Office of the County Recorder
Budget Presentation
Fiscal Year 2012/13

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County Recorder
Overview of the Recorder’s Office

- The Recorder’s Office has three divisions under one roof, providing the statutorily required services for Real Estate and Mining records, Marriage records, and Map records.

- The hours of operation are 8:00-5:00, Monday through Friday.

- Funded for 21.63 full time employees.
Organization Structure

Washoe County Recorder

Chief Deputy Recorder

Administrative Assistant I (1 FTE)

Recording Supervisor (3 FTE’s)

Property Transfer Compliance Recorder (1 FTE)

Senior Deputy Recorder (5 FTE’s)

Deputy Recorder I (9.63 FTE’s)
The Purpose of the Recorder’s Office

Per Nevada Revised Statute, county recorders shall keep an office at the county seat of their county. Each county recorder shall take custody of and is responsible for all documents deposited in his/her office. All documents on file in the office of the county recorder, must, during office hours, be open for inspection by any person without charge. Each county recorder shall maintain a record of all transactions conducted within the office and a record of all fees collected.

Each county recorder shall, upon the payment of the prescribed statutory fees, record separately, in a manner which will allow a legible copy to be made, the following specified documents:

(a) Deeds, grants, patents issued by the State of Nevada or by the United States, transfers and mortgages of real estate, releases of mortgages of real estate, powers of attorney to convey real estate, and leases of real estate which have been acknowledged or proved.
The Purpose of the Recorder’s Office (continued)

(b) Certificates of marriage and marriage contracts.
(c) Wills admitted to probate.
(d) Official bonds.
(e) Notice of mechanics’ liens.
(f) Transcripts of judgments which by law are made liens upon real estate in this state and affidavits of renewal of those judgments.
(g) Notices of attachment upon real estate.
(h) Notices of the pendency of an action affecting real estate, the title thereto or the possession thereof.
(i) Instruments describing or relating to the separate property of married persons.
The Purpose of the Recorder’s Office (continued)

(j) Notice of preemption claims.

(k) Notices and certificates of location of mining claims.

(l) Affidavits of proof of annual labor on mining claims.

(m) Affidavits of intent to hold mining claims recorded pursuant to subsection 3 of NRS 517.230.

(n) Certificates of sale.

(o) Judgments or decrees.

(p) Declarations of homesteads.

(q) Such other writings as are required or permitted by law to be recorded.
The Statutory Requirements

- **NRS 247** - County Recorders
- **NRS 239** - Public Records
- **NRS 239B** – Disclosure of Personal Information
- **NRS 111** - Estates and Property, Conveyancing and Recording
- **NRS 375** - Tax on Transfers of Real Property
- **NRS 240** – Notary Public
- **NRS 719** – Uniform Electronic Transaction Act (UETA)
- **NRS 720** – Digital Signatures
- **NRS 104 (Article 9)** - Uniform Commercial Code
- **NRS 122** – Marriages
- **NRS 517** - Mining Claims, Mill Sites and Tunnel Rights
- **NRS 108** – Liens
- **NRS 115** – Homesteads
The Statutory Requirements (cont’d)

- NRS 106 & 107 – Mortgages and Deeds of Trust
- NRS 278 & 278A – Planning & Zoning
- NRS 353C.180 – Certificates of Liability
- NRS 14 – Notice of Pendency of Actions Affecting Real Property: Recording
- NRS 17 & 68 – Judgments
- NRS 21 – Enforcement of Judgments, Executions and Exemptions
- NRS 31 – Writs of Attachment
- NRS 40 – Terminating Joint Tenancies
- NRS 408 – Highways & Roads (Recording of Resolutions)
- NRS 625 – Professional Engineers and Surveyors (Maps)
- NRS 123.150 – Inventory of Property
Are Non-Mandated Services Provided?

- All services currently provided in the Recorder’s Office are mandated by Nevada Revised Statute
Mission Statement

Our mission, as public servants of the Washoe County Recorder's Office, is to excel in our commitment to provide courteous and efficient customer service, while maintaining superior quality in all our procedures to provide convenient public access to all Recorder's records.

It is our goal to promote public trust and confidence at the highest level. We are an inspired team; we strive to be innovative and to exceed expectations.

We treat everyone with trust and respect. Our staff is accessible and accountable, and is the key to our success.
Our Customers Are:

- The Washoe County Recorder serves the entire populace of Washoe County.
- We provide services to visitors from across the U.S. and all around the world who get married, or own real estate, in Washoe County.
- We provide the opportunity to electronically record to document submitters across the U.S., and currently over 50% of our recordings are done electronically.
Department Performance

**Key Outcomes for FY 2011/12**

- Continuing “go-backward” review and redaction of personal information in the public records maintained by this office, per NRS 239B – working on 1978-1997 section

- Adding data to marriage record program to improve internal operating efficiencies and provide quicker customer service - working on records from 1965-1979
Strategic Plan for FY 2012/13

- Maintain a sustainable financial relationship between revenues and expenditures
  - Consistency in responsible use of budget authority
  - Provide General Fund revenue
  - Collect revenue for redistribution by the State
Strategic Plan for FY 2012/13, cont’d

- Clear statutory framework to support the purpose and core functions of Recorder’s Office
  - Consistency in application of Nevada Revised Statutes
  - Access to public records
  - Record documents and fill copy requests in a timely and efficient manner
Strategic Plan for FY 2012/13, cont’d

- Confidence in the County Recorder’s Office
  - Timely and professional customer service
  - Ongoing cross training of staff to provide a consistent level of service to the public on a daily basis
  - Protection of personal information in public records
An easy and desirable place to do business

- Provide courteous and efficient customer service to a wide variety of customers; from Washoe County, to across the country and beyond
- Utilize the Internet to provide information about the functions of the Recorder’s Office, the recording requirements and applicable fees, as well as access to public records
- Provide the opportunity to print unofficial copies of public records on the Internet at no cost to the public
- Provide the opportunity to submit documents electronically, reducing costs and improving efficiency
How do we meet our goals and objectives?

Performance measurement tools:

- Daily work of all staff is measured and compared to office and industry standards
  - Workflow reports run and evaluated by management staff
  - Reports measure staff productivity and work accuracy

- Customer feedback provides input to measure customer service levels and appropriate adjustments are made
  - Feedback received via mail, phone, email, in-person
Fiscal Year 2012/13 Budget Plan

- Impact to Services and Public
  - Reduction of customer service and increased waiting time.

- Impact to Employees
  - Higher stress level, decreased attendance, lower staff morale and work quality. Staff reductions in FY 11/12 have increased workload for remaining staff.

- Impact to Other Departments
  - Continued budget reductions will affect the following departments: Assessor, Clerk, Collections, Comptroller, Public Works, Treasurer
Fiscal Year 2012/13 Budget Plan, cont’d

- **Sustainability**
  - Expenditure cuts can be maintained into the future.
  - Recorder’s Office is a revenue generating source, however revenues are dependent both upon demand for services as well as changes made by the State Legislature.
Impact on Services by Prior Budget Reductions

- Reduction of staff to dedicate to the protection of personal identifying information in the public records of the County Recorder, as required by NRS 239B.
- Difficult to maintain high level of customer service and to meet statutorily mandated requirements.
- Delays in processing certified marriage copy requests.
- Delays in returning original documents.
Fiscal Year 2012/13 Budget Plan (cont’d)

- **How the Recorder’s Office Will Be Able to Sustain Services at the Reduced Funding Levels**
  - Business process improvements, driven by creative suggestions from staff and the public
  - Utilize technology to improve operating efficiencies

- **Associated Risks of Operating at the Reduced Funding Levels**
  - Inadequate staffing to complete daily workload
  - Staffing for redaction of personal information in “go backward” records will not be available.
Emerging Issues and Concerns

- Fee increases with "Passage and Approval" implementation dates
- The cost and timeline of redacting personal information in historical records by 2017; unfunded mandate established during 2005 and 2007 Legislative sessions
- Loss of institutional knowledge by staff reductions