

Special Note: The following is a summary of the Minutes taken from the Recorder's Advisory Council meeting held on Thursday, September 10, 2009, and does not necessarily provide a detailed verbatim transcription of the Minutes.

MINUTES

**RECORDER'S ADVISORY COUNCIL
THURSDAY, SEPTEMBER 10, 2009
10:30 A.M.**

**CLARK COUNTY GOVERNMENT CENTER
500 SOUTH GRAND CENTRAL PARKWAY
1ST FLOOR, ODC ROOM 3
LAS VEGAS, NEVADA 89155**

Members Present

Debbie Conway, Recorder, Clark County Recorder's Office
Jon Morgan, Equity Title of Nevada
Valerie Connor, First American Title Company of Nevada
Linda Arillano, First American Title Company of Nevada
Caesar Espinosa, FNTG Las Vegas Title Group (servicing CTT, FNT & TT)
Joe Fitzgibbons, FNTG Las Vegas Title Group (servicing CTT, FNT, & TT)
Paul Bell, Greater Las Vegas Association of Realtors (GLVAR)
Rene Espinosa, Nations Title Company of Nevada
Amanda Terrill, Nevada Title Company
Charles C. Clawson II, Noble Title
Kehau Haia, Old Republic Title Company of Nevada
Jack Woodcock, Prudential Americana Group, REALTORS
Patricia Perisco, Prudential Americana Group, REALTORS
Brad Berrett, Republic Services
Carolyn Paige, Republic Services
Patsy Dobesh, Republic Services
Tracy Sabol, SPL Inc
Wil Andasol, Stewart Title of Nevada
Robert Rosales, TitleOne of Las Vegas Inc.
Clayton Freeman, TitleOne of Las Vegas Inc.

Members Absent

Martin Bressler, Chicago Title
Debra Pomponio, Commerce Title Company
Carmen Vojtasek, Community Title Services of Nevada
Mary Ann Porter, Community Title Services of Nevada
Tracey Keller, DHI Title
James Orate, Document Processing Solutions, Inc.
Sue Naumann, Greater Las Vegas Association of Realtors (GLVAR)
Ellie Lumsden, Keller Williams – Market Place
Keith Kelley, Kelley and Associates Real Estate
Steve Dover, Lawyers Title

Laurie Quigley, Legal Wings
Robert C. Sherratt, Mesquite Title Company
Phillip Bouchard, National Title Company
Cyndi Riska, Nevada State Title
Robbie Graham, Nevada Title Company
Nick Nicholson, North American Title Company
Jerry R. Smith, Realty One Group
Troy Hicks, Red Rock Title & Escrow Company

Guests

Dennis Freimann, Clark County Recorder's Office
Denise Gulia, Clark County Recorder's Office
Laurel Jimenez, Clark County Recorder's Office
Shauna Johnson, Clark County Recorder's Office
Eugene Mendiola, Clark County Recorder's Office
Juanita Sul, Clark County Recorder's Office
Maggie Tellez, Clark County Recorder's Office
Susan Wohlbrandt, Clark County Recorder's Office

I. Call to Order

Debbie Conway, Clark County Recorder, called the meeting to order at approximately 10:40 AM.

II. Introductions

The committee members each introduced themselves and the company that they represented.

III. New Business

a. Approval of June 11, 2009 Minutes

The RAC members unanimously approved the minutes for the June 11, 2009 meeting.

b. Discussion Re: Aptitude Solutions (OnCore) – Software System

Laurel Jimenez, Clark County Recorder's Office, led the discussion on the implementation of the new system. Monday, August 3, 2009 was the launch date for the Onore by Aptitude Solution. She informed members that the conversion effort was enormous. **Jimenez** noted that the previous weekend was used to convert the last of the documents and data from the old system. She went on to say that it has been a month since the implementation date and the Recorder's Office staff has come a long way in four weeks. RAC members are encouraged to voice any concerns or questions that anyone may have. One member asked how to differentiate between liens and releases. **Jimenez** clarified by stating that there is only one document type called liens. Another field in the database called a modifier distinguishes the type of Lien such as a Lien Release. She also mentioned that during the first week, some views did not have the modifier column. However, OnCore was notified about this issue and the IT Team will take another look at all the different views to make sure all the results have a document type as well as a modifier.

c. E-Recording (Ingeo)

Shauna Johnson, Clark County Recorder's Office, gave a quick update on the progress of E-Recording. She stated that E-Recording has gone up at least a couple thousand in the month of August and in the next couple of days there will be 150 test documents coming through the system; and if all goes well, it will open up the door for Ingeo to help improve E-Recording in the Recorder's office.

