TAC CIRA Website Management – Tools to Reach Your Digital Destination
County Websites

• **92%** of Texas Counties utilize an official county website. That’s **234** county websites!

• County websites are a useful tool to help **connect, inform, and engage** your citizens.

• Today we will talk about how to utilize your county website as a tool to help your office and in return optimize the website visitor’s experience.
The “End User” point of view:
Why do WE look at county websites?

To obtain information.

- When is the courthouse open?
- How do I obtain a birth or death certificate?
- How do I pay a traffic violation?
- Where do I go to search for records?
- Where is the county clerk’s office located?
- What is the office number for the county clerk?
The “End User” point of view: Why do WE look at county websites?

To obtain information.

- Is there a Burn Ban in Effect for the county?
- What holidays does the county observe?
- Are there any road closures?
- Are there any Foreclosure Sales in the area?
- Election information – where do I vote?
- Is there a docket for an upcoming court case?
Brazoria County utilizes their county website’s homepage to provide important information to their citizens.

1. **Alert** the community about potential telephone scams

2. **Inform** residents about community distribution centers that provide resources to those in need.
Engage. Use your county website to highlight local events to engage your citizens.
Best Practice Tips for Website Content
Website Content Management

- Easy to read
- Consistent
- Organized
- Useful
- Review
- Inspiration
Best practice: Select fonts and text colors that are easy to read.

<table>
<thead>
<tr>
<th>Do not use</th>
<th>Suggested Fonts &amp; Colors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee Schedule</td>
<td>Sans serif fonts are easy to read.</td>
</tr>
<tr>
<td>Fee Schedule</td>
<td>Arial</td>
</tr>
<tr>
<td>Fee Schedule</td>
<td>Calibri</td>
</tr>
<tr>
<td>Fee Schedule</td>
<td>Times New Roman</td>
</tr>
<tr>
<td>Yellow text with red background</td>
<td>Tahoma</td>
</tr>
<tr>
<td></td>
<td>Verdana</td>
</tr>
<tr>
<td></td>
<td>Black</td>
</tr>
<tr>
<td></td>
<td>Navy blue</td>
</tr>
<tr>
<td></td>
<td>Grey</td>
</tr>
</tbody>
</table>
Website Content: **Consistency**

Be consistent with the font style and font color that you utilize for your website.

<table>
<thead>
<tr>
<th>Consistent</th>
<th>vs</th>
<th>NOT Consistent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td></td>
<td>Home</td>
</tr>
<tr>
<td>Contact</td>
<td></td>
<td>Contact</td>
</tr>
<tr>
<td>Financial Transparency</td>
<td></td>
<td>Financial Transparency</td>
</tr>
<tr>
<td>Notices</td>
<td></td>
<td>Notices</td>
</tr>
</tbody>
</table>

Above font is Arial, size 18

Above text is a mixture of various fonts and sizes.
Website Content: **Organized**

Content that is organized will help a website visitor quickly and easily find information.
Website Content: Useful

Post information to your website that is useful and relevant to your mission and county. Remove any outdated, incorrect or inappropriate content.

Information that is out dated or incorrect can lead to confusion (ex, out dated tax rates, office hours, etc.) and could lead to an increase in calls to your office.
Make your website **work for you**!

Does your office receive numerous calls and requests for the same document or form? If it’s something that can be posted to the website, then add it!

Then you can direct people to your website for frequently asked questions, forms, addresses, office hours, etc.
Blanco County’s County Clerk webpage. Their office worked with TAC to optimize their webpages and add information for the public.
Palo Pinto County’s County Clerk webpage. Their office utilized the website to provide forms, OCA reports, Filing Fees and an online records tool.

County Clerk Forms

Please make all checks/money orders/cashier’s checks payable to: Palo Pinto County Clerk

Instructions and Information for filing documents/requests

Vital Statistics Search form/Application
(Vital Statistics Records)

Assumed Name Record
Certified of Ownership for Unincorporated or Incorporated Business

Assumed Name Certificate
Incorporated Business Only

Certificate of Abandonment
Use of Assumed Business or Professional Name

Mark and Brand Application
Effective Date of this Application 8/31/2011 - 08/30/2021

Requirements for Obtaining Marriage License
Each County has their own requirements, check with the County in which the license is being obtained for more information.

Filing Fees Effective 9-1-2017

Palo Pinto County Clerk’s online public access

The access allows the public to view index information and images from the anywhere Internet access are available. This service is provided by Tyler Technologies in conjunction with Palo Pinto County Clerk’s Office.

Documents are uploaded on a nightly basis. Documents will not be available until they have been scanned, indexed and verified.

There is no cost to become registered user and search the index. Images may be purchased in one of two ways:

1. Images may be purchased for $1.00 per page.
2. A monthly subscription may be purchased for $250.00 per month, which allows unlimited access to document images.

All images are downloaded in PDF format. You will need a PDF reader, such as Adobe Reader, to view and print images.

Click here for Foreclosure Notices

OCA Appointment & Fees Monthly Report

Order Birth, Death, or Marriage Record Online

You may order a certified copy of a birth, death or marriage record online using your credit card through our only approved Internet ordering service, VitalChek Network Inc.
Website Content: Review

Best practice: Check out your website on a regular basis to catch errors or outdated information.

Check to make sure the following information is up to date:

✓ office location
✓ office hours
✓ staff information (if posted)
✓ contact information (phone, fax, and or email if applicable)
Review External Links

Do your webpage link to external websites or a particular form on a website?

Example:
www.txcourts.gov  →  Texas Court of Appeals
www.sos.state.tx.us  →  Texas Secretary of State

If so, check the links on a regular basis to make sure they are active and working correctly.

Helpful tips:
Set a calendar reminder to remember to check the website.
Designate a staff member to perform the regular website “check-ups”.
Website Content:  Inspiration

- Check out your neighbor counties to see what they are posting on their website.

- If you see something you like on a TAC hosted website, please reach out and we will figure out how we can help!

- If your website is hosted and managed by another provider, reach out to that vendor for assistance.
The following slides pertain to mandated postings that are required for county websites, and the posting responsibility is given to the office of the County Clerk.
1. **Proposed County Budget** Local Government Code §111.006(b) (counties with population under 225,000); Local Government Code §111.037 (counties with population over 225,000)

The **county clerk** shall take action to ensure that the proposed budget is posted on the county’s Internet website.
Best Practice Tip –
Post financial documents in a central location that is easy for a website visitor to find.

For example, create a section on the county website for “Financial Transparency”

Items to post within the financial section or webpage:
1. County Budget
2. Tax Rate
3. Utility Reports
4. Treasurer Reports
5. Comprehensive Annual Financial Reports
Welcome to the Chambers County Financial Transparency Webpage. Chambers County has adopted the State of Texas’ recommended practices for a Financial Transparency Webpage, in an effort to set the standard in making financial information transparent and accessible. On this webpage you will find budget information, check registers, property tax rates and various other financial reports.

- Audit Reports
- Adopted Budgets
- Debt Information
- Financial Reports
- Financial Summaries
- Property Tax Rates
- Policies and Procedures
- Public Pension
- Publications

Public Information Act

Under Texas Law (Government Code, Chapter 552), the public has the right to access most county records. Chambers County Officials and Department Heads are expected to promptly release information that is not confidential by law, unless an exception to disclose exists or an Attorney General's opinion is sought. To view the Texas Public Information Act, please visit the Attorney General's Website.
Waller County: Financial Transparency

Screenshot 1: Waller County Homepage

Screenshot 2: Financial Transparency Webpage

County Financial Transparency

The Waller County Auditor and the Commissioners Court are providing information in this consolidated format via the website to assist the public in accessing information. This page highlights the most recent documents and provides links to reports for the prior periods. Information about this program can be obtained here.

- Alan Younts - Auditor
- Annual External Audit Reports
- Annual Financial Reports
- Check Registers
- Proposed and Adopted Budgets
- Tax Rates
- Debt
2. **Notice of Polling Place Location Changes**  Election Code §43.061(c)(2)

The *county clerk* shall post notice of a change in polling place location on any Internet website maintained by the county clerk to provide election information.

3. **Candidate, Officeholder, and Specific-Purpose Committee Reports**  Election Code §254.0401

The *county clerk* of a county with a population of 800,000 or more shall make reports filed by a candidate, officeholder, or specific-purpose committee in connection with a county office or the office of county commissioner available to the public on the county Internet website not later than the 5th business day after filing.
Notice of Special Election

Constitutional Amendment Election - Horseshoe Bay
Constitutional Amendment Election

Election Worker Application

The Voting Precinct is printed on the Voter Certificate
or call Llano County Elections Office for assistance: 325.247.5425

Voter ID Requirements for Texas Voters
For more information and exemptions see the VOTETEXAS.GOV website
or call the Llano County Elections Office

Click Button for more Information

For more information and exemptions see the VOTETEXAS.GOV website or contact the Llano County Elections Office at (325) 247-5425.

Voter Registration Certificates

Llano County Elections department displays helpful information on their webpage.
4. **Court Orders of Nondisclosure Government Code** §411.081(f-1)

Each county or district clerk’s office that maintains an Internet website shall include on that website a link to the electronic application and printable application form for a petition for an order of nondisclosure available on the Office of Court Administration’s Internet website.

5. **Report on Court Appointments Government Code** § 36.004 (b)(2)

The county or district clerk shall prepare a report on court appointments for an attorney ad litem, guardian ad litem, guardian, mediator, or competency evaluator for a case before the court in the preceding month and post the report to any Internet website of the court not later than the 15th day of each month.
Thank you for your time and attention today!

Contact
TAC CIRA
800-456-5974
support@cira.state.tx.us