

# Clark County Recorder's Office

ANNUAL REPORT 2010-2011

**Debbie Conway**  
Clark County Recorder



[www.ClarkCountyNV.gov/recorder](http://www.ClarkCountyNV.gov/recorder)



# Annual Report

## **Office of the Clark County Recorder**

### **Annual Report 2010-2011**

#### **Clark County Government Center**

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“We are committed to providing all customers of the Recorder's Office with current and accurate information. Through dedicated personnel and emerging technology, we continue to strive for excellence in these endeavors.”

Debbie Conway  
*Clark County Recorder*



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## A Message from the Recorder



In January 2007, when I first began my tenure as your Clark County Recorder, my goal and promise has been to provide service with a spirit of excellence to the citizens of Clark County and to the many customers who visit our office from all over the world. After being re-elected in 2010, I continue to remain focused on the goals and promises by forming valuable partnerships with citizens, the private sector, and other governmental agencies to ensure that we have accommodated your needs.

Over the past year, we have also expanded on electronic recording (*eRecording*), allowing our large volume customers the option of electronically recording their documents from the convenience of their office. We have also created a more user friendly website to assist customers in ordering their recorded documents and marriage certificates online. We have been converting microfilm into digital images in order to improve the quality and increase the preservation time for all records.

During the past five years, we have also worked hard to improve our current processes and procedures. Waiting in line formerly took up to three hours, now total wait time from start to finish is approximately 10 minutes or less. Time is money, and we are mindful that your time is a valuable resource, not to be wasted.

During this economic downturn that our great nation is facing, we have taken extra steps to ensure that our public resources are utilized efficiently and effectively. Our Office has undertaken numerous cost-containment efforts to decrease our general fund budget by approximately 9%; and we have collaborated with other entities to share resources and reduce costs, while continuing to provide quality customer service.

As we move into the next year, we continue to look forward with anticipation to the upcoming challenges. We continue to make progress and fill our promise of creating the model Recorder's Office!

Thank you to all of the approximately two million citizens of Clark County for allowing me the opportunity to serve you.

Debbie Conway,

Clark County Recorder

# MISSION VISION GUIDING PHILOSOPHY GOALS OBJECTIVES



## **Mission**

To promptly record, preserve, and provide access to public records in the most accurate, efficient, responsible and professional manner.

## **Vision**

To become the model Recorder's Office using advanced technology and by building bridges, establishing partnerships and creating collaboratives.

## **Guiding Philosophy**

We are committed to providing all customers of the Recorder's Office with current and accurate information. Through dedicated personnel and emerging technology, we continue to strive for excellence in these endeavors.

## **Goals**

- Promptly record all instruments in accordance with statutory requirements.
- Expedite retrieval and reproduction of recorded documents and continually seek to enhance these methods.
- Protect and preserve all public records in an understandable format and medium for posterity.
- Promote a professional work environment in which our customers and employees are valued and treated with courtesy and respect.
- Provide trustworthy, supportive, and consistent leadership to office staff.
- Outline clear expectations, and reward achievement.
- Provide staff with professional development opportunities.
- Ensure a safe work environment

## **Objectives**

To improve office efficiency through improved processes and technology optimization, in order to keep pace with the ever-increasing demand for service.

Main Office



Northwest Branch



## Services

The Clark County Recorder's Office is a public record office serving the cities of Las Vegas, North Las Vegas, Henderson, Boulder City, Laughlin, Mesquite, and other areas of Clark County. Original records are not available to view on our web site, but a brief summary of recorded documents is available to search.

The Clark County Recorder's Office provides for subsequent retrieval of records for public viewing, produces copies and certification of records, and provides micro-film duplicates of records. Real Property Transfer Tax is collected on transfers of real property.

