



News Release

County Commission:
Susan Brager, Chair
Steve Sisolak, Vice Chair
Larry Brown
Tom Collins
Chris Giunchigliani
Mary Beth Scow
Lawrence Weekly

Don Burnette, County Manager

Recorder's Office • (702) 455-4336 • FAX (702) 455-5644 • www.ClarkCountyNV.gov

Contact: Maggie Tellez

Phone: (702) 455-2062

E-mail: MGT@ClarkCountyNV.gov

For Immediate Release

Monday, March 19, 2012

Recorder's Office recognized as a Finalist for the 2012 Cashman Good Government Award

The Clark County Recorder's Office was recognized as one of the top four finalists chosen by the Nevada Taxpayers Association for the 2012 Cashman Good Government Award at the association's 15th annual meeting held March 7 at The Orleans Hotel. The department was nominated for their Audit Queue process.

Prior to implementing the OnCore Recordation Audit Queue Message System, when the Audit Division reviewed Real Property Transfer Tax documents, the customers would wait up to 30 minutes. The Audit Queue system allows for documents to be expedited and ensures that each document submitted to the Audit Unit is reviewed in real time.

Because of the automated process, an auditor may retrieve, review and make any necessary comments, approvals, or suspend a transaction and return it electronically to the Deputy Recorder in less than five minutes. This process allows the deputies to continue providing service to other customers while the Audit Team reviews the transaction.

"We needed to streamline the audit process, and since implementing Audit Queue, we have gone from random audits to real time over the counter daily audits. I am so proud of the staff and this innovative approach which has made the department more efficient," County Recorder Debbie Conway said. Assistant Recorder Eugene Mendiola pointed out that the audit team process reduces costs as well as customer wait time, which made a significant impact on improving customer service.

County Recorder Conway is known for being proactive in discovering collaborative, innovative ways to execute enhanced technology and customer service programs.

The Cashman Good Government Award was established in 1997 and recognizes state and local government employees who make strong and consistent efforts to spend taxpayer dollars wisely. It is awarded by the Nevada Taxpayers Association to an individual or team who has provided cost-effective services to citizens by acts that are above and beyond normal job duties.

###

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 14th-largest county and provides extensive regional services to more than 2 million citizens and 42 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.