



Clark County Recorder's Office Annual Report 2011-2012



Debbie Conway, Clark County Recorder

www.ClarkCountyNV.gov/recorder



Office of the Clark County Recorder

Annual Report 2011-2012

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A Message From the Recorder



Debbie Conway
Clark County Recorder



Greetings,

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 upgraded the desktop computers, printers, and monitors, reconfigured the IT office for additional space, completed the microfilm preservation and digitization project through Digital ReelL, provided evening public Records Research Workshops to the public, conducted wedding officiant workshops, and improved the process of eCommerce online ordering.

We have also worked hard to streamline and expedite 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

Who We Are

Mission

To expedite, record, preserve, and provide access to public records in an, efficient and effective manner with an emphasis on excellent customer service.

Vision

To become the model Recorder's Office using advanced technology and to help build bridges, establish partnerships and create collaborations.

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 and Objectives

Goals

- ◆ Promptly record all documents 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 with integrity in an understandable format for future generations.
- ◆ 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 excellence in service.

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 summary of recorded documents is available to search.

The Recorder's Office provides for subsequent retrieval of records for public viewing, produces copies and certification of records, and provides 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
- ◆ and more...

Financing Documents

- ◆ Trust Deeds,
- ◆ Notice of Default/Breach,
- ◆ Reconveyances,
- ◆ Uniform Commercial Code (UCC) financing statement,
- ◆ Subdivision Maps,
- ◆ Parcel Maps,
- ◆ Surveys,
- ◆ Land Divisions,
- ◆ and more...

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 Documents

Organizational Chart

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

The Recorder's Office is composed of 5 major sections and has approximately 57 full time and part time employees. In addition to their regular duties, employees are cross-trained in other divisions within the department. Employees continually learn new skills. This process provides for flexibility in managing the workflow to maintain production and service levels.



Recording

Recorded documents are transferred into 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 according to the year recorded. The records are open for public inspection and copies may be purchased at the main or branch offices.

Recording Fees

Official Records

First Page	\$17.00
*Each additional page	\$1.00
Multiple Title Document - each additional title	\$3.00
Notice of Default/Breach and Election to Sell under a Deed of Trust	\$200.00 + recording fee

Maps

Survey	\$24.00 + \$1 each additional page
Parcel	\$24.00 + \$1 each additional page

Recording Fees Collected

Month	Recording Fees Collected *
Jul-11	\$ 1,709,859.63
Aug-11	\$ 2,254,506.45
Sep-11	\$ 2,015,781.61
Oct-11	\$ 1,151,283.52
Nov-11	\$ 1,265,853.41
Dec-11	\$ 1,406,231.37
Jan-12	\$ 1,268,469.79
Feb-12	\$ 1,308,303.75
Mar-12	\$ 1,481,421.14
Apr-12	\$ 1,371,613.30
May-12	\$ 1,546,706.60
Jun-12	\$ 1,569,589.81
Total FY 11-12	\$ 18,349,620.38

Methods of Payment

- ◆ Credit or Debit Cards (in person or through website ONLY). Processing fee applies.
- ◆ Cash (do not mail cash payment)
- ◆ Money Order
- ◆ Cashier's Check
- ◆ Company Checks

Personal checks are not accepted.