Examples of typical recorded documents are:

### Land Records

Deeds  
Leases  
Notices of Completion

### Financing Documents

Trust Deeds,  
Notice of Default/Breach,  
Reconveyances,  
Uniform Commercial Code (UCC),  
Subdivision Maps,  
Parcel Maps,  
Surveys,  
Land Divisions

### Unpatented Mining Claim Records

Notices  
Certificates of Location  
Mining Maps  
Proofs of Labor

### Military Discharge Papers

### Declarations of Homestead

### Mechanics' Liens

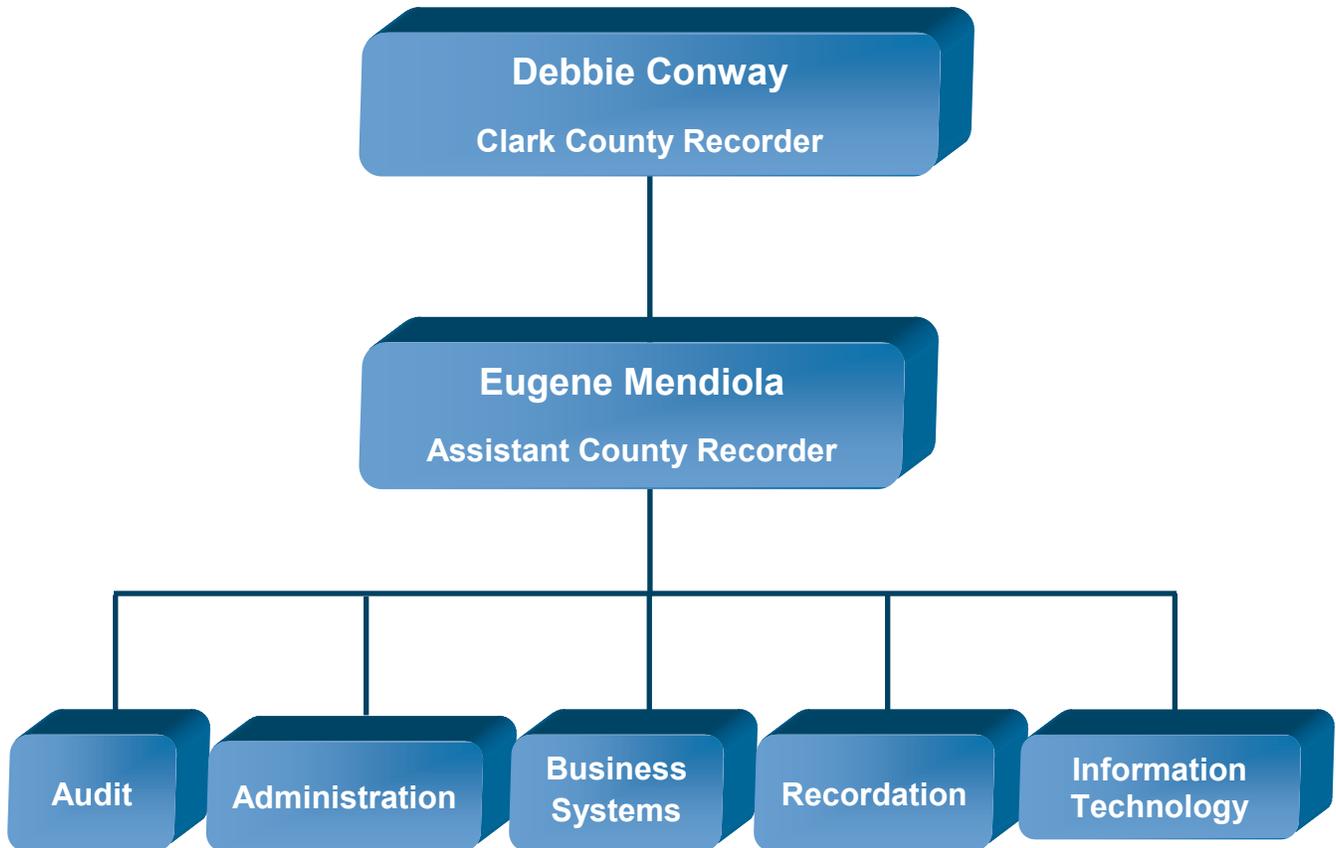
### Federal Tax Liens

### Marriage Certificates

### Real Property Transfer Tax

Recorded documents are scanned to create digital images as a permanent record and the original document is returned to the customer after imaging. All records are indexed by the names of the principal parties to the document and by the year recorded. The records are open for public inspection and copies may be purchased at our two locations or on our website.

