



New Britain Town & City Clerk

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HUB OF GOVERNMENT

The Town Clerk's Office continues to be one of the most important and busy offices in City Hall

New Britain's most important documents are entrusted to the Town Clerk Office

The Town Clerk Office serves as a revenue collector for both New Britain and the State of Connecticut

The Town Clerk Office performs a wide range of election duties to ensure a fair, open & accurate election

History of the Town Clerk

- First Official Recorder of Information
- Keeper of all Land Records
- Land Records meant Property Ownership
- Property Ownership meant Voting Rights
- **NO LAND - NO VOTE**
- Keeper of vital records and government actions
- Elected official sworn to uphold constitutional law and ordinances of New Britain
- 169 “branch offices” for secretary of the state, department of health, state library, SEEC, department of agriculture, department of revenue services



RESPONSIBILITIES

Responsibilities of the Town Clerk

- Town Clerk, City Clerk, Registrar of Vital Records, Clerk of Common Council
- **Record, Preserve and Protect ALL vital town records (over 2M)**
- Record all land transactions. Collect conveyance taxes and recording fees
- Process over 45,000 transactions per year from over 16,000 customers
- Provide access to all land records dating back to 1850. Digital on-line land recordings date back to October 1958. Goal: Digitize back to 1850.
- Registrar of Vital Statistics-Births, Marriages, Deaths, Burial & Cremation Permits
- Hospital Town
- Births & Deaths from area towns



Responsibilities of the Town Clerk

- Revenue Collector for Local and State Government. \$1.6M
- Liaison between public and other branches of government. Over 440 state statutes involve the Town Clerk Office.
- Elections-BALLOT ACCESS / ENSURE ACCURACY & FAIRNESS
- Create Ballot / Verify Positions and Names, Verify Petition Signatures, Issue & Track Absentee Ballots, Authorize & Print Ballots, Oversee/Verify Election Results and Terms of Office
- Public sees only the ballot

Responsibilities of the Town Clerk

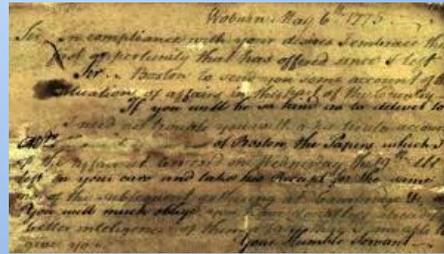
- Provide Public Information - walk-in, phone, mail, eMail**, web-site**
- Process FOI Requests, Justice of the Peace Appointments, Maps, Vendor Licenses, Liquor Permits, Military Discharges, Ordinance Codification, Resignations, Genealogical Support, Issue Dog Licenses, Notary Public
- Clerk of the Common Council - index the agenda, take minutes, produce proceedings, publish minutes & ordinances for public use

Responsibilities of the Town Clerk

- Department Head - one of a few departments that produce a PROFIT
- Budget of \$550k (8 full-time employees)
- Contract Negotiations
- Publish Legal Notices
- Issue Oaths
- Issue New Business Licenses, Trade Names
- Notice Meetings. Keeper of Agendas and Minutes (37 boards & comm)
- Process of Service in Civil Actions
- Certify Documents - Vital Records, Bonding, Official Documents
- Keeper of the City Seal

Responsibilities of the Town Clerk

- Some Connecticut towns have separate Town Clerk, City Clerk, Registrar of Vital Statistics, Clerk of Council
- New Britain - 4 positions in 1
- Connecticut Town Clerk Association - State & National Certification; 40% CT Town Clerks are not elected



AUTOMATING TOWN CLERK OFFICE

CHANGE IS COMING



CHANGE IS ALREADY HERE

Automating the Town Clerk Office

- Millennials NOW represent over 50% of workforce
- Millennials WANT, and comfortable with, technology
- Millennials not 9-5. Not Static. Skill Sets are Changing
- Millennials WANT 24/7 access and rarely use money



Automating the Town Clerk Office

- Phones are cable TV are internet are computers
- Songs, entertainment, telecommunications
- 1997 Apple Power Book Computer \$5,700/ Stock now \$1.3M
- Technology is evolving faster than ever
- iPhones & Tablets have Changed the World
- India - \$20 tablets



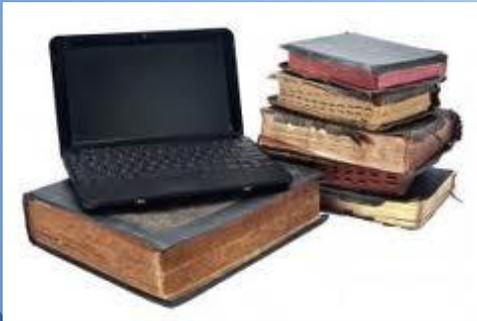
GOVERNMENT MUST ADAPT

Automating the Town Clerk Office

Updated land record system COTT SYSTEM from version 1 to present
Similar to DOS to Windows / Mac System 7 to OS X

24/7 on-line access to digitized land records (Oct 1958);
over \$2,000/month (over 50%) in on-line 24/7 revenue. Savings**

Created new Town Clerk webpages on City website for 24/7 on-line
access to forms for vital records, business, elections, dog licenses,
zone change kit



Off the Wall
and Out of
Books



Automating the Town Clerk Office

Toby Trax - automated dog license system. June 6 Rabies Clinic at PD
Pets-A-Palooza at Darius Miller Shell in July.

Automated water/ sewer liens recording. 450-600 liens / month

State Library Grant to begin scanning of death and marriage records
back to 1960. Use volunteers to create indexes

Began indexing and scanning of Common Council items (1/2014-present)

Marriage Marshal - 24/7 on-line access to obtain a marriage license
(80+languages). Terminals also available in Town Clerk's Office.

Automating the Town Clerk Office

Begin scanning of ALL land records dating back to 1850 (May 27 2015)

Evaluate condition of historic documents in basement vault. Microfilm.

Reduce Transactional Processing for Funeral Directors. Created automated PDF to create Burial Permits

Continue to Evaluate Document Workflow Processing in order to Significantly Reduce Need for TYPEWRITERS

Publish Foreclosure Recordings on Cott Systems for Building and Health Departments Access



Automating the Town Clerk Office

Evaluate eRecording (electronic land recording)

Evaluate Agenda Creation software. 37 Boards & Commissions

Off-site visits to other Town Clerk offices (Berlin, West Hartford, Newington, Farmington, Bristol, Manchester, Montville)

Public Evaluation Questionnaire (parking, purpose of visit, were they successful, rank visit, suggestions to improve, internet site, useful, rank site, suggestions to improve). Drawing for prizes. #1 request - ATM Machine for cash or accept plastic. Negative - City Phone System sucks.

**PRESERVE OUR PAST
PERMANENTLY**



FOR OUR FUTURE

NO SUCH THING AS A



PERMANENT DUMP TRUCK

QUESTIONS

