

Special Note: The following is a summary of the Minutes taken from the Recorder's Advisory Council meeting held on Thursday, August 30, 2007, and does not necessarily provide a detailed verbatim transcription of the Minutes.

MINUTES

**RECORDER'S ADVISORY COUNCIL COMMITTEE
THURSDAY, AUGUST 30, 2007
1:30 P.M.**

**CLARK COUNTY GOVERNMENT CENTER
500 SOUTH GRAND CENTRAL PARKWAY
1ST FLOOR, PUEBLO ROOM
LAS VEGAS, NEVADA 89155**

Members Present

Debbie Conway, Recorder, Clark County Recorder's Office
Charles Harvey, Assistant Recorder, Clark County Recorder's Office
Jerry R. Smith, Century 21
Bob Cannata, Chicago Title
Carmen Vojtasek, Community Title Services of Nevada
Mary Ann Porter, Community Title Services of Nevada
Tracey Keller, DHI Title
Norma Speath, Equity Title of Nevada
Robert Rosales, Equity Title of Nevada
Valerie Connor, First American Title Company of Nevada
Paulette Baker, First American Title Company of Nevada
Keith Kelley, Kelley and Associates Real Estate
Robert C. Sherratt, Mesquite Title Company
Rene Espinosa, Nations Title Company of Nevada
Diana Andersen, Nevada State Title
Cyndi Riska, Nevada State Title
Lisa Forbes, Nevada Title Company
Charles C. Clawson II, Noble Title
Nick Nicholson, North American Title Company
Julia Mockbee, Old Republic Title Company of Nevada
Kehau Utaia, Old Republic Title Company of Nevada
Jack Woodcock, Prudential Americana Group, REALTORS
Robert D. Kneesel, Republic Services
Eric Stewart, Republic Services
Caesar Espinosa, Ticor Title of Nevada, Inc.
Rochelle Murray, TitleOne of Las Vegas Inc.

Members Absent

Mindy Poole, Commerce Title Company
Mike Gomez, Great American Title
Devin J. Reiss, Greater Las Vegas Association of Realtors (GLVAR)
Richard Compton, Land Title of Nevada (Land America)
Laurie Quigley, Legal Wings

Steve Tuttle, Mercury Transaction Services
Misty Shaffer, National Alliance Title
Troy Hicks, Red Rock Title & Escrow Company
Denise Bray, Southwest Title of Nevada
Ann Stuart, Stewart Title of Nevada

Guests

Kelly McConnell, Clark County Recorder's Office
Laurel Jimenez, Clark County Recorder's Office
Dennis Freimann, Clark County Recorder's Office
Jill Willis, Clark County Recorder's Office
Jared Bradley, Clark County Recorder's Office
Margaret Nordstrom, Clark County Recorder's Office

I. Call to Order

Debbie Conway, Clark County Recorder, called the meeting to order at approximately 1:40 PM.

II. Introductions

The committee members each introduced him or herself and the company that they represented.

III. New Business

a. Information Packet/Folder

Debbie Conway went through the information packet/folder with the RAC members. Each attendee was given a packet that contained the following items: (a) Meeting Agenda, (b) Blank Notes Sheet, (c) Senate Bill 88 on E-Recording, (d) PowerPoint Presentation Handout, (e) 2007 Tentative Meeting Schedule, (f) RAC Committee Contact List, (g) Recorder's Office Brochures [General Information, Marriage Certificate Information, and Real Property Transfer Tax (RPTT)], (h) Recorder's Office General Contact List, (i) Technological Enhancements, (j) Three Monthly Recorder Office Newsletters, and (k) 2006/2007 Clark County Annual Report Each item was briefly discussed.

Additional information packets/folders are available. Please request a copy of the information packet/folder by contacting the Recorder's Office at 455-2659.

b. Purpose of the Committee

Debbie Conway discussed the purpose and need for the council. The RAC Council is an advisory committee created to promote a better understanding of the Recorder's office, inform customers on how to access the services of the Recorder's office, and provide informational highlights of general interest. The RAC Committee is designed to enhance communications and provide a mechanism to be able to reach out to large volume customers, and address their concerns. These meetings will provide an opportunity to discuss issues that may need clarification, and also provide a forum to be able to disseminate information in regards to legislative measures that will impact the Recorder's office in the future.

RAC was established to engage the various title companies and representatives from the Real Estate community. The Recorder's Office wants to be aware of issues, concerns, or if anyone is encountering problems with the office, as well as share pertinent information with the public. The RAC was created to ensure that there is consistent communication between its counterparts.

c. Time and Dates of Meetings

Discussion ensued regarding what are the best times and dates that the meetings should be held. It was agreed upon that the committee should meet quarterly. The committee suggested the second Thursday of each quarter at 9:30 AM.

d. PowerPoint Presentation

Dennis Freimann, Clark County Recorder's Office, made a PowerPoint Presentation. He introduced the committee to the basics of the Recorder's office and how the office operates. **Freimann** went over the department's mission, guiding philosophy, goals, and objective. He also mentioned the Recording Statistics which dated back to when the office was first established and also talked about the daily statistics. **Freimann** went in to detail regarding Real Property Transfer Taxes (RPTT). He provided insight into the department's functions and discussed commonly recorded documents. He outlined the formatting standards and requirements necessary to record a document in the office, as well as the fee schedule. Moreover, he offered that himself or a member of his staff is willing to go out and give a presentation on RPTT and the exemptions.

Next, **Charles Harvey** and **Laurel Jimenez, Clark County Recorder's Office**, continued the PowerPoint Presentation by discussing the technological enhancements that the office has completed, and provided information regarding projects that are currently on the agenda scheduled for completion.

Completed projects are as follows: In April 2007, desktop computers and monitors were upgraded to enhance abilities to process a large number of documents and improve service to customers. Desktop printers were updated to expedite the printing process by having all three (3) paper stocks automatically available for printing and certification. In June 2007, the Recorder's office upgraded to high volume, high capacity document scanners. This enhancement improved image quality, doubled productivity, and reduced processing time. As of July 2, 2007, the Recorder's office changed its hours of operation from 8:00 AM to 5:00 PM. By opening an hour earlier, the office hopes to accommodate more of its customers' needs. Other enhancements in July included the telephone system and lobby enhancements. The new telephone system was designed to improve customer service by automating more phone functions, tying in with Order Entry System (OES) and allowing for seamless expansion as the office grows. Lobby enhancements included additional seating and a workstation for customers waiting and/or filling out forms. In August 2007, the public access area was expanded by merging the Recorder's and Assessor's Public Access Area to research records. Also, Wi-Fi (wireless internet) access has been provided to customers, with laptop capabilities, to access the Internet anywhere on the 2nd Floor. Furthermore, the Recorder's Office is proud to announce its decrease in backlogs for OES and mail outs. In recent years, indexing was behind more than 300,000 documents. Today, every statistical category is up to date. The backlog status remains at 1 day for indexing, 1 day for OES, and 3 days for mail outs. This was accomplished without employees having to work overtime.

Upcoming projects are as follows: Targeted for October 2007, the Recorder's office plans to launch its new and improved website. The improved website will better assist its customers and include new features such as recording fee and RPTT calculators and enhanced navigation. The website is intended to provide an inviting aesthetic appearance that will be appealing to any user. Also, the Q-Matic system will be launched in October as well. The Q-Matic is an automated system for queue management to allow the office to register the customer upon arrival at the office. It will enable the office to manage multiple queues, effectively process customers without phone calls and coming to the front to get the next

customer, manage the flow of customers efficiently, and provide daily customers with prompt, efficient, and orderly customer service. In November 2007, the E-Recording pilot program is scheduled to begin. E-Recording will allow a customer to electronically record documents at the County from the customer's own office using a personal computer, scanner, an internet connection, and the applicable software. This enhancement will make recording a much easier task, create less walk-in traffic, and be a tremendous cost saver to the department. Also in November, Automated Indexing (AI) and Document Rejection Processing should be completed. AI will teach program software where to find key parties to index on recorded documents and automatically populate the fields in our DTS software system with the names of the parties related to the document code/type. The more recorded, the more the AI system learns. The Document Rejection Process will provide a record of when the document was rejected, how many documents were rejected, where they were returned to, and the reason(s) for rejection. This will help correctly advise a customer if and when their document was rejected and assist the phone center in responding to inquiries related to the status of a document. In November 2008, the microfilm backfile conversion and preservation project should be completed. This project will consist of digitizing rolls of microfilm to allow customer access to images on our computer system to view, obtain, and/or make copies. It will also ensure that the Recorder's Office Record Archive will be preserved for the next 500 years. Microfilm scanners should be installed around this same time. The scanner will be able to read a roll of microfilm and digitize the pages at a rate of up to 325 frames per minute. During Fall 2008, the office reconfiguration project is scheduled to begin. This would include making several capital improvements including, but not limited to, adding glass partitions to customer service stations and reconstructing the Records Research stations. Moreover, two satellite offices are scheduled to open across the valley by next Fall to provide additional and convenient locations for customers. The Recorder's office is also exploring the possibility of turning over the marriage certificates to the County Clerk's office.

IV. Miscellaneous Discussions

If any member has a specific item of concern for the next meeting, he or she can email or call the Clark County Recorder's Office to mention it for the next agenda.

V. Public Comments

VI. **Next Meeting Date:** Thursday, December 13, 2007, 9:30 AM, **Gold Room, 4th Floor**
Clark County Government Center, 500 S. Grand Central Pkwy., Las Vegas, NV 89155

VII. Adjournment

The meeting was adjourned.