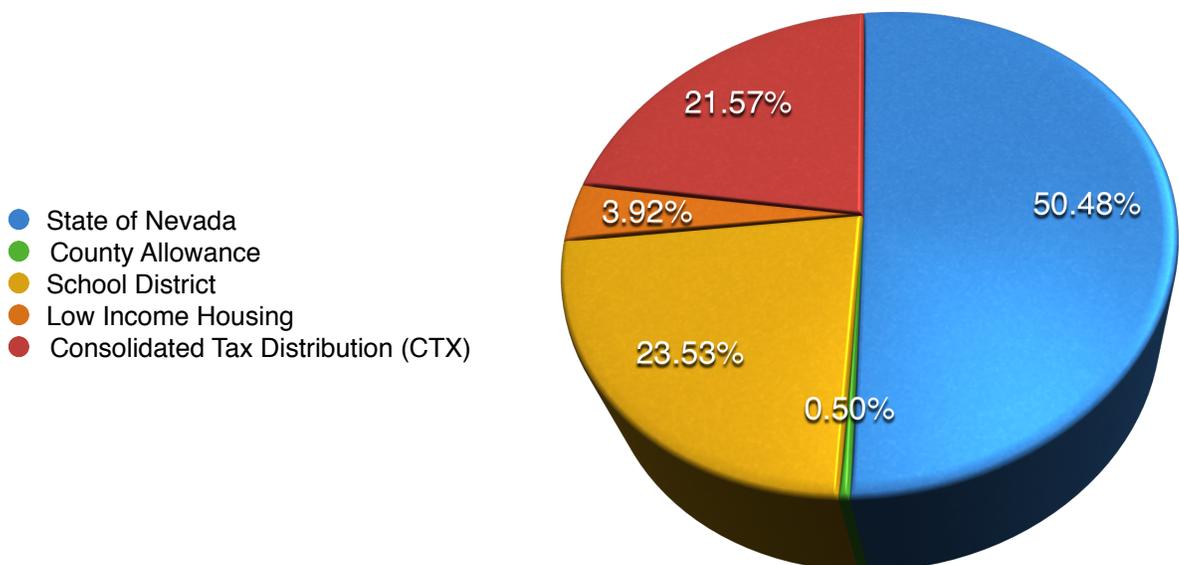
Real Property Transfer Tax

Month	RPTT Collected
Jul-11	\$ 6,764,841.45
Aug-11	\$ 7,429,108.80
Sep-11	\$ 7,010,156.55
Oct-11	\$ 6,218,062.80
Nov-11	\$ 6,331,741.80
Dec-11	\$ 6,690,396.75
Jan-12	\$ 4,842,411.75
Feb-12	\$ 5,207,979.75
Mar-12	\$ 5,956,960.85
Apr-12	\$ 5,725,260.00
May-12	\$ 6,669,680.55
Jun-12	\$ 6,326,955.45
Total FY 11-12	\$ 75,173,556.50

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.

The transfer tax is calculated at the rate of \$2.55 per \$500 of value or a fraction thereof. The transfer tax is based on the full purchase price or the estimated fair market value. Certain transfers are exempt from Real Property Transfer Tax in accordance with NRS 375.090.

Real Property Transfer Tax Allocation



Information Technology



The Recorder's Office IT Help Desk is the main point of contact for IT support to the department's employees. Technicians are available to answer questions and provide technical support and services ranging from everyday problems such as resetting a forgotten password to specialized assistance for computer software or hardware problems. The Recorder's Office IT Help Desk responded via email, phone or in person to **1,165** requests for assistance.

The office completed these technical enhancements:

- ◆ **Digital Image Storage:** This project expanded the digital image storage capacity for the images of the official records and for the official records database. This project included having a secondary device placed in a different location for backup and disaster recovery.
- ◆ **eCommerce Shopping Cart:** Designed a shopping cart feature to provide online customers with the option to order their documents using their credit card from our webpage.
- ◆ **Central Cashiering:** Installed a pneumatic tubing system and reconstructed the vault into a business office to create a centralized cashiering process.
- ◆ **Projection Screen and Projector:** Installed a drop down projection screen, projector, and sound system in the Records Research public area to use for conducting outreach and public records research workshops.
- ◆ **Auto Indexing:** Installed an automated indexing software program to provide the means to automatically classify and index scanned documents.

Accomplishments

The department implemented a new central cashing process using a pneumatic tubing system. A business office was also constructed.

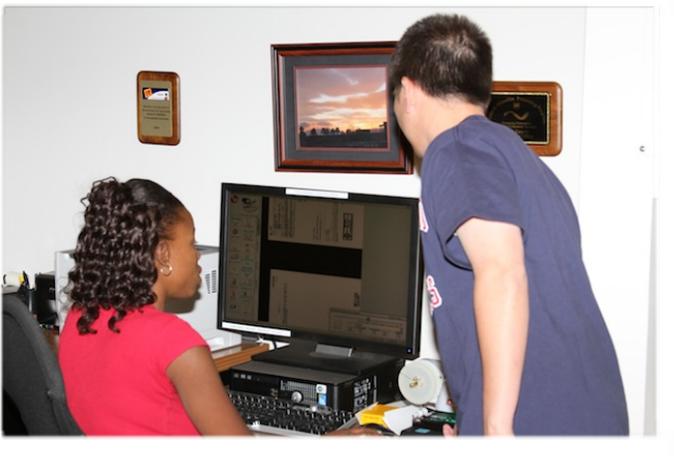


County Recorder Debbie Conway celebrates the opening of the newly constructed business office.

Staff Members join in with Recorder Debbie Conway at the ribbon cutting ceremony to celebrate the opening of the business office.



Imaging Supervisor **Ricky McColl**, and Recordation Technician **Targa Jefferson** demonstrate BMI Digital Reel microfilm conversion program.



Accomplishments

In February of 2012, we installed a projector, projection screen and speaker system in the Records Research Area for conducting outreach and public Records Research Workshops.



Performance Statistics

Answered

70,406

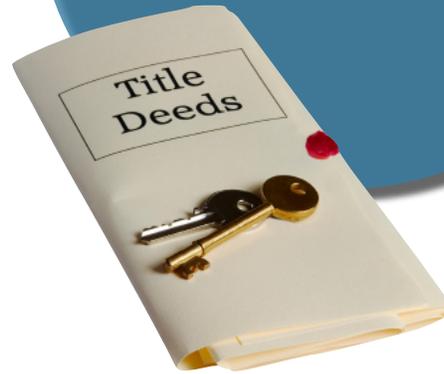
phone calls



Recorded

878,674

documents



Serviced

56,478

walk-in
customers



Fulfilled

70,775

requests for certified
copies of Marriage
Certificates



Recorder's Advisory Council (RAC)

The Recorder's Advisory Council (RAC) meets once a quarter (every three months) normally on the 2nd Thursday of the month at 9:30 AM to discuss pertinent issues regarding enhanced technologies and ways to improve customer service.

RAC is the collaborative partnership that has been established between the large volume customers (i.e. title companies) and other members of the general public who frequent the Recorder's Office. It provides an opportunity for attendees to play a role in sharing their suggestions and ideas in an effort to collaboratively explore efficient changes and technologically enhanced services to better meet the public's needs.



RAC Meeting March 2011



Community Outreach



Clark County Recorder **Debbie Conway** and Clark County Clerk **Diana Alba** host Wedding Officiant Meetings with local ministers and wedding chapels.



Community Outreach



Maurice Reid (left) and **Kris Makowsky** (above) represented the Recorder's Office at the NV Army National Guard Info and Resource Event (below) June 2, 2012.



Community Outreach



Community Resource Fair April 19, 2012



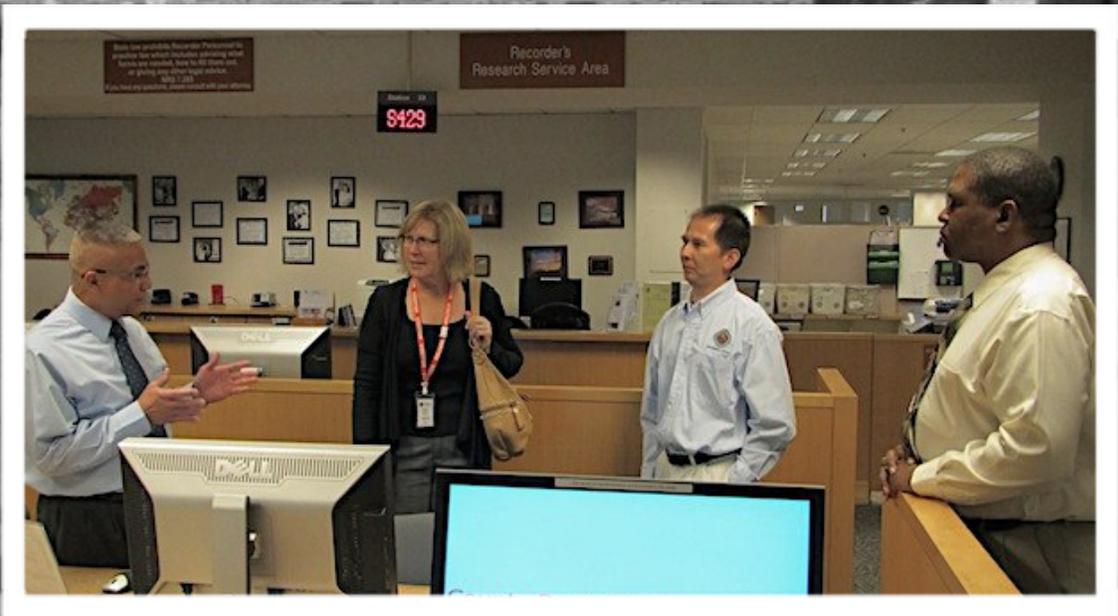
Maurice Reid at the Clark County Fair April 2012

Community Outreach

Greenville County South Carolina Deputy Recorder of Deeds **Sharon Coker** visits the Clark County Recorder's Office in September 2011 to observe the recording process.



Assistant Recorder **Eugene Mendiola**, Greenville County Deputy Recorder **Sharon Coker**, and County Recorder **Debbie Conway**.



San Diego County Tours Recorder's Office in March 2012.

Community Outreach

Debbie Conway, Clark County Recorder and **Kathy Burke**, Washoe County Recorder were guest speakers at the 33rd Annual National Notary Association Conference in Las Vegas in July 2011.



Assistant Clark County Recorder **Eugene Mendiola** provides a tour of the Office for Washoe County Recorder **Kathy Burke** (July 2011).

Community Outreach



Employees of the Recorder's and Assessor's Offices donated uniforms and school supplies to approximately 40 students at Matt Kelly Elementary School during the holiday season.

Employees who donated.



Students opening their gifts.



Students and employees.

Community Outreach



Clark County hosted a “Meet Your Customer Day” in the Government Center Rotunda to encourage local small businesses and women-owned and minority-owned businesses interested in supplying Clark County with business needs. Local businesses had an opportunity to meet the staff and be entered into the County’s Supplier Registration Database. **Maurice Reid**, Senior Business Systems Analyst represented the Recorder’s Office during this event.

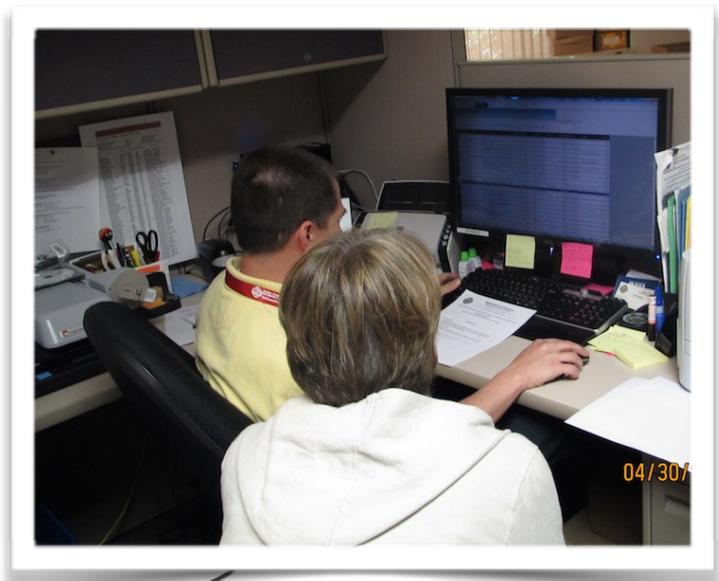


Denise Gulia and Courtney Hill of the Recorder’s Office conduct a Records Research Workshop for Clark County’s Public Works Building Safety Division.

Community Outreach



Ricky McColl provides a tour of the Recorder's Office to **Connie Barndt**, Chief Deputy Auditor of Snohomish County



Ricky McColl demonstrates BMI Digital Reel process to **Connie Barndt**.



Denise Gulia provided real estate students from the College of Southern Nevada (CSN) with a tour of the Recorder's Office.



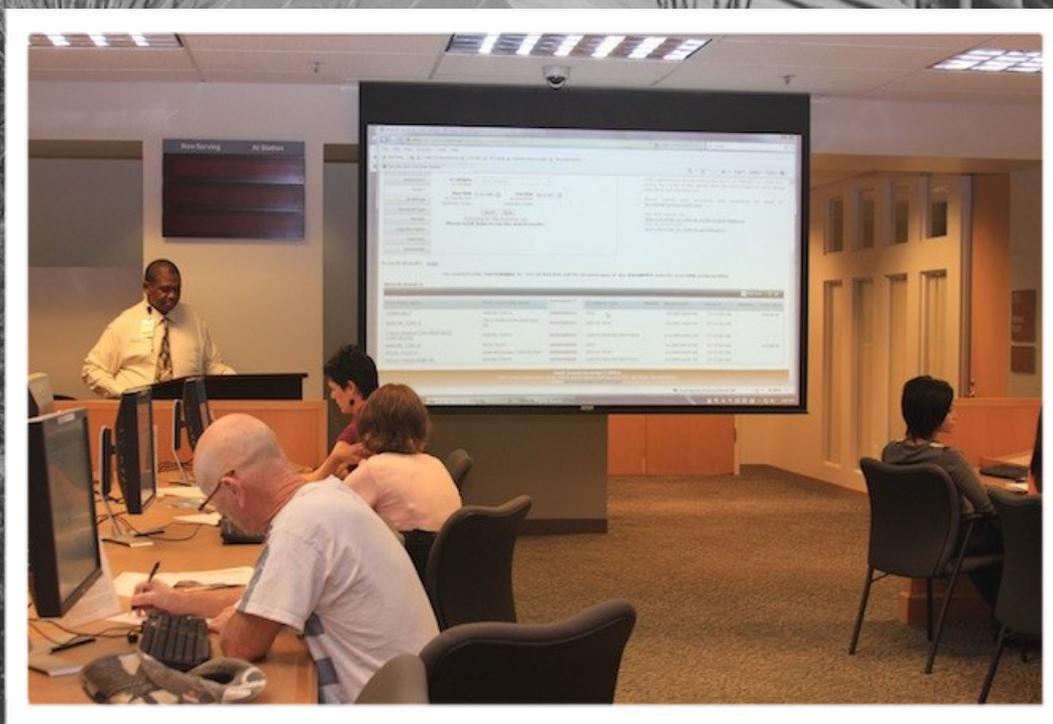
Melissa Jacks provided instructions on how to search property records.

Public Records Research Workshops Records

The Recorder's Office hosted public Records Research Workshops to instruct citizens on how to conduct searches on our website in our public records research area.



Citizens attending a public Records Research Workshop.



Courtney Hill, IT Developmental System Administrator, conducts a public Records Research Workshop.

Recognizing Employee Excellence



The Recorder's Office participated in the Las Vegas Metro Chamber of Commerce Customer Service Excellence Awards Program.



31 employees were recognized for their excellent customer service.



Recognizing Employee Excellence



Debbie Bixton and **Jared Bradley** were each presented with a gold plated key from the Key to Our Success Program in recognition for their contributions.

Awards

National Association of Counties (NACo) 2012 Awards

Collaboration to Improve an Enhancement Index of County Surveys and Maps
"Key to Our Success" employee recognition program

Top 25 Doers Dreamers & Drivers of 2012 Award

Government Technology magazine

Finalist for the Cashman Good Government Award for implementing the OnCore Recordation Audit Queue Message System

Membership

- National Association of Counties (NACO)
- National Association of County Recorders, Election Officials and Clerks (NACRC)
- Property Records Industry Association (PRIA)
- International Association of Clerks, Recorders, Election Officials, and Treasurers (IACREOT)
- International Association of Financial Crimes Investigators (IAFCI)
- ARMA International
- County Fiscal Officers Association (CFOA)
- Nevada Fight Fraud Task Force

What Our Customers Are Saying



The RecWeb email account (RecWeb@clarkcountynv.gov) is another way for customers to make contact with the department. Most foreign customers choose to use email as their source for contact rather than calling using a telephone. The department received 4,326 emails from customers around the world.

Toni T.

"Toni has great customer service skills. She is friendly and very helpful. This was a great experience today. Thanks Toni!"
~ *B. Waldron, Henderson, NV*

Donette H.

"Donette was very helpful and informative. I appreciated her pleasant and welcoming demeanor. It was Friday at 4:50 p.m. and everyone in the office was very nice. I didn't feel rushed or pushed at the door. Thank you!"
~ *K. Vanderhoot, Las Vegas, NV*

Angie R.

"Angie was friendly, professional, and informative. I wish that all government employees were like her."
~ *Andre, Las Vegas, NV*

Department

"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, Seniors United*

Melissa J.

"Melissa is a credit to the department. She is professional and not only thinks outside the box to solve any and all problems that occur, she is a fast thinker and is just a pleasure to deal with. Without her help, I would be lost. She gets 45 At-a-Boys!!!!"
~ *D. Plashne, Henderson, NV*

Phone Center Representative

I called your office today for assistance in regards to a deed. On many occasions one writes in anger and frustration on difficult customer service. Today I am just so pleased with the wonderful service I received. Your automated phone directory is so clear and easy to use. The hold time was 4 minutes. The person that handled my call and guided me through your website was knowledgeable, patient and so polite. This type of service is so rare that I wanted to share my thoughts. I doubt you can trace the individual that took my call, but if you can please share this e-mail with them.
~ *R. Nissan, Toronto, Ontario*

Denise G.

"I received two copies of our marriage certificate. I could not thank you enough for the extra effort that you have given in this instance. I really appreciate it."
~ *V. Rogador, Milborn VIC*

Recorder's Office

"I went to the Recorder, Treasurer and Assessor's Offices and was in and out within 15 minutes and everyone was friendly and helpful."
~ *L. Burns, Las Vegas*

Audrey S.

"Took very good care of us."
~ *W. Wood, N. Las Vegas, NV*

Leonora A.

"She was courteous and professional. Very qualified. I think she deserves a raise."
~ *E. Neel, Las Vegas, NV*

Christopher D.

"Christopher was very courteous and professional. He was very helpful and answered all of my questions."
~ *D. Rios, Las Vegas, NV*

Glade C.

"Glade was very helpful with the formatting of my document. He assisted me with correcting the margins. He was very pleasant."
~ *S. Winters, Henderson, NV*

Shirley M.

"Thanks. You made a long process very quick."
~ *L. Coon, Henderson, NV*

Sharon C.

"Sharon was very helpful and has a great attitude about providing service. My experience was very pleasant. She does a great job."
~ *M. Flank*

Cheryl Ertel

"Cheryl was quite informative and very patient with me."
~ *L. Malone, Las Vegas, NV*

Jo-Ann Co

"Very polite and helpful. Quick service."
~ *anonymous*

Office of the County Recorder

General Information:

Department Name:	Clark County Recorder's Office
County Recorder:	Debbie Conway Clark County Government Center 500 South Grand Central Parkway Second Floor Box 551510 Las Vegas, Nevada 89155-1510
Contact Phone:	702.455.4336
Hearing Impaired:	800.326.6868
Web Address:	www.ClarkCountyNV.gov/recorder
Other Location:	Northwest Branch Dona Maria Plaza 3211 N. Tenaya, Suite 118 Las Vegas, Nevada 89129
Customers 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.

Clark County is a dynamic and innovative organization dedicated to providing top-quality service with integrity, respect and accountability. With jurisdiction over the world-famous Las Vegas Strip and covering an area the size of New Jersey, Clark is the nation's 12th-largest county and provides extensive regional services to more than 2 million citizens and 43 million visitors a year. Included are the nation's 8th-busiest airport, air quality compliance, social services and the state's largest public hospital, University Medical Center. The County also provides municipal services that are traditionally provided by cities to almost 900,000 residents in the unincorporated area. Those include fire protection, roads and other public works, parks and recreation, and planning and development.