# Organizational Chart



The organizational chart graphically represents the hierarchy of responsibilities of the Clark County Recorder's Office personnel.

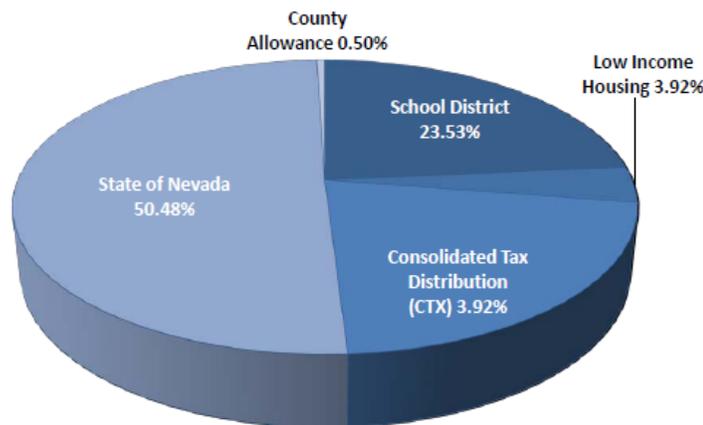
The Recorder's Office has approximately 65 full time and part time employees. In addition to their regular duties, employees are responsible for cross-training in other divisions within the department. Employees learn new skills and become more valuable. This process provides for flexibility in managing the workflow to maintain production and service.

# Real Property Transfer Tax

## Collection and Allocation of Real Property Transfer Tax

The county recorder is responsible for collecting Real Property Transfer Tax. The amount of the tax must be computed on the basis of the value of the transferred real property as declared pursuant to NRS 375.010. The county recorder shall collect the tax in the manner provided in NRS 375.030, except that he/she shall transmit all the proceeds from the tax imposed as required by NRS 561.355. The allocation is determined by NRS 375.023 and 375.070.

### Real Property Transfer Tax Allocation



* Allocation of RPTT Fees Collected for Fiscal Year 2010 - 2011						
Month	State Low Income Housing	School District	State of NV (CTX)	County Allocation	State of Nevada RPTT (net)	RPTT TOTAL
July	242,613.12	1,456,297.61	1,334,991.05	31,552.08	3,123,656.25	6,189,110.10
August	247,404.30	1,485,056.93	1,361,354.78	32,175.18	3,185,342.97	6,311,334.15
September	245,783.05	1,475,325.28	1,352,433.76	31,964.34	3,164,469.28	6,269,975.70
October	252,483.47	1,515,544.89	1,389,303.15	32,835.73	3,250,737.51	6,440,904.75
November	234,440.09	1,407,238.58	1,290,018.54	30,489.17	3,018,428.07	5,980,614.45
December	277,978.76	1,668,581.71	1,529,592.33	36,151.42	3,578,990.77	7,091,295.00
January	256,113.91	1,537,336.83	1,409,279.88	33,307.88	3,297,479.70	6,533,518.20
February	202,332.13	1,214,508.96	1,113,342.89	26,313.50	2,605,036.56	5,161,534.05
March	318,466.76	1,911,612.99	1,752,379.61	41,416.93	4,100,275.81	8,124,152.10
April	273,950.28	1,644,400.51	1,507,425.37	35,627.51	3,527,123.78	6,988,527.45
May	240,471.07	1,443,439.89	1,323,204.35	31,273.51	3,096,077.33	6,134,466.15
June	317,857.41	1,907,955.30	1,749,026.59	41,337.68	4,092,430.32	8,108,607.30
<b>Total</b>	<b>3,109,894.34</b>	<b>18,667,299.47</b>	<b>17,112,352.30</b>	<b>404,444.93</b>	<b>40,040,048.35</b>	<b>79,334,039.40</b>

\* Totals calculated are approximate and in some cases have been rounded off.



