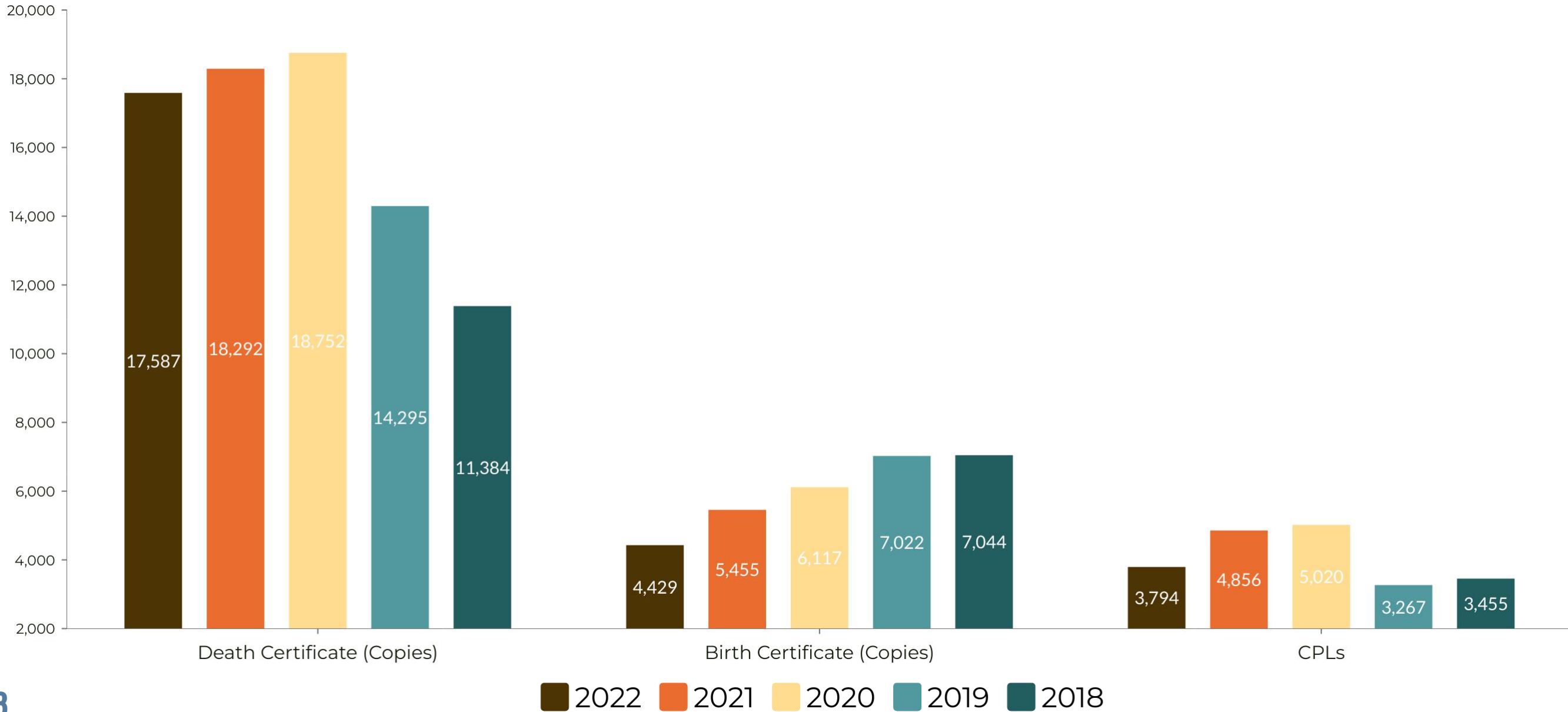


We are looking forward to growing our Honor Rewards program in 2024. Stay tuned to our social media and website at www.miOttawa.org/HonorRewards, for event updates!

Trends Over Time



Trends Over Time





Register of Deeds

The Register of Deeds division is the keeper of the public record for all land documents.

Register of Deeds Budget



\$3,072,782

Revenue

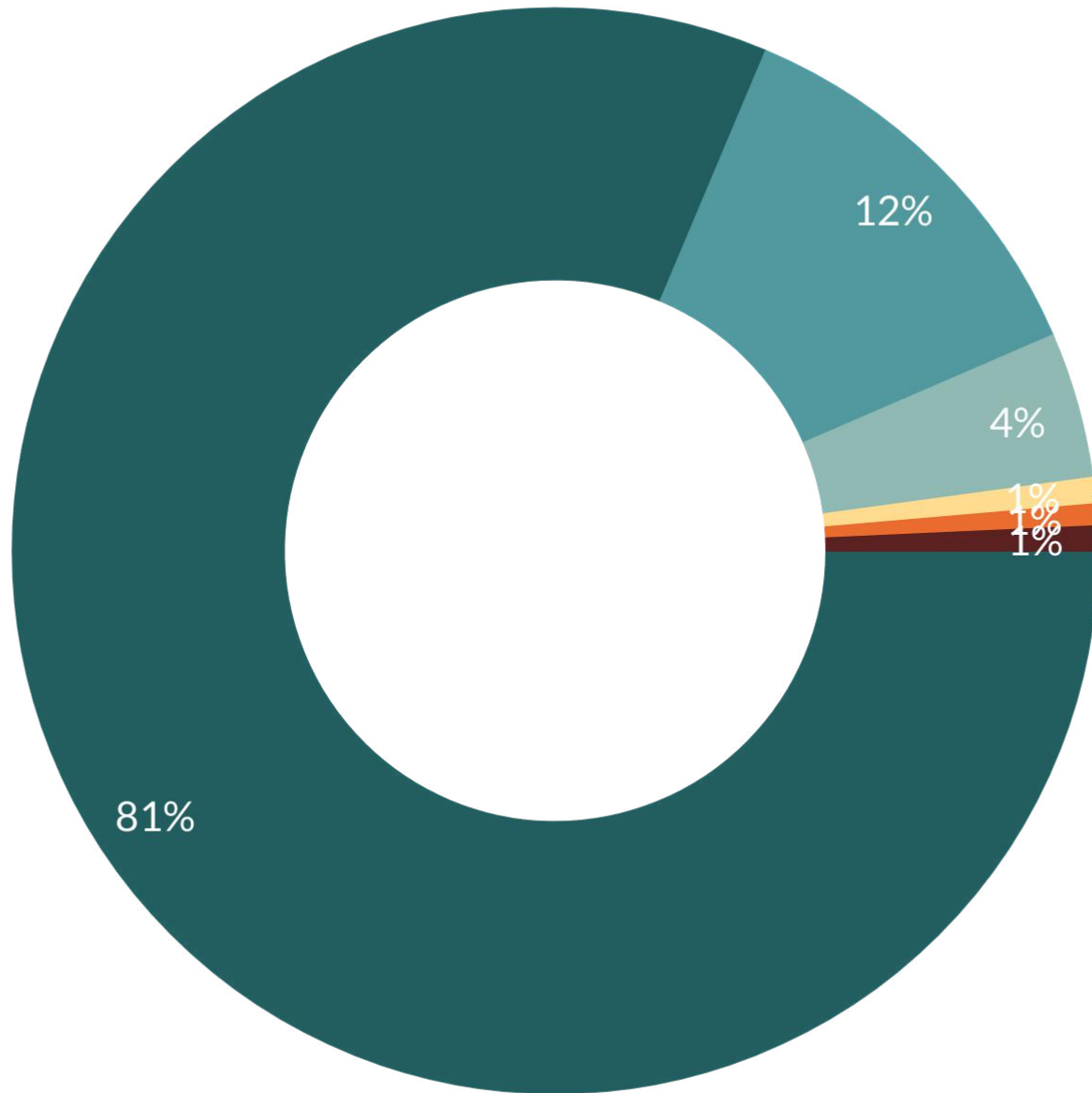


\$789,298

Expenditures



Funds Received



- State Transfer Tax: \$ 17,357,876
- County Transfer Tax: \$ 2,590,637
- Recording Fees: \$ 928,662
- Remonumentation: \$ 166,820
- Copy Sales: \$ 138,291
- Bulk Images: \$ 154,157

