



News Release

County Commission:
Steve Sisolak, Chair
Larry Brown, Vice Chair
Susan Brager
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, June 10, 2013

County Recorder Conway Launches New Technology to Enhance Customer Service

The County Recorder's Office is continuing its efforts to provide efficient customer service through the use of emerging technologies by releasing a new mobile site. Users are able to access the Recorder's Office mobile site by using their Android, IOS, most smart phones and tablets.

"Our goal is to create digital experiences that connect our customers to all of our services," said Recorder Debbie Conway. "By offering a mobile site, we are providing the customers the ability to search for a document anytime, from anywhere. In addition, customers are able to order recorded documents, have access to news alerts, fees and to provide feedback. The recently launched mobile website is designed to help customers search for and order copies of recorded documents in Clark County.

Recorder Conway expects the majority of users of the mobile site will be realtors, mortgage companies, surveyors and appraisers who need information while on the go. The feature will also benefit the general public if someone needs to access and order a copy of a document and they are not near a computer. Payments may be made by using a credit card.

In addition, using kiosk technology, the Clark County Recorder's Office is bringing its information and services to citizens when they want it, in ways that make sense to them.

As local governments continue to experience tight budgets and reduced staffing, the Recorder's Office turned to a marriage certificate kiosk to alleviate the pressure on employees in an attempt to keep pace with customer demands.

Vastly improved technology and a much wider range of capabilities have allowed the Recorder's Office Marriage Certificate Kiosk to play a larger role in tech-based offerings.

"Our goal is to find ways to allow the customer to complete transactions without having to wait in line," said Recorder Conway. "The vast improvements in kiosk technology have given us an opportunity to introduce a self-service that, in the past, required employee assistance. We will be able to offset or move more transactions from our front-line staff and to improve efficiencies."

The Web-based application kiosk will deliver information and services in the most efficient and appropriate way.

-more-

The kiosk is a freestanding, interactive multimedia system used to provide recorded marriage certificate information with a search feature and enables a customer to purchase certified copies of the document.

Benefits to Customer

The very nature of kiosks allows the Recorder's Office to meet specific citizen expectations:

- **Speed:** Kiosks remove unnecessary wait time.
- **Convenience:** Citizens do not have to be computer savvy, because the kiosk doesn't require any particular training to use and step-by-step instructions are provided. Payments may be made by using a major credit/debit card.
- **Precision:** The citizen immediately receives a certified copy of the marriage certificate that he or she wants and needs.

One of the key functions of the Recorder's Office is to provide certified copies of marriage certificates to the public. The marriage certificate kiosk enhances the ability to deliver vital services to customers, while reducing transaction costs. Not only does the marriage certificate kiosk bring convenience to customers who use it, but it also eases traffic within the Recorder's Office.

###

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.