**T**echnological maintenance and upgrades are critical to processing and archiving official records. With advanced technology, the Recorder's Office has been able to meet technological enhancement goals with a variety of projects.

- Provided additional payment options for customers to order their marriage certificates and official records from our website using their Visa, MasterCard, Discover, and American Express credit/debit cards, and Trust Holding Accounts for large volume customers
- Installed DocuXplorer document management system software to scan and index internal documents for easy search and retrieval
- Heightened security with the installation of security cameras
- Upgraded wide-format scanner and printer shared with Assessor's Office
- Microfilm Production and Indexing
- Microfilm Back File Preservations, Conversion and Digitization
- Business Continuity and Failover
- Added Functionality to Aptitude Solutions' Oncore Systems
- Created digital images for official records and marriages from 1909-2005 using Digital Reel.

# Performance Statistics



The Recorder's Office, under the direction of Debbie Conway, has consistently maintained production services within one to three work days.



WORKLOAD 2010-2011	
PROCESS	AVERAGE DAYS TO COMPLETE
Recording Mail	2
Official Records Returned	2
Official Records Indexed	1
Online (web site) Orders	1

## Annual Statistics

- Collected approximately \$79,334,039 in RPTT and \$26,502,727 in general recording fees
- Operated on a general fund budget of approximately \$3.9 million
- Recorded over 1,036,803 documents of which 405,192 were electronically recorded
- Answered 71,281 phone calls
- Served 59,096 walk-in customers

# Legislation



The Recorder's Office is governed by the Nevada State Statute. The following legislative changes affecting the Recorder's Office went into effect in 2011:

## **Assembly Bill 71 Effective July 1, 2011**

Summary: Revises provisions relating to taxation; directing the Legislative Commission to conduct an interim study concerning the equitable allocation of money distributed from the Local Government Tax Distribution Account; and providing other matters properly relating thereto.

## **Assembly Bill 192 Effective July 1, 2011**

Summary: A board of county commissioners may, in addition to any fee that a county recorder is otherwise authorized to charge and collect, impose by ordinance a fee of not more than \$3 for recording a document, instrument, paper, notice, deed, conveyance, map, chart, survey or any other writing.

## **Assembly Bill 259 Effective July 1, 2011**

Summary: Requires a portion of certain existing fees to be used for certain programs for legal services.

## **Assembly Bill 273 Effective July 1, 2011**

Summary: Revises provisions governing the amount which a person holding a junior lien on real property may recover in a civil action under certain circumstances; prohibiting certain persons holding a junior lien on certain residential property from bringing a civil action under certain circumstances; governing the amount of a deficiency judgment after the foreclosure of a mortgage or a deed of trust; limiting the amount of certain judgments against guarantors, sureties or other obligations secured by real property.

## **Assembly Bill 284 Effective July 1, 2011**

Summary: Revises provisions governing the recording of assignments of mortgages and deeds of trust; revising provisions governing the exercise of the power of sale under a deed of trust; revising provisions concerning title to real property; providing civil and criminal penalties.

## **Assembly Bill 388 Effective July 1, 2011**

Summary: Revises provisions governing the exercise of the power of sale under a deed of trust concerning owner-occupied real property.

## **Senate Bill 186 Effective October 1, 2011**

Summary: Revises certain provisions relating to governing the recording of civil judgments; requiring the recording of letters testamentary and letters of administration, letters of guardianship; revising provisions concerning the protection of certain personal identifying information included in certain records.

For more information, go to: [www.leg.state.nv.us](http://www.leg.state.nv.us)

# Community Outreach Programs



Recorder Debbie Conway conducted Public Records Research Workshops.



Recorder Debbie Conway speaking at a Seniors United meeting.



Recorder Conway hosted a meeting for marriage officiants throughout the County to ensure proper completion of marriage certificates.