Free Online Record Search



12,260

documents were
purchased through
this service



\$38,931

Revenue
generated in the
General Fund



4.6%

decrease in
revenue from
2021

Document Recording



33,635

documents were
recorded
electronically



43,816

total documents
recorded

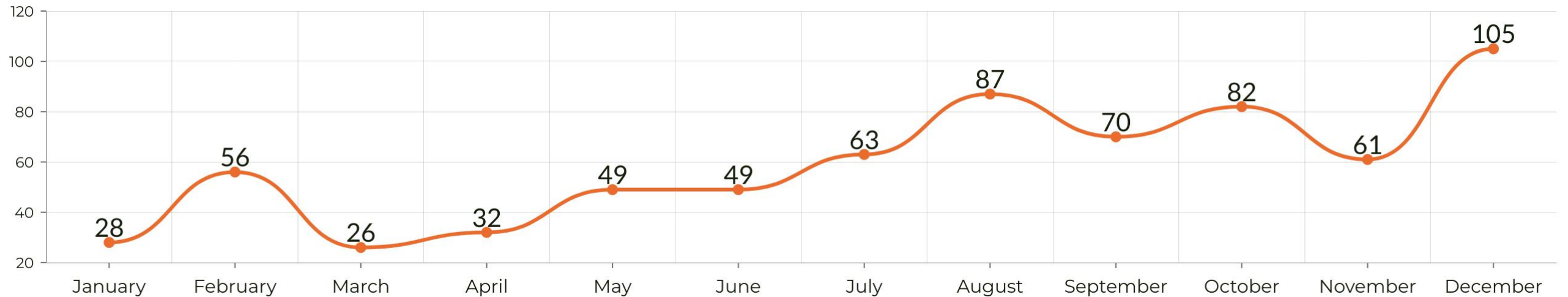


76%

of documents were
recorded
electronically

Passports

Our office processed 708 passport applications in 2022.



\$24,780

Total revenue from passports



\$4,375

Total revenue from
passport photos



CPL Fingerprinting



1,353

fingerprints taken



**January -
December
2022**



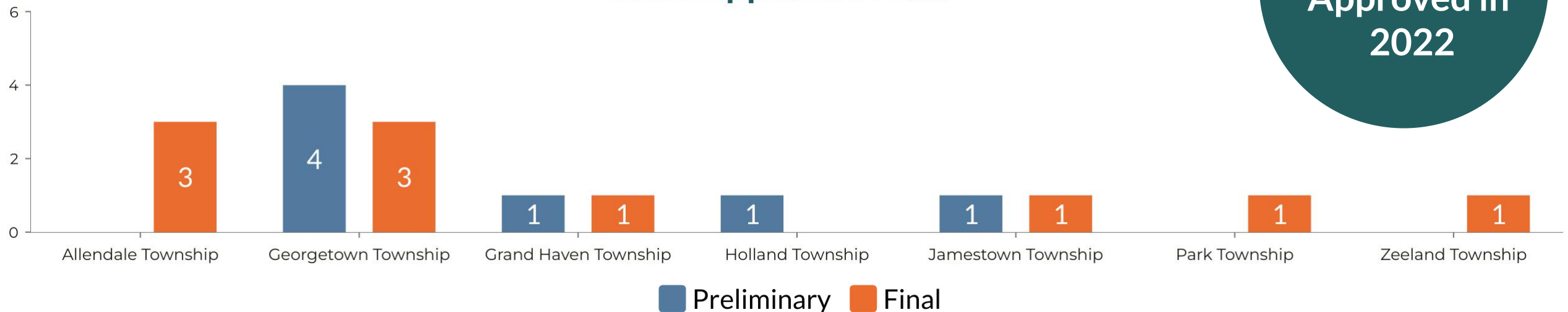
\$20,295

Revenue from CPL
fingerprinting

Plat Board

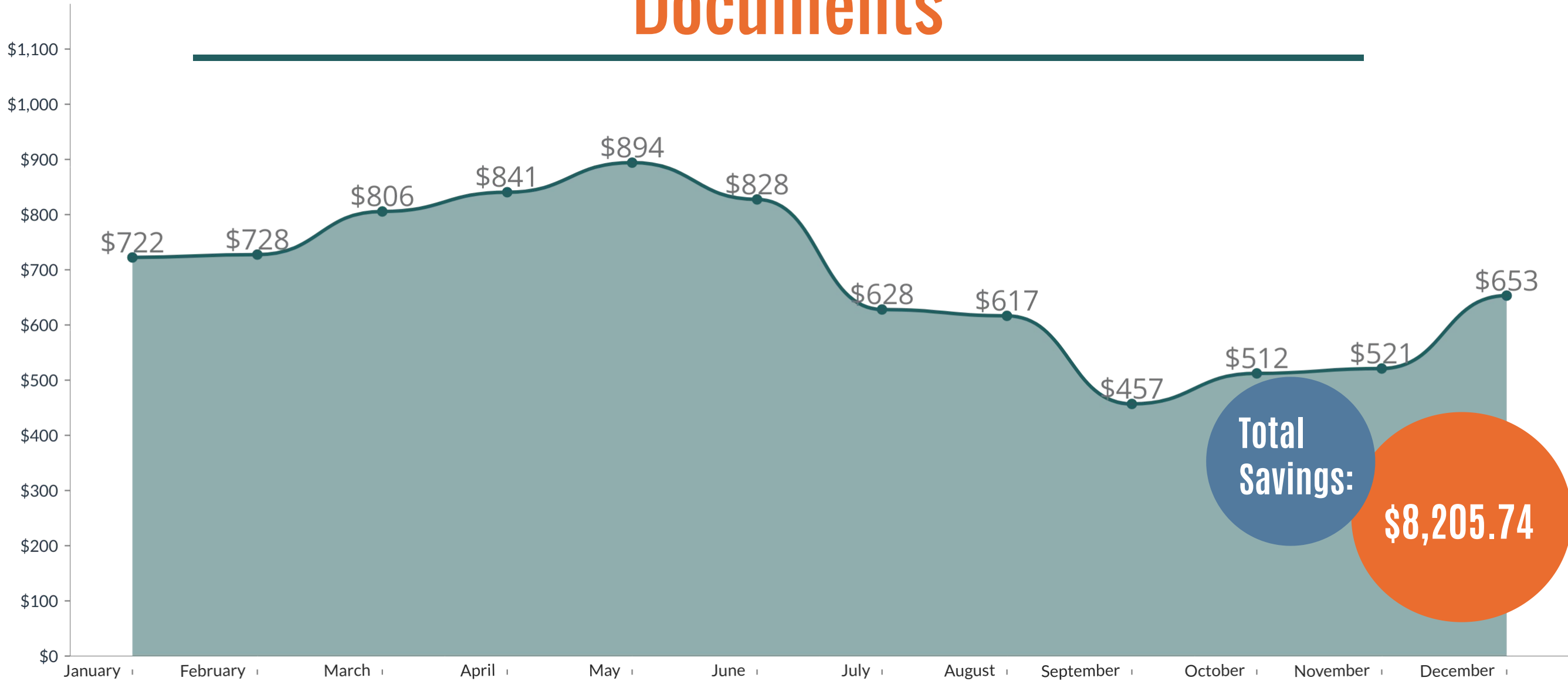
The Ottawa County Plat Board consists of three members including the Chairperson of the Board of Commissioners, the County Treasurer, and the County Clerk | Register of Deeds. The County Clerk | Register of Deeds is the secretary to the Plat Board and therefore responsible for accepting the plats to be reviewed by the board. The board reviews and approves plats to ensure the dimensions of the proposed plat are compliant with the provisions of the Subdivision Control Act of 1967.

2022 Approved Plats

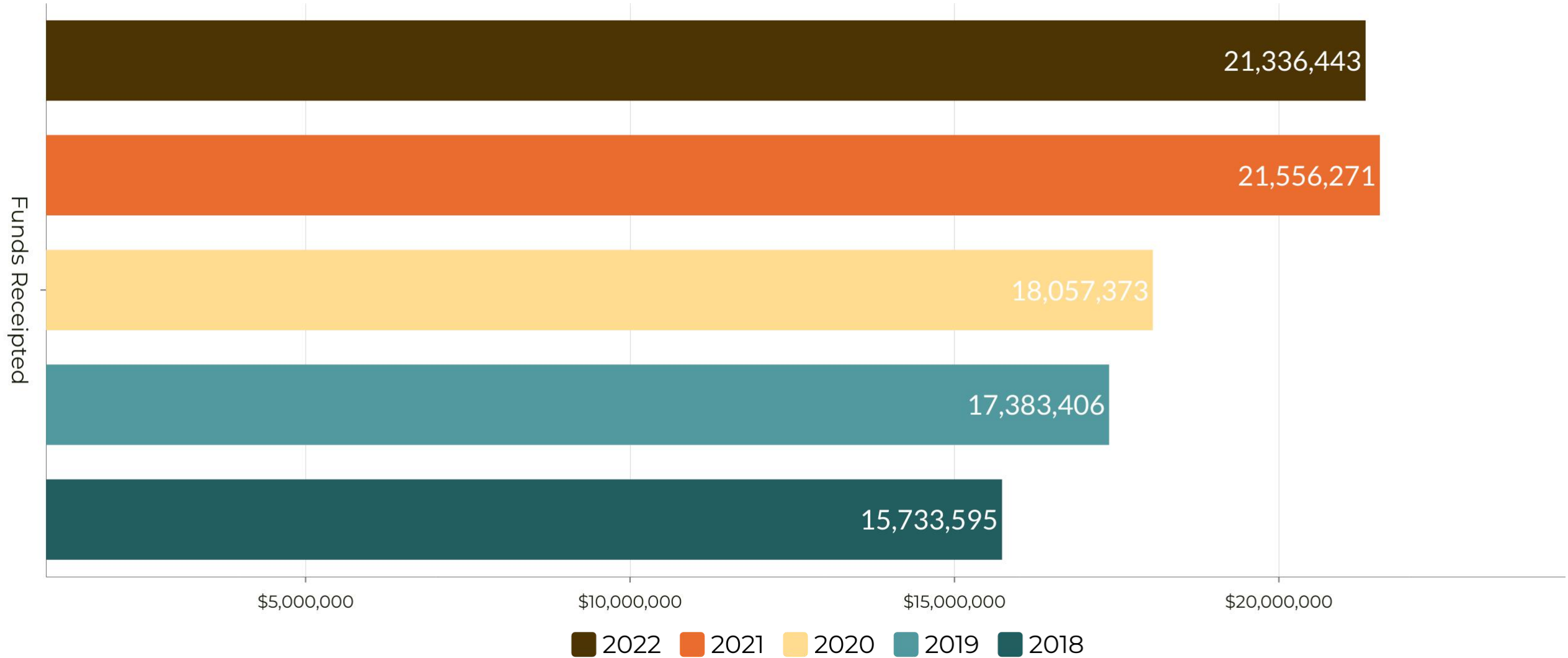


**10 Final Plats
Approved in
2022**

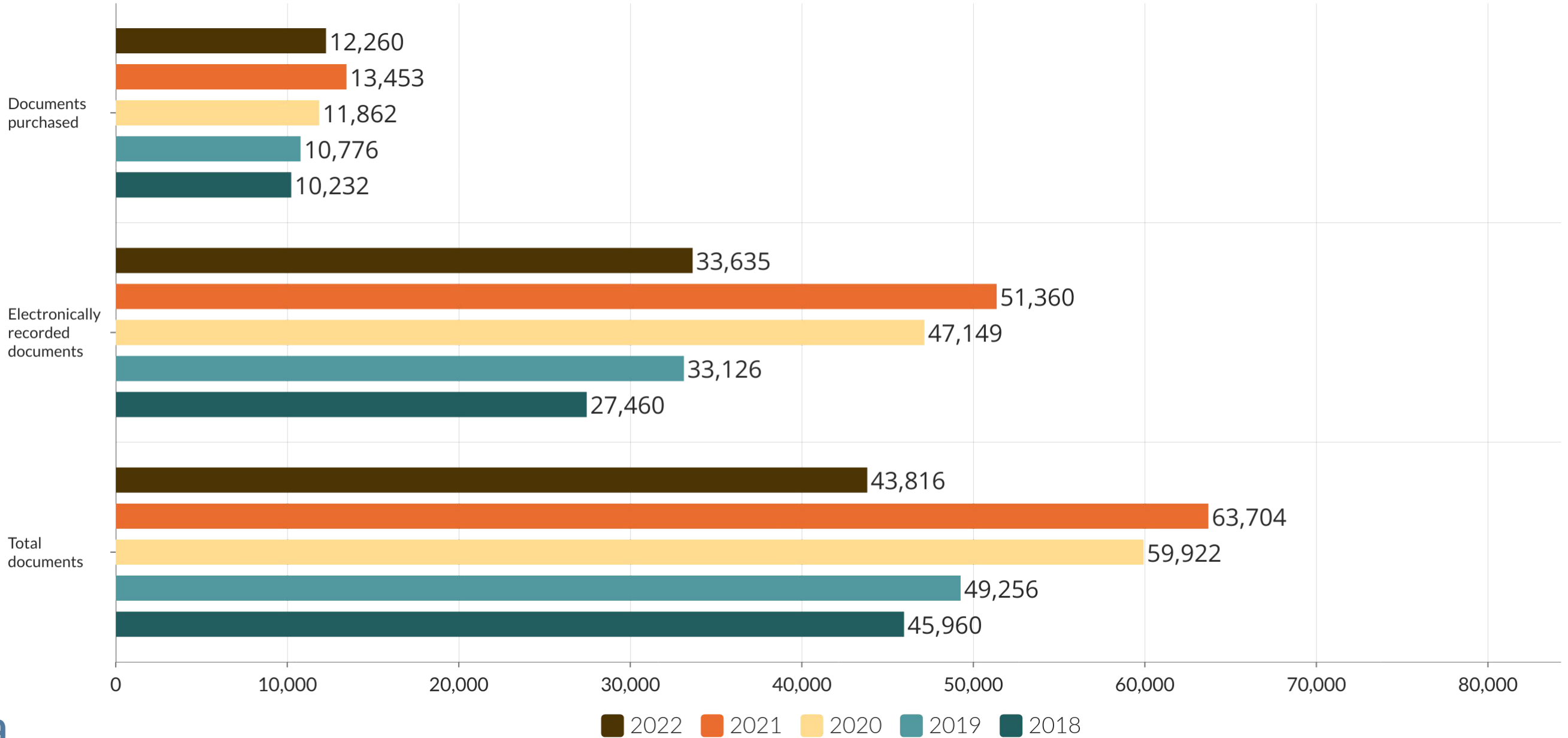
Postage Savings from Electronic Return of Land Documents



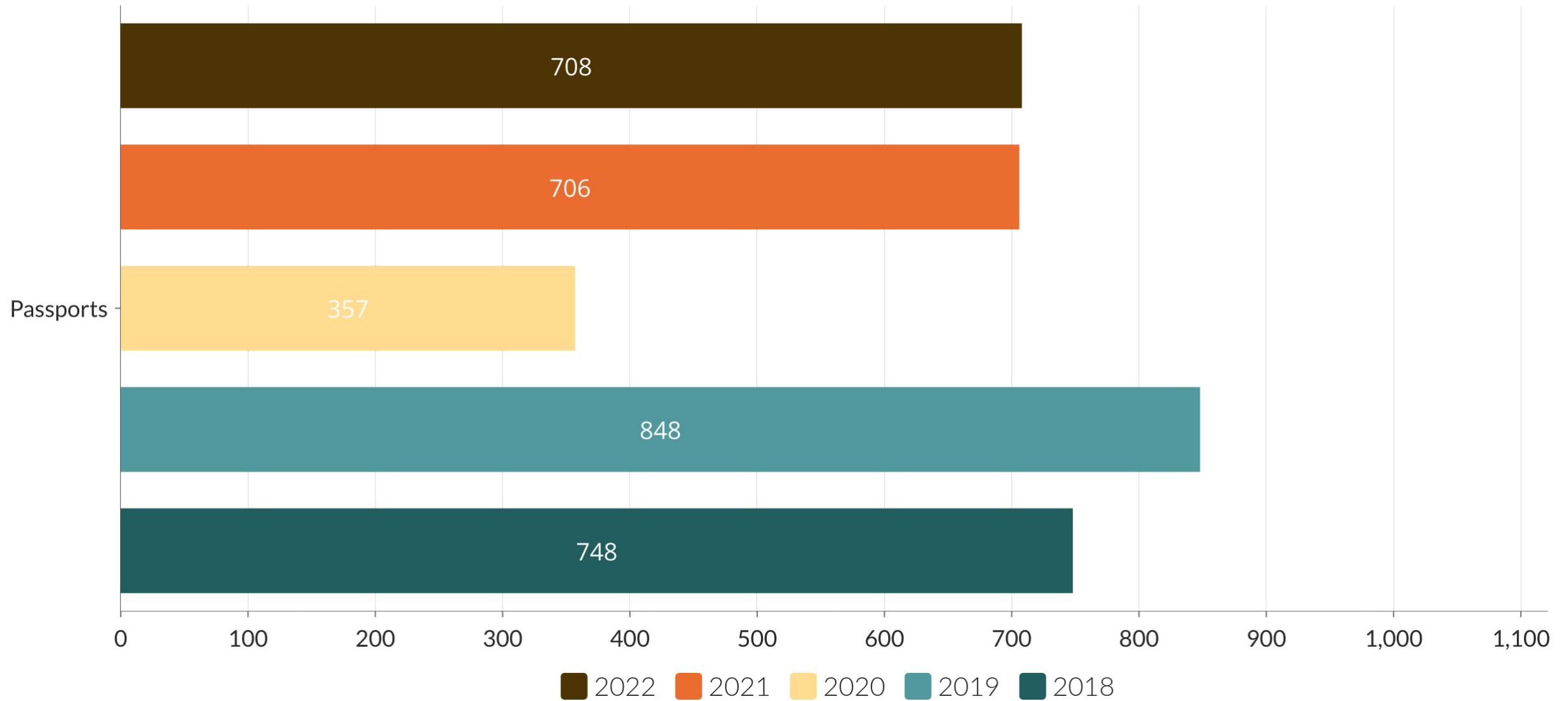
Trends Over Time

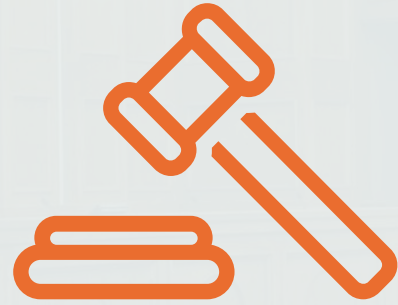


Trends Over Time



Trends Over Time





Circuit Court Records

The Circuit Court Records Division is the keeper of the 20th Circuit Court's records for all Civil, Criminal, Domestic, and Family Division cases.

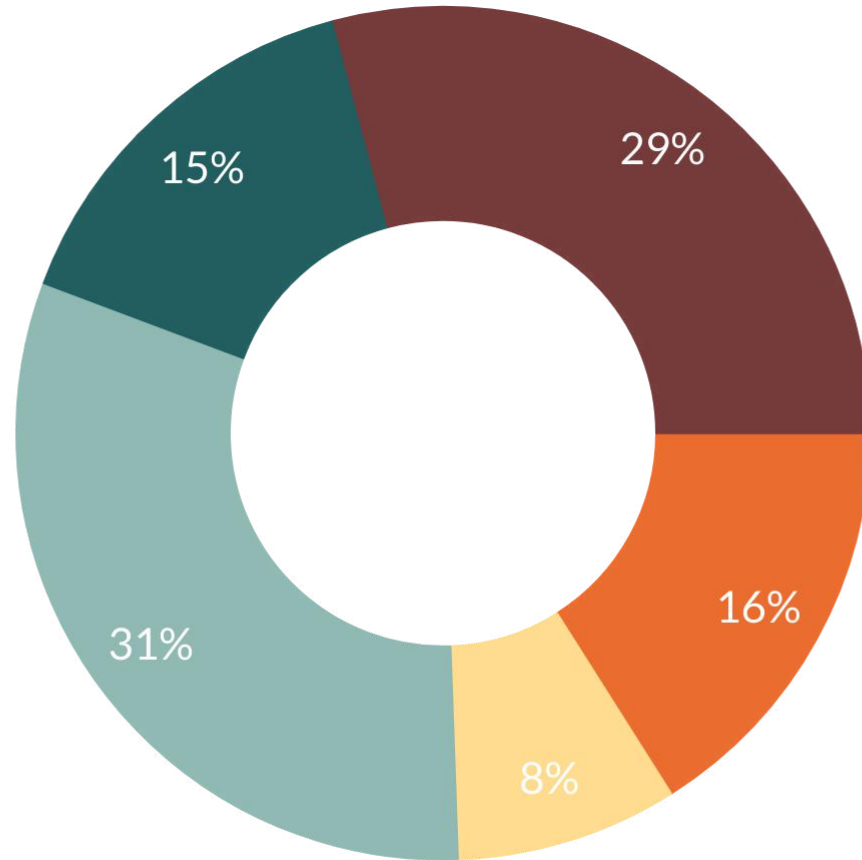
Funds Received

Circuit Court Records receipts all funds for the Circuit Court and the Juvenile Court for items including restitution, state fees, fines and costs, bonds, court orders, filing fees, attorney fees, and several others.

\$2.9
Million



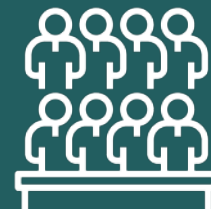
Cases Filed



Criminal 698 **Civil 367** **Domestic 1,363**
PPO 660 **Family 1,269**



Jury Trials



1,628

Jurors were called to serve



33

Trials commenced as Jury Trials



32%

increase in jurors called to serve

Family Division Adoptions



102

adoption cases
filed



8

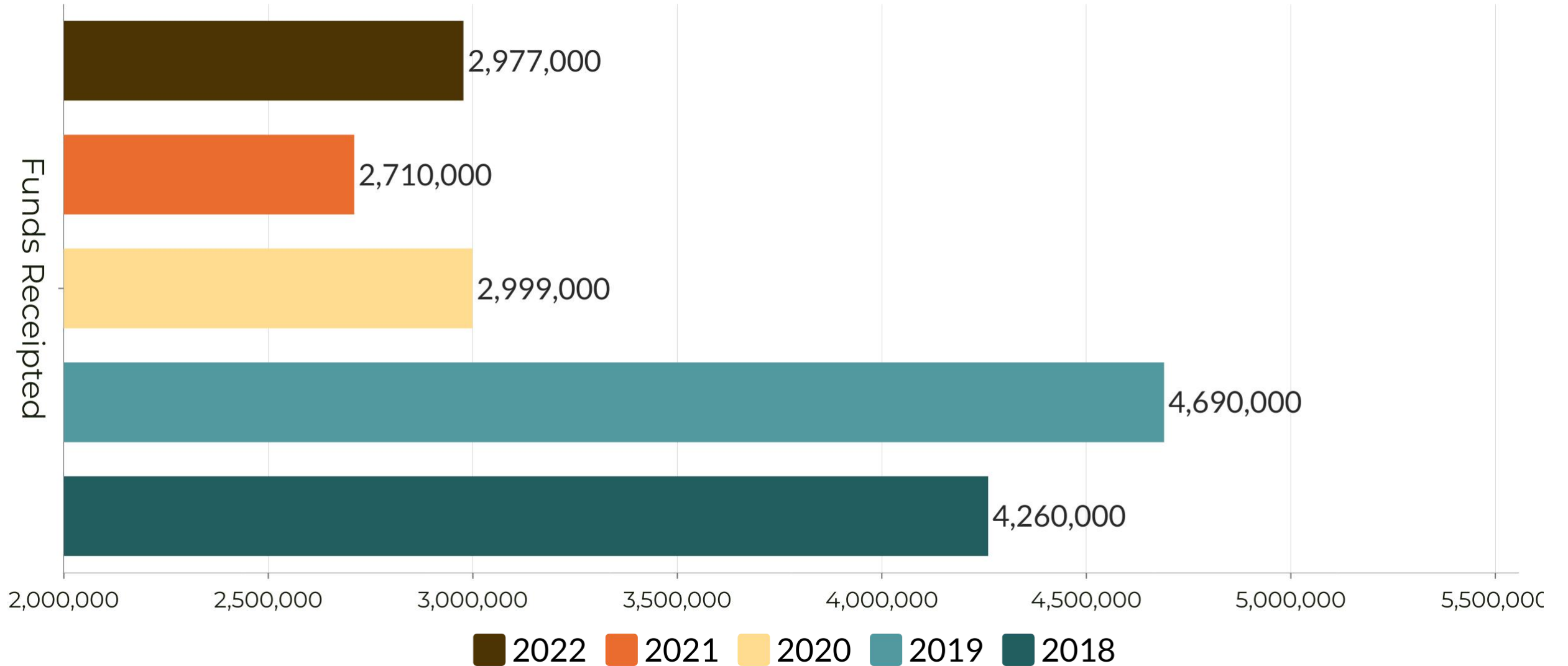
Adoptions finalized
on Michigan
Adoption Day



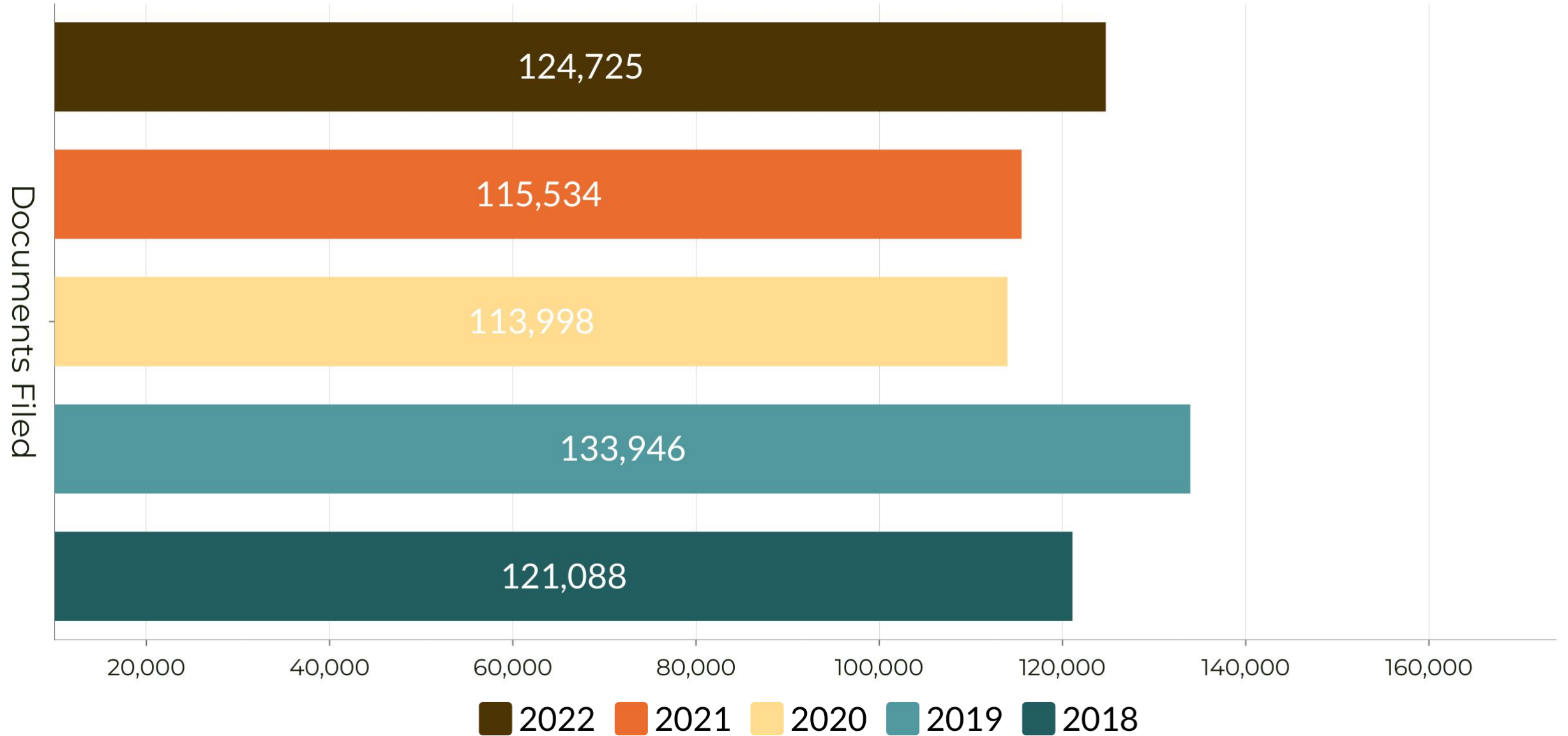
4.1%

increase in
adoption cases

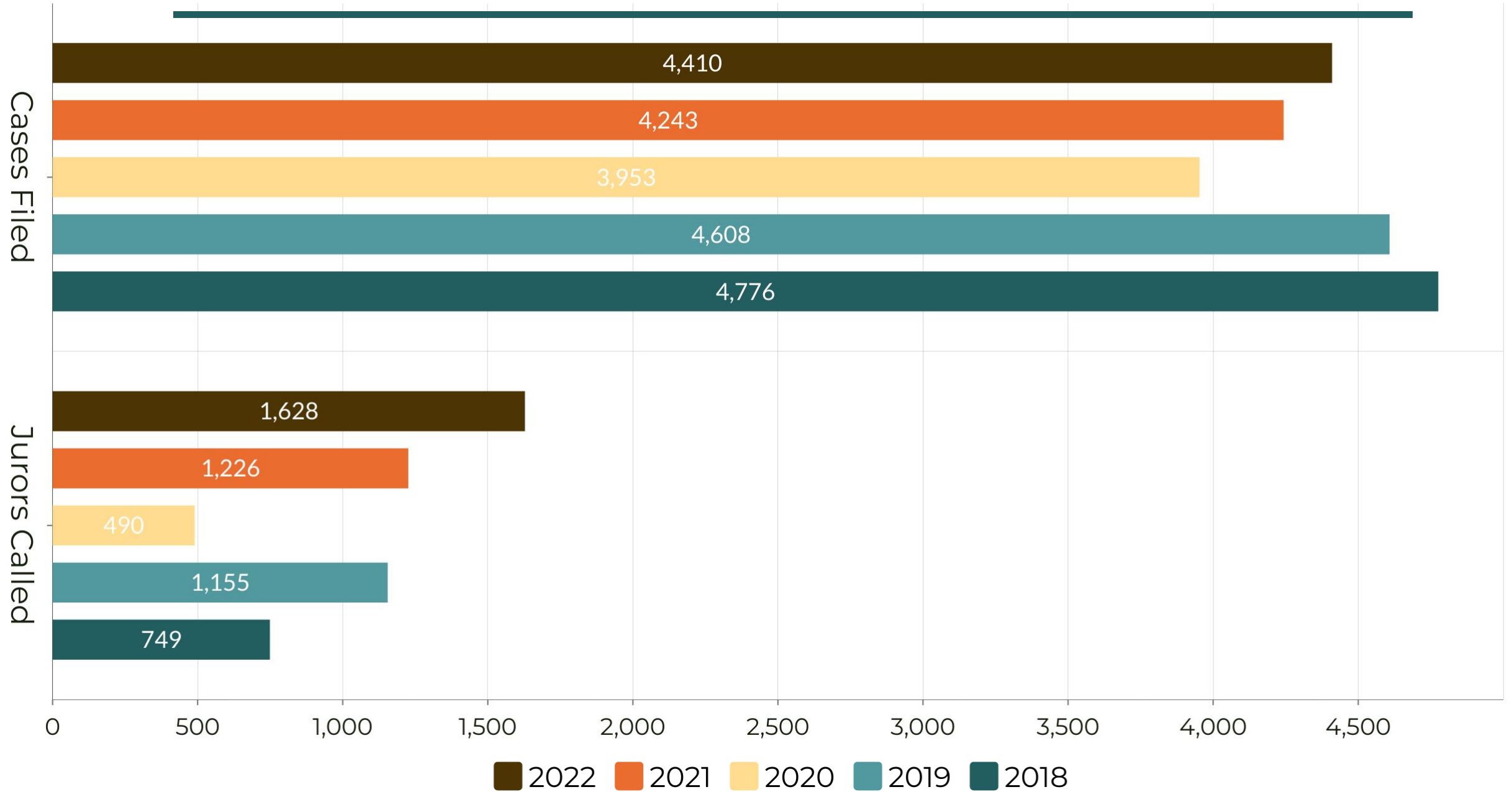
Trends Over Time



Trends Over Time



Trends Over Time

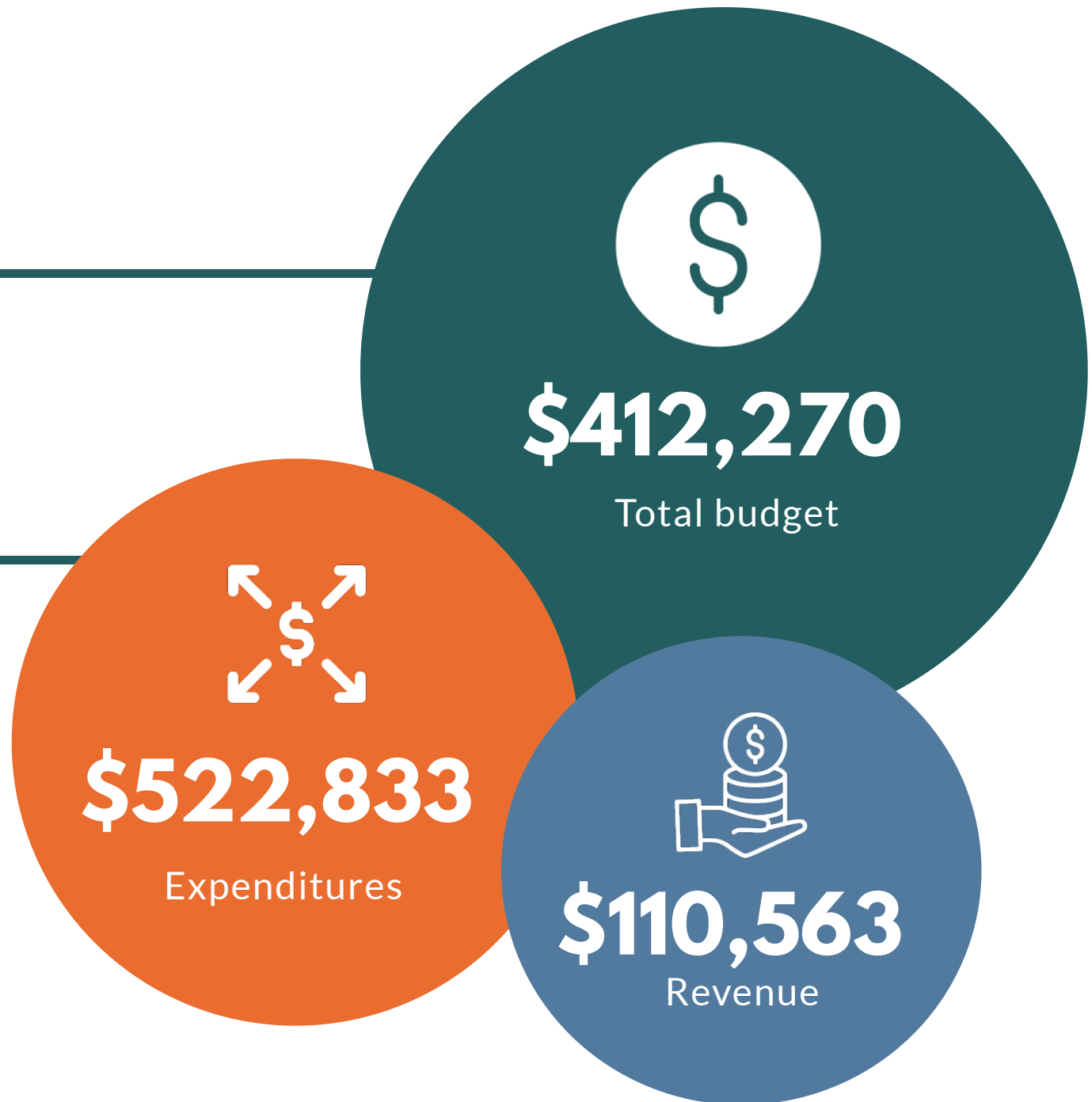




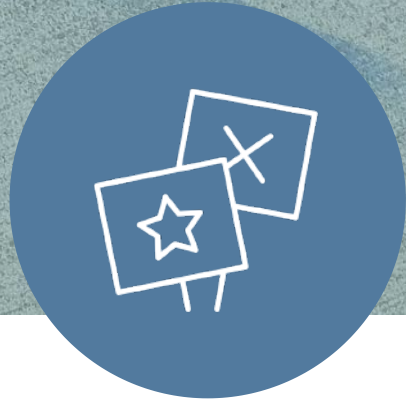
Elections

The Elections division is responsible for administering and overseeing all elections within Ottawa County.

Elections Budget



2022 Elections Rundown



May 3rd
Special Election

28,746

Ballots Cast

Voter Turnout

▼ 16%



August 2nd
State Primary Election

76,838

Ballots Cast

Voter Turnout

▼ 34%



November 8th
State General Election

147,273

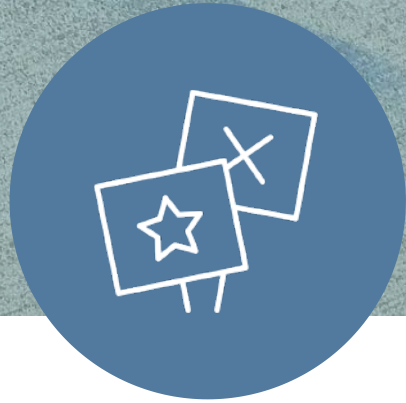
Ballots Cast

Voter Turnout

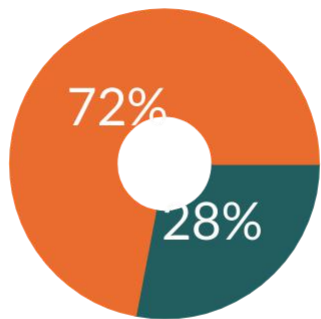
▼ 64%



2022 Elections: How were Ballots Cast?



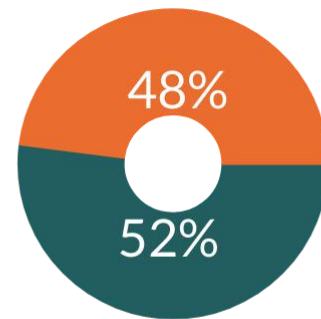
May 3rd
Special Election



In-Person 28% Absentee 72%



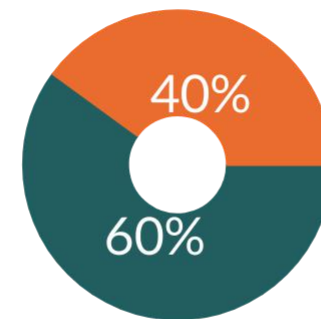
August 2nd
State Primary Election



In-Person 52% Absentee 48%

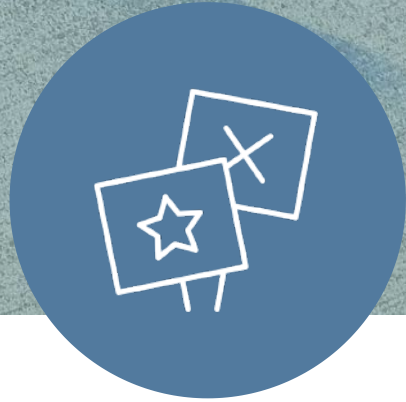


November 8th
State General Election



In-Person 60% Absentee 40%

2022 Same Day Voter Registration



**May 3rd
Special Election**

104

Voters registered on
Election Day



**August 2nd
State Primary Election**

308

Voters registered on
Election Day



**November 8th
State General Election**

821

Voters registered on
Election Day



County Clerk/Register and Elections Coordinator answer questions in Georgetown Township.



Attendee holds up a notecard with a question in Grand Haven.

(Photo credit: Evan Cobb, Washington Post)

Community Conversations

Leading up to the August Primary and November General elections, our office hosted three events around the County that we named Community Conversations.

The goal of these events was to share information about how the elections process works and answer questions from voters. Topics ranged from absentee ballots, to drop boxes and tabulator security. Over 100 citizens attended the events and our office answered over 50 questions related to elections.

Elections - In the Community

Our office partnered with several community organizations to share information about the August and November elections!



Grand Valley State University presentation about the voting process.



Voter registration event at the Momentum Center in Grand Haven.



Voter registration event at Grand Valley State University.

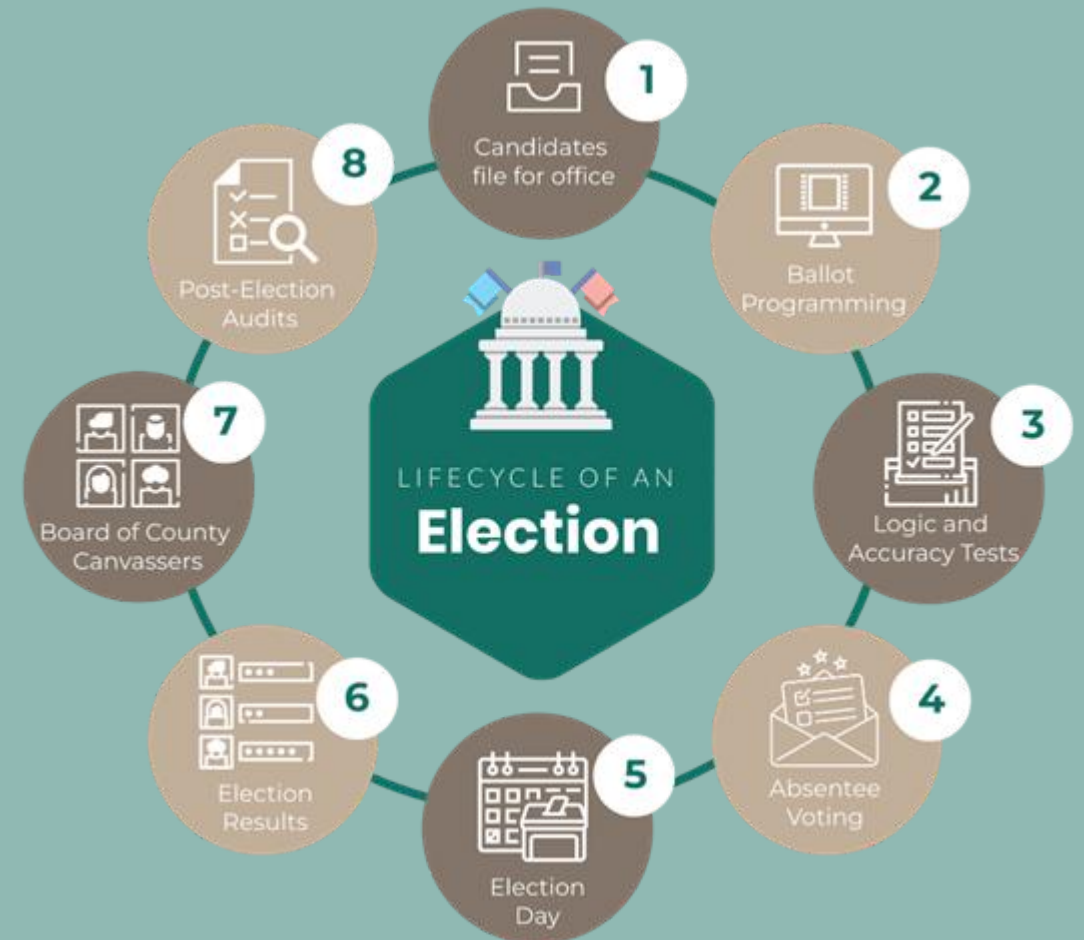


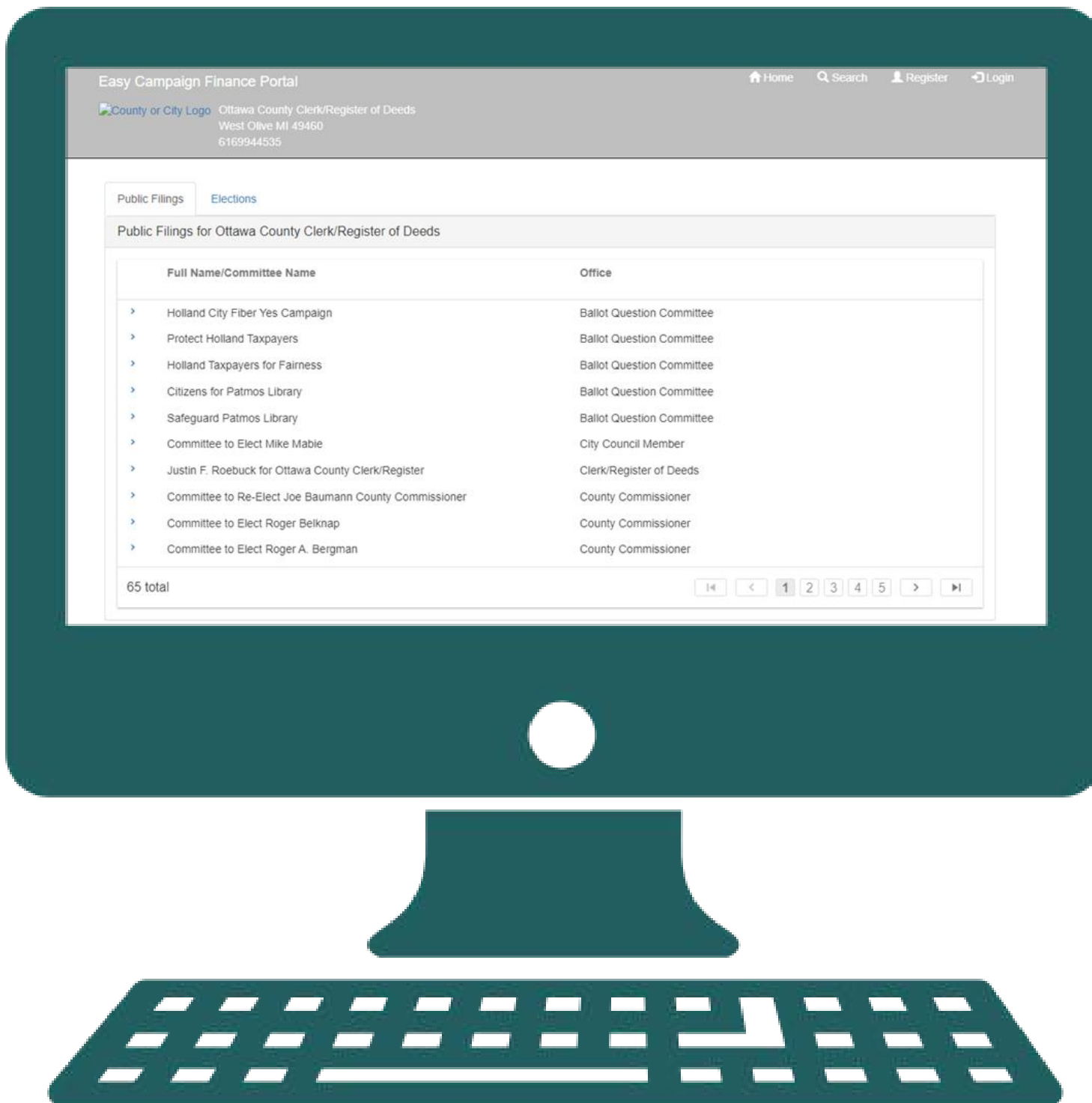
Election security presentation at Hope College.

Social Media

#StepIntoElections was a social media and email information campaign before the August and November elections that shared information about the elections process.

The campaign followed the Lifecycle of an Election, which lays out the eight major steps in an election. The campaign consisted of graphics, videos, and community events.



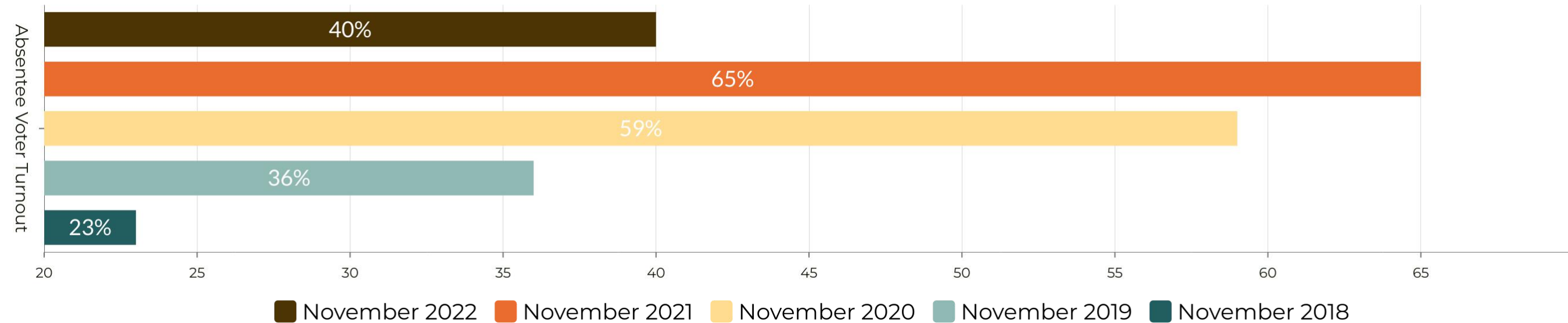
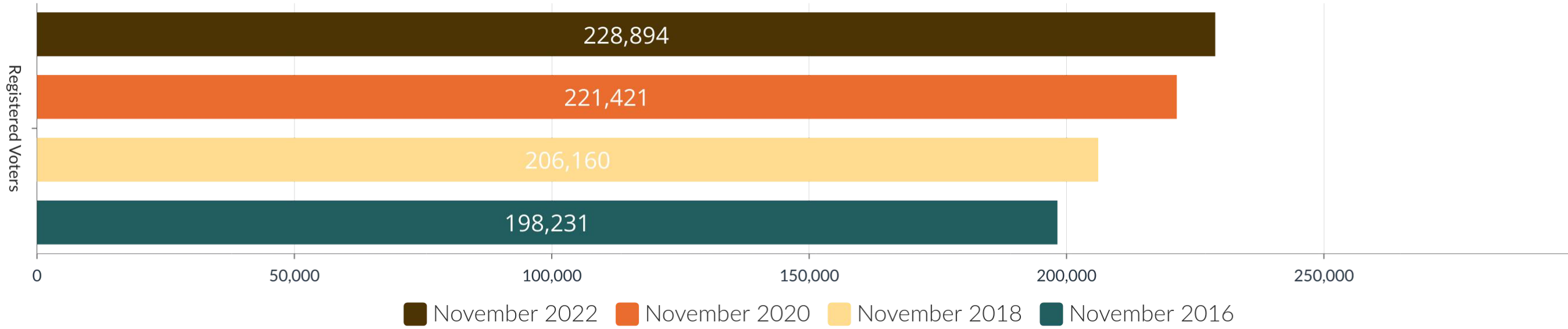


Online Campaign Finance Filing System

In 2022, our office launched an online campaign finance program called Easy Campaign Finance.

The system allows candidates to file all reports online, which are immediately accessible to the public for free.

Trends Over Time



November 2022 Recount

In December 2022, the State of Michigan conducted a partial recount of Proposal 22-3. Two precincts in Ottawa County were selected for the recount – City of Ferrysburg Precinct 1 and Holland Township Precinct 4 (in-person and absentee ballots).

A bipartisan team of workers hand-counted ballots from each precinct to compare totals from the tabulator on election day.



Ottawa County
Clerk | Register of Deeds

Partial Recount Proposal 3 - Results

City of Ferrysburg P1

After 2 unsuccessful hand counts of ballots, this precinct was deemed unrecountable per recount rules. The first recount showed 5 more ballots than tabulated. The second count showed 1 under. In this scenario, a third count cannot be performed and results stand as certified by the Board of County Canvassers

Holland Township P4

Results remained the same as official results from the canvass

Holland Township P4 AVCB

Results showed voter correction results
added yes vote

2023-24 Goals



Launching .Gov Website

To enhance the security of our election results reporting, and in keeping with best practice standards from the U.S. Cybersecurity and Infrastructure Security Agency (CISA), we plan to develop and launch a new elections website with the .gov domain designation. In addition to the protections of hosting election results on a recognizable government domain, the new site will also include user-friendly upgrades.



Elimination of Modems for Election Results Transmission

Modems are devices currently used in many communities across Michigan for the electronic transmission of unofficial election results from the precinct to the county clerk. Our team is eliminating the use of this technology beginning in 2023 and will be implementing a new chain of custody process for efficient and secure physical delivery of election results data on Election Night.

2023-24 Goals Continued



Implementation of Electronic Roll Call and Agenda Management Software

Our Register of Deeds received funding in 2022 to implement new technology that will allow for greater transparency in the online searchability of the minutes and agendas of the Board of Commissioners' meetings. Our goal in 2023 is to allow residents to search Board minutes by topic, as well as the votes of individual commissioners on any Board action.



Rollout of Case Management System

Our Circuit Court Records team is excited for the official implementation of a new case management system in 2023. The project will streamline our document management and electronic filing processes in the Circuit Court, and also includes an expansive migration of all historical court data from our legacy system.



Developing Our Team

We believe that growing our team personally and professionally allows us to provide exceptional customer service to our residents. This year our teams will complete coaching in the Clifton *StrengthsFinders* course, that seeks to highlight innate individual abilities that each team member brings to the table, and promotes discussion on how each member of the team can best utilize their strengths.



Ottawa County

Clerk | Register of Deeds

Justin F. Roebuck

THANK YOU