

Pinellas County Clerk of the Circuit Court Case Study

Electronic document management software transforms records storage and retrieval for easy access to county documents for both public and official use.

Executive Summary

Pinellas County's transformation to a paperless future began when the Clerk of Court's office purchased scanners and began digitizing County Commission meeting minutes nearly two decades ago. In collaboration with Image One, Florida's most densely-populated county – with [more than 3,000 people per square mile](#) – continued to expand its digital footprint, transforming documents, maps, medical examiner's records, sheriff's office paperwork, court case files and much more into easily searchable digital records.

Highlights of this Partnership

- Digitized plat maps provide county workers in the field with easy access to maps from their tablets
- Workers who once had to search through file cabinets to retrieve records have been repurposed to other jobs in the county, which serves more than [970,000](#) residents
- Court records can be accessed from PCs while also available on terminals at the clerk of court's office and instantly retrieved based on indexing values

Quick and Easy Access to Public Records

The Pinellas County Clerk of the Circuit Court's office began scanning [County Commission meeting minutes](#) 18 years ago. The minutes are available online for convenient public access. Before the records were



scanned, residents had to go to the clerk's office to read the minutes. Now anyone with a smart phone or a home computer can keep up with the issues before the board from wherever they have internet access.

Maps were the next target, according to Sandra Tuller, manager of records management for the Clerk of the Circuit Court & Comptroller in Pinellas County, Florida.

"We were not full-blown digital back then but we had a vision and were talking about it," Tuller said. "We had a large number of maps and plat images that we needed available to workers in the field. Some were needed in multiple locations at the same time."

Today, the variety of Pinellas County [maps](#) you can view from your smart phone is a colorful snapshot of life in Florida's most densely populated county: There are tax districts, parks, trails and crime data, along with maps of manatee and [coyote](#) sightings. There are storm surge, flood and evacuation zone maps – an important resource for residents who occupy a peninsula surrounded by the Gulf of Mexico, Tampa Bay and Boca Ciega.

Making Searches More Efficient

The county is currently digitalizing files for the Construction Licensing Board to enable easy access to documents related to a particular project, including the contractor's name and license number and a record of any complaints or violations

Perhaps the most dramatic shift has been the evolution of court records. Probate, criminal and civil court files are now accessible online, with non-public information digitally redacted – a once-tedious process involving black markers and a lot of patience.



Another time and money saver for Pinellas County was going digital for citations and liens. Indexing makes them easier to find in the system.

Customize Your Digitalization

Tuller gave Image One high marks for their assistance throughout the project, which began with advice around the purchase of scanning hardware and continues today with ongoing software support and services.

“Image One representatives are very responsive and very good to work with,” Tuller said. “I would recommend them.”

Next Steps

Pinellas County is planning to have Image One implement workflow automation for accounts payable (AP) invoice processing, utilizing the ApplicationXtender workflow engine – including routing for notetaking and approval

About Image One

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