Assistant Recorder Eugene Mendiola conducts a tour with staff from Will County Illinois Recorder's Office.



Donated surplus office furniture and computers to the Boulder City Constables Office.



Assistant Recorder Eugene Mendiola conducts a tour with staff from San Diego County Recorder's Office.

As a Collaborative effort, the Recorder's and Assessor's Offices sponsored a holiday gift giving for Matt Kelley Elementary School students. Before the holiday break, employees of both departments purchased and delivered clothes, a set of school uniforms, a pair of shoes, and a toy or game for approximately 40 students.



# Department Awards

The Recorder's Office has received the following awards:

- Finalist for Cashman Good Government Award
- Aptitude Conference



Aptitude Solutions hosted the seventh annual user group conference in Orlando, Florida. The user group conference is a forum for OnCore users to share experiences, both technical and operational. Office Services Manager Denise Gulia, leveraged the collective expertise by bringing back ideas and practices. Clark County is a leader in innovative initiatives, as well as in size and volume. Denise was able to share our advancements in a panel discussion.



Finalist for the 2010 Nevada Taxpayer's Association Cashman Good Government Award for the Q-matic queue management system.

Recorder Debbie Conway was a Finalist for the 2010 National Association of Women Business Owners Women of Distinction Award in government (WODA).

Recipient of 2010 and 2011 National Association of Counties (NACo) Achievement Awards for Electronic Recording Gov-to-Gov Collaboration, Key to Our Success Program, and collaboration to enhance the index of surveys and maps.



# Recognizing Employee Excellence



Employees who have been *Caught in the Act* for Going Above and Beyond, Providing Great Customer Service, Being a Team Player, or Having a Great Attitude.



Customer Service Excellence Awards by the Las Vegas Chamber of Commerce.



Assessor's and Recorder's Offices Customer Service Appreciation Day for Employees.

# Recognizing Employee Excellence



**Maurice Reid** and **Nick Romano** receiving the Key To Our Success Awards. Mr. Reid was recognized for saving the department over \$100,000 in unnecessary expenditures. Mr. Romano was recognized for his contribution to completely organizing the wiring for two data closets.



Recognizing **Angie Robinson** for her 10 years of service to Clark County and the Recorder's Office.



Center Left: **Denise Gulia** receiving the Key To Our Success Awards for her dedication to the Audit Queue project.



Center Right: **Georgia Brunson-Wright** receives Certified Fraud Examiner Certificate.



Bottom Right: **Shirley Millette** completes County Management Leadership Academy.

# Customer Comments

## Ms. Conway

*"I just wanted to say that I came into your office on Monday, March 22 and had the BEST experience that I've had in any Government establishment. I'm from California and had no idea as to what I was doing in regards to transferring my property to my daughter. Samadhia was VERY patient, as well as knowledgeable about her job, and helped me to conduct my business. She also helped me avoid paying a fee that your office charges and that really helped me a lot. I came in your office expecting to pay taxes and she explained different types of exemptions that I would possibly qualify for. I have never met a person who works for the government who wasn't rude, patient, enjoyed their job, or who was more than willing to help out a customer. I would like to express my greatest gratitude. It is an employee like Samadhia who changes my perception of government employees. As long as she is around, and working with customers, you can be guaranteed to receive excellent customer service. If you could thank Samadhia again for all of her help, I would greatly appreciate it."*

~V. Perry, California

## Mr. Mendiola

*"Thank you for contacting our office. You came across as very calm, accommodating, and helpful. You made some very good suggestions and because of your helpfulness and calming manner, it was a complete pleasure to talk with you to resolve the problems."*

~ H. Van Leeuwen, City of Henderson Neighborhood Services

## Ms. Teach

*"First, I would like to thank you for your nice and helpful way. The picture on your homepage reflects these qualities and I think that's very commendable. We hope to receive our marriage certificate soon. Thank you!!!"*

~Klemens Effgen, Germany

## Recorder's Office

*"My phone calls and office visits to the office were very helpful, educational, and courteous. The information bulletins helped me complete both my Affidavit (Termination of Joint Tenancy) and my Quit Claim Deed application."*

~E. Owens, Las Vegas

## Ms. Herrera

*"I am working a missing person case and Ms. Herrera went out of her way to cooperate and searched every conceivable alternative including at least one I didn't consider!"*

~J. Tenwolde, National Center for Missing/Exploited Children

## Ms. Marketta,

*"Hopefully this will come through to you with my sincere thanks for your assistance in getting to a point on your Web Site where I could order a copy of a Marriage Certificate and pay for it with my card. As I mentioned to you, I am an older woman and while I have had my own business for many years, it was some time ago, I was not savvy in regards to processing purchases and/or information on line. Your assistance was invaluable to me and I hope you will give this email on to your Supervisor. I have never met you and this is the only time I have talked to you but, again, I am so grateful for your support and help! Best wishes for a continued successful career. You're AWESOME!!!"*

~M. Hamblin Springville, UT

## Ms. Ferreria

*"I came in to obtain recorded documents for a Marine that leaves this afternoon for Iraq. The recording department does a great job, but I want to single out Ms. Ferreria for all of her constant work. Anyone that can deal with me day in and day out deserves all the accolades and applause possible. Keep the recording department as kind and helpful as they are. Thank you, Ms. Ferreria."*

~Rev. A. Hanson, Las Vegas, NV

## Wonderful Web Site!

*"Please accept my apology for not trying to use your web site before my first attempt at submitting my transfer of deed. I would just like to congratulate your IT department on a wonderful layout and ease of use web site. I guess I was in denial that such a good useable web site was possible for a state government."*

*Thanks to the Recorder's Office and the easy form you sent me to correct my mistakes. "*

~ G. Ridge, Las Vegas, NV

## Ms. Scott

*"I have been trying to have my new husband's name put onto the title of my home here in Las Vegas. I have been trying by phone and mail since I live in Texas. Ms. Scott was very sweet and patiently tried to help me when I brought my document in person. She was wonderful, courteous and efficient."*

~J. Weatherly, Palestine, TX

## Ms. Ertel

*"As an almost age 70 senior, I brought trust documents to be recorded. Because all my papers were not in any order at all, I was almost in tears that they could not be recorded. Ms. Ertel, was concerned with my dilemma; sorted my documents to the proper order and had me verify my legal description with the Assessor's Office. I did not previously understand the necessity to be covered on both accords (the Recorder and Assessor must agree) She took time to explain the procedure and recorded my trust document. This for me has been an all day adventure and she shortened my worry time tremendously by being caring, efficient, and way beyond helpful."*

~J. Palmer, Las Vegas, NV

## Recorder's Office

*"I am pleased with the operations of the Recorder's Office and the professional, well mannered, and efficient customer service received each time."*

~ D. Balducci, Senior's United

Dear Mrs. Conway,

*"I am writing you today to highlight the direct resource sharing benefits that were made available to our regulatory agency by your fine and outstanding staff members. More specifically, I would like to distinguish Assistant County Recorder Eugene Mendiola, Technical Services Manager Laurel Jimenez, and all other personnel who helped develop the Recorder's OnCore system under your leadership.*

*As public service professionals we are all intimately aware of the devastating consequences associated with the marked decline in the local economy. Our jurisdiction, in particular, routinely leads the country in foreclosures and we've all felt the impact of dwindling human capital resources coupled with increased workloads.*

*The public agency resource sharing model that OnCore is founded upon symbolizes a level of sophistication, innovation, and government efficiency that is rarely shared in the media. Having direct access to this system will save our agency time and money. It may also improve our voluntary compliance rates and help ensure a best practices approach to field investigations.*

*Your staff provided this key resource sharing tool to us virtually overnight. It is something that we had wished that we had for a long number of years and now it is here! Please extend a formal thank you to these exemplary staff members for their collective contribution in making OnCore available to our agency.*

*Lastly, if it is at all possible we would like to extend a standing invite to one of your staff members to attend one of our bi-weekly staff meetings. We would greatly benefit, and consider it an honor, if your agency could build on its already successful resource sharing concept by sharing some of their specialized expertise directly with us. This would help us better understand the recording*

*process. It would also help us develop a better global understanding of the types and functions of the various recorded documents.*

*Again, thank you for a job well done and please feel free to contact me directly in the event that we are able to have one of your staff members attend a future staff meeting."*

Very truly yours,

Rod McDaniels, M.P.A.  
Lead Code Enforcement Officer  
CODE ENFORCEMENT  
Public Works Department-Building  
Safety Division

*Dear Recorder's Office,  
"Wow! Earlier this week I received the certified copy of marriage certificate and Apostille. Now my task is completed. I wanted to say that in the USA we often complain of our own government system and red tape, etc. However, things are much less flexible and achievable in foreign government.*

*As one who has experienced the world outside the USA, I can tell you that no matter how much we talk about our government's imperfections, our system in the USA outclasses any other state of the art administration, organization and technology. I handed over the documents with great pride to some foreign administrators who were a bit impressed.*

*Among hundreds of thousands YOU have gone above and beyond for me - just another US citizen. Please know that I really I appreciate your efforts in helping me. Mission accomplished!"*

Sincerely,  
Mr. Wyatt

**Ms. Avella**

*"Ms. Avella was very patient in explaining how to use the computer in the records research area. She would sometimes have to repeat her instructions, but never once rolled her eyes or expressed any frustration with a slow learner."*

~ M. Lake, Beverly Hills, CA

**Ms. Martins**

*"Ms. Martins was the most helpful and professional. Her service was excellent!"*

~ K. Gillette, Ash Fork, AZ

**Mr. Covington**

*"The whole experience of doing this transaction was easy and painless. No waiting, smiling faces, very professional, very helpful. This is the whole setup from the receptionist to the recorders. This is an excellent example of how it needs to be done."*

~ L. Gimelli, Frontfort, NY

**Ms. Sarae**

*"I was impressed, relieved, and happy to deal with such a kind, patient person!"*

~ S.V., Woodland Park, CO

**Ms. Kelley**

*"I was flustered when I came in because of this nagging Real Estate issue with my house. Ms. Kelley quickly settled my nerves by carefully and cautiously helping me to understand what I might need. She was patient and pleasant with me."*

~J. White, Las Vegas, NV

**Ms. Meiner**

*"Ms. Meiner was very efficient and handled my transaction in a very thorough and timely manner. She was also very courteous, nice and friendly."*

~ M. McCaughey, Las Vegas, NV

**Ms. Campbell**

*"Use Sharon as a model of quality customer service. She is a very nice person."*

~ B.B., Las Vegas, NV

**Ms. Brunson-Wright**

*"She is great, best public service I have experienced and incredible service, and personality."*

~ D. Marosi, Las Vegas, NV

**Ms. Nario**

*"Excellent service and very friendly."*

~ P. Shuller, Las Vegas, NV

# Office of the County Recorder

General Information:

Department Name: Clark County Recorder's Office

County Recorder: Debbie Conway

Address: Clark County Government Center  
Second Floor  
500 S. Grand Central Parkway  
Box 551510  
Las Vegas, Nevada 89155-1510

Contact Phone: 702.455.4336

Hearing Impaired TT/TDD 800.326.6868

Web Address: [www.ClarkCountyNV.gov/recorder](http://www.ClarkCountyNV.gov/recorder)

Other Location: Northwest Branch  
Dona Maria Plaza  
3211 N. Tenaya Suite 118  
Las Vegas, Nevada 89129

Clients Served: Residents and Guests of Clark County

The duties and authority of the County Recorder are established by Nevada state law. The County Recorder is an elected position. The County Recorder records and indexes documents deposited in her office that are authorized, entitled or required by law to be recorded. The County Recorder is not authorized to give legal advice. The County Recorder is not authorized to determine legal rights and responsibilities of the parties to the documents that are recorded.