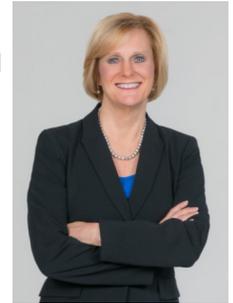


Greetings,

Over the past three years, we have diligently worked to improve Clerk services and advance the priorities outlined in our 2013-2016 Strategic Plan. The plan focuses on five key strategies—enhanced customer access, greater transparency and accountability in county government, excellence in financial reporting, exceptional customer service, and community engagement.

A few of our notable accomplishments from last year include, accreditation of the Clerk Department of Inspector General, expanded online juror services, consolidated customer service counters, and Property Alert Service to help customers with fraud detection. Full details on our progress are now available in the [2015 Strategic Update](#). I encourage you to take a moment to read through the brief report and to provide any feedback you have on our services. The report is available online at polkcountyclerk.net, under the “information & other services” section.



- Stacy

Meet Leann Parker, Clerk General Counsel

I am pleased to announce that Leann Parker has joined the Clerk’s office as our next General Counsel. She arrives with substantial litigation experience throughout the state garnered from her tenure at Butler Pappas as a senior associate. Most recently, she worked as a senior attorney with the Florida Department of Health in Polk County.



Leann received her Juris Doctor, *cum laude*, from Stetson University College of Law and her Bachelor of Science degree from Virginia Tech.

This announcement is bittersweet since Dawn Kahre has provided invaluable counsel and service to the Clerk’s office and local government over the past 35 years. Luckily, Dawn isn’t leaving just yet. Over the next few weeks, Leann will transition into the position of General Counsel under Dawn’s tutelage.



E-Filing Updates

Effective April 16 the FL Courts E-Filing Portal is increasing:

- document submission maximum size from 25 MB to 50 MB
- e-Service e-mail attachment maximum size from 5 MB to 10 MB

Please ensure that your e-mail provider will allow a 10 MB file as an attachment. If you have questions, contact support@myflcourtaccess.com.

Register by April 15 for Online Access to Polk Court Records

Attorneys who wish to continue accessing Polk County court records online must register for our new search system, Polk Records Online (PRO), by **Friday, April 15**.

Please visit the “register” tab at polkcountyclerk.net/pro to complete the registration process. Once you complete the online registration, you will receive an e-mail with a contract that you must sign, notarize, and e-mail back to my office in order to finalize your registration.

We are transitioning to this new system so that we are in compliance with Supreme Court Administrative Order AOSC 15-18, which ended the moratorium on public electronic access to court records. Our new system received required approval from the Florida Courts Technology Commission last month after completing a required pilot. Final approval of the system must now be granted by the Florida Supreme Court. I encourage you to register as soon as possible to avoid service disruptions.

Online Access to Probate Records Change

All attorneys will experience a change in the time it takes to access Probate records online. Florida Supreme Court Administrative Order AOSC 15-18 requires the Clerk’s office to manually review all Probate records before they can be released online, even for the attorney of record. The manual review process, which we refer to as Viewable on Request or VOR, must happen only once per document. We expect the review process to take less than two business days.



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