d. White Paper Presentation by the Subcommittee

Jack Woodcock, Prudential Americana Group, first brought to the attention of the group the success of the partnership that has been created between the Recorder's Office and the public. He then stated that the purpose of the White Paper is to create better public services through a relationship between local government and frequent users. The goals are to strengthen local leadership, building stability and accountability to citizens and become more proactive; working to create the most of the opportunities of the 21st century. He then went on to give a brief summary of Debbie Conway's career. He mentions that she has been involved in public service for 20 years. She was elected in January 2007 and immediately looked to doing something of this nature to help raise the standing of the Recorder's Office in the community. The goal is to craft solutions to community challenges resulting in equitable and positive solutions for everyone. The Clark County Government strives to constantly remain responsive and transparent to all its stakeholders. Also, they strive to increase communication to meet the needs of customers. He stated that before this administration there was no direct line of communication, unequal representation, and inconsistency in application of standard recordation procedures. The resolution to these problems came with creation of the Recorder's Advisory Council (RAC). This council consists of Recorder initiated core discussions with frequent and large volume customers, quarterly meetings, discussions of office policies and new initiatives, merging partnerships that provide an opportunity to resolve concerns in a timely manner and increases awareness between all parties involved. Some of its accomplishments have been: installation of Q-Matic, Wi-Fi capability for public access, expanded public research access area, online ordering for marriage certificates and official records, installation of new recordation system, accepting Visa, MasterCard, Discover, and American Express, developed Fraud Awareness Initiative, installed additional security enhancements, provided records research classes, and established trust or escrow holding accounts for large-volume customers. In closing he mentions that plans for the future would be to participate in state and national conferences showcasing new technology, expand by partnering with existing governmental agencies to provide additional branch offices, secure, validate, and verify signatures, complete redaction of personal information, make images available on the webpage, making services more accessible with full service kiosks throughout the County, and digitizing microfilm.

e. Holding Accounts Updates

Juanita Sul, Clark County Recorder's Office, informed RAC members that she has customer applications for any company or individual that is interested in setting up an escrow account. She further explains that the Escrow Holding Account process has been set up for customers to submit money into their holding account. When a company comes into the office to record documents or to make copies, money can be drawn from the account if it has available funds. The current balance of the account is on the receipt after each transaction, so each company can keep track of where they stand. It was noted that the minimum balance for an Escrow Account is \$1,000.00. **Denise Gulia, Clark County Recorder's Office**, added that the escrow accounts can be used for all services provided by the Recorder's office. **Debbie Conway, Clark County Recorder**, mentioned that customers could add to their escrow accounts simply by bringing in a check to **Denise Gulia, Eugene Mendiola, or Juanita Sul** and it will be deposited accordingly.

f. Certification Stamp on Recorded Documents

Laurel Jimenez, Clark County Recorder's Office, presented a PowerPoint to cover concerns about the current changes of the document stamp. She stated that in NRS 247.110 the Legislature is concerned with the fields of information that are put on the stamps. It is an annotation that states the Recorder will note in the upper right corner of the document the exact time and the name of the person recording it. She then showed the members an example of the old stamp versus the new stamp, which is electronically created. She explained that once the image is available, the document is electronically stamped. Stamps are no longer printed out ahead of time and placed on the documents by the deputies. Next, **Jimenez** compared the old stamp to the new stamp to show members that the information is still the same; it just flows in a different order. She supported the Recorder's Office decision to change over to electronic stamping by providing NRS 247.115 that gives the authority to accept electronic documents for recording. It also states that if there is a conflict between the provisions of NRS 111.366 to 111.3697, inclusive, and the provision of this chapter, the provision of NRS 111.366 to 111.3697, inclusive, control. She then elaborated by stating that 58 counties in the Midwest use the same electronic stamp that the Clark County Recorder's Office has been recently using. Only 2 counties do not use the label across the top. On the other hand, other counties reserve the whole 2-3 inch top margin at the top or bottom of the first page or even at the bottom on the last page and not just the 3 by 3 corner as the Clark County Recorder's Office. **Eugene Mendiola, Clark County Recorder's Office**, added that it affects E-Recording most because with documents that are brought into the office the stamps are still put on manually. One of the advantages with this new way of stamping is that it allows documents to be recorded again without having to add an additional page, or coversheet. Now when you do a re-record, it simply pushes down the label and also shows all the previous recordings. **Joe Fitzgibbons, FNTG Las Vegas Title Group (servicing CTT, FNT, & TT)**, asked will the coversheet still be required for re-records. **Mendiola** replied that, with the new system, it is no longer needed because the old stamp is automatically pushed down to make room for the new stamp.

Amanda Terrill, Nevada Title Company, voiced her concern about the stamp across the top of the page and how it affects the first page of the document. **Mendiola** responded that the issue with resizing of the documents has been brought to the attention of SimpliFile and Aptitude Solutions. **Jimenez** added that the margin at the bottom of the document can be used also.

Brad Berrett, Republic Services, commented that the issue his company was having is with the instrument number line at the very top. **Mendiola** told him that it could be related to the printers setting. There are instructions given by SimpliFile on how to adjust printer settings so that you can access your complete document. **Shauna Johnson, Clark County Recorder's Office**, advises member that if they are having a problem with their printer settings to call SimpliFile directly and they will help you set it up specifically for your equipment.

Charles C. Clawson II, Noble Title, inquired if the 3 by 3 space at the upper right corner would still be needed. **Jimenez** explained that it would still be required according to the statute.

Jon Morