



DEBBIE CONWAY

CLARK COUNTY RECORDER



Biography

EXPERIENCE

Debbie Conway has served the public for over 20 years, and is currently Clark County's Recorder. She began her first term in January 2007 and was re-elected in January 2011. She oversees approximately 80 employees and operates on a general budget of \$3.9 million and a technological budget of approximately \$7 million. Since taking office, her focus has been on technological enhancements and services to customers; implementing electronic recording, opening a branch office, and installing an advanced recordation software system.

Previously, Debbie was the County's Business Development Manager. She directed the Summer Business Institute, a high school mentorship program which provided hundreds of students with internships and scholarships. She produced and hosted KCEP's radio talk show, "Economic Empowerment Into the 21st Century," and was an adjunct instructor for the College of Southern Nevada School of Business.

Debbie served(s) on these boards: *Academy of Finance, National Association of Minority Contractors, Women in Construction, Business Development Advisory Council, Clark County Credit Union, Recorder Advisory Council, and Frontier Girl Scouts Board of Directors. Debbie is a member of the National Association of County Recorders, Election Officials and Clerks (NACRC), Property Records Industry Association (PRIA), and International Association of Clerks, Recorders, Election Officials, and Treasurers (IACREOT).*

Debbie was featured in "1997 Distinguished Women in Southern Nevada," Small Business Administration's "1998 Woman Advocate of the Year," Las Vegas Chamber of Commerce's "2002 Community Achievement Award in Public Service," *In Business Las Vegas* "2003 Most Influential Women In Business," and KLAS TV's "2004 Portraits of Pride" Award. She is also a graduate of the Leadership Las Vegas Class of 2000. She was a finalist for the 2009 *Women of Distinction Award* in the category of Philanthropy, Community, and Government Services. The Recorder and Assessor formed a collaborative partnership and they are the 2009 recipients of two national awards (NACo and NACRC) for best practices in implementing the Q-Matic queue management system.

Debbie hails from the great State of Mississippi. She has earned her Bachelors of Business Administration Degree from Saginaw Valley University, and Masters of Business Administration Degree from Delta State University.

ACCOMPLISHMENTS

- Implemented online ordering of records
- Installed new recordation software system
- Implemented Electronic Recording (eRecording)
- Upgraded Desktop computers, printers, and monitors
- Reconfigured Workstations
- Upgraded to High-Volume, High Capacity Scanners
- Installed Telephone System to replace ACD
- Remodeled and expanded the Public Access Area by also upgrading computers
- Provided Wi-Fi System Capability for Public Access
- Lobby Enhancements to provide a work counter and additional seating for customers
- Installed software to redact personal information on recorded documents
- Opened a new Branch Office – shared with the Assessor's existing office in the Northwest
- Decreased Returned Document Backlogs from 6 months down to 1-3 days
- Reduced customer wait time from 1—3 hours to less than 15 minutes
- Implemented microfilm preservation and digitization projects
- 2009, Decreased operating budget by approximately 5% during cost containment
- Improved Signage to better guide customers
- Installed Q-Matic queue management system
- Improved business continuity in the event of network failure
- Installed artificial intelligence automated indexing
- Created a New Website
- Developed Recorder's Advisory Council (RAC)
- Reduced employee over-time in 2008 by 99%
- Introduced formal Real Property Transfer Tax hearings
- Installed Audit Queue features to facilitate the audit of deeds
- Implemented use of credit cards (Visa, MasterCard, Discover, and American Express)
- Established escrow accounts for title companies
- Finalist for 2010 Nevada Taxpayer's Association Cashman Good Government Award for Q-Matic
- Finalist for 2010 National Association of Women Business Owners Woman of Distinction Award in Government (WODA)
- Recipient of 2010 and 2011 National Association of Counties (NACo) Achievement Award for Electronic Recording Gov-to-Gov Collaboration, Key to Our Success Program, and collaboration to enhance the index of surveys and maps
- Initiated and launched digital microfilm service
- Upgraded microfilm readers
- Improved eCommerce online research and ordering features
- Finalist for 2012 Nevada Taxpayer's Association Cashman Good Government Award for the Audit Queue System
- Recognized in *Government Technology Magazine* as a Top 25 Doers, Dreamers & Drivers for 2012

ANNUAL STATISTICS

- Operates on a general budget of \$3.9 million and a technological budget of \$7 million
- Collects over \$240 million in RPTT and \$21 million in general recording and technology fees
- Answers approximately 92,000 phone calls
- Serves over 66,000 walk-in customers
- Records over 1,000,000 documents of which 375,000 are electronically recorded