



Imperial County, CA

How an Imperial County Clerk-Recorder Runs an Efficient, Customer-Focused Office



2.4x

faster turnaround time
(12 weeks down to 4 – 6 weeks)

125

documents processed
on average daily

40,000

recordings processed
yearly by the county team

12

county staff
members

OVERVIEW

With help from Granicus' record management solutions, the Imperial County Clerk-Recorder's Office has improved productivity and turnaround times for customers.

SITUATION | 'WE NEED A NEW SYSTEM'

When Chuck Storey, the county's clerk-recorder, came in office, he learned it took as long as 4 years to get a recorded document back to a resident! There was a three-year backlog of work stacked in boxes in a back room waiting to be processed. And it regularly took as long as three months for the office to record a document and turn it around to customers. The software they were using at the time to manage all the land, vitals, and registration forms didn't help.

SOLUTION | AUTOMATE RECORDS MANAGEMENT

After meeting with the Granicus team about our records management software that could streamline and automate their labor-intensive process for recording, tracking, and storing county records, Storey had more than a sense of optimism. He introduced the new Granicus solutions to his staff. With a vision for the future, Storey and his staff worked closely with Granicus to implement the new software. It quickly streamlined every aspect of the records management process. Now, the clerk-recorder's office can record a document, scan, redact, index, and verify all in the same day.

RESULTS | FASTER SERVICE, BETTER PRODUCTIVITY

The Imperial County Clerk-Recorder's Office went from a three-month document turnaround time to just four to six weeks. The new software gives them the ability to return documents in mere days. They were able to work through their backlog of work and customer complaints about slow service has stopped. The improvements are also boosting morale, said Storey. "I have a lot of the same employees that were here before me, and they're happy about their work, and proud of what we've done together."

Storey said the new technology has made a measurable impact on team productivity. But it's the support team at Granicus that has made the biggest impact on him.

MUST HAVE SOLUTION

GovRecords

“Granicus makes me look good. The customer service team takes great care of us. If we have an issue, they're right there connecting us to a solution. You can't get better service than that. They're like friends and family. I mean that.”

Chuck Storey, Imperial County
Clerk-Recorder's Office