

Greetings,

I wish each of you a wonderful holiday season. I hope you spend time making happy memories and relaxing in the company of family, friends and good food. As 2015 winds down, I want to thank you for the many kindnesses you have extended me in my third year as Clerk & Comptroller. I look forward to continuing to serve you and solicit your input and suggestions.

I look back with gratitude on our accomplishments and look forward to achieving our goals in the coming year. Property Alert Service, enhanced online juror services, consolidated customer service counters and office spaces, and a comprehensive call center are just a few of the accomplishments we achieved this year. Stay tuned for more progress in the coming year. Happy New Year!



- Stacy

Polk Records Online

We are nearing the end of the pilot for Polk Records Online (PRO), which is the new system we developed to provide public, online access to court documents, as ordered in Fla. Admin. Order No. AOSC 15-18 (June 9, '15).

We will request approval from the Florida Courts Technology Commission at its next meeting on February 11. From there, final approval must be granted by the Florida Supreme Court.

We plan to open the system to users in early 2016.

Several changes will occur as the new system is implemented.

The Supreme Court Administrative Order (AOSC15-18) includes a complex security matrix that defines 10 different user roles and associated access permissions to online records. Access levels are determined by the user's role and applicable statutes, rules and administrative policy.

Of particular note for the legal community is that case access will change for attorneys who are not of record on a particular case.

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Courthouse Parking

Construction on a 679 space parking garage in downtown Bartow by the courthouse began in November. The garage is expected to be completed in August 2016. While the end result will bring much needed parking to the area, interim parking around the courthouse may be a challenge as 180 parking spaces are lost during the construction.

Additional details about the project, like ADA parking options and a construction map, are available at <http://ow.ly/URsTP>.

Clerk & Comptroller customers may avoid parking hassles by conducting business online at www.polkcountyclerk.net, by phone 863-8534-4000, or by visiting a branch office.

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Telephone Number Change—863-534-4000

We have phased out the telephone numbers for the Lakeland and Northeast branches. All Clerk calls are now directed to our main number at 863-534-4000. These calls are serviced by our recently established Call Center, which is expected to service 80 percent of customers' needs without having to transfer to another department. The Call Center will increase our efficiency and service quality. If you provide our number to your clients, please use our main number 534-4000.

We're Hiring! General Counsel

It's bittersweet, but our General Counsel Dawn Kahre is retiring in the spring after 35 years of service to the Clerk's office and our local government. We are thankful for her contributions to our office. We will miss her and wish her happiness in her retirement. With that said, the General Counsel position is now open. Visit our website to find out more about the position and to apply online.



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Polk Records Online Continued . . .

Once registered, these attorneys will be able to view non-confidential images.

However, under the new order, some record types with elevated security requirements will require the Clerk's office to review the records to ensure the appropriate information has been protected before the file can be viewed online. We expect this "View on Request (VOR)" process to take less than 48 hours.

Along with this, attorneys of record will be removed upon the termination of a proceeding following the expiration of any applicable time for appeal, where no appeal is taken (Rule of Judicial Administration 2.505).

The general public will not be required to register for credentials in order to view available documents remotely. This user role is called "anonymous" in the security matrix.

The matrix requires the VOR process on most documents before they can be viewed by an anonymous user. In addition, Family, Juvenile and Probate documents cannot be viewed by these users, only the progress docket.

All other users requiring a higher level of viewing access will be required to register for credentials, even if you're already registered with our current systems. Registered users will have additional access to view some Family and Probate documents after they have gone through the VOR process. These users will not gain access to confidential documents.

I will continue to provide updates as we progress through our pilot. Our existing systems will remain in place until the new system has been fully implemented. For details on the security matrix, visit the Florida Courts Technology Standards page on www.flcourts.org/.

Recording Stamps Space Requirements

As you prepare documents for either court files and Official Records, please leave a 3-inch by 3-inch space at the top right-hand corner of the first page and a 1-inch by 3-inch space at the top right-hand corner of each subsequent page. Please note that failure to provide the space could result in processing delays and/or recording information obscuring critical information in the document.

These space requirements were issued in Florida Rule of Judicial Administration 2.520 (d) (1), which states, "On all documents prepared and filed by the court or by any party to a proceeding which are to be recorded in the public records of any county, including but not limited to final money judgments and notices of lis pendens, a 3-inch by 3-inch space at the top right-hand corner of the first page and a 1-inch by 3-inch space at the top right-hand corner on each subsequent page shall be left blank and reserved for use by the clerk of court."

Courthouse Parking Continued . . .

Our Lakeland office is located at 930 E. Parker St., and the Northeast Polk office is located at 3425 Lake Alfred Road in Winter Haven.

Please share this information with your clients so they can plan accordingly.

**Save Time - Go Online
or Visit a Clerk Branch**

Online	Branches
✓ Foreclosure and tax deed sales	✓ Civil court services (e.g., evictions, family/divorce)
✓ Jury scheduling	✓ Document recording
✓ Payments - child support and traffic	✓ Marriage licenses and ceremonies
✓ Property Alert registration	✓ Payments - court and traffic
✓ Record searches (e.g., mortgages, deeds, court)	✓ Passport applications and photos
✓ Self-help court packets	

Locations

- Lakeland**
930 E. Parker St.
- Northeast Polk**
3425 Lake Alfred Road
Winter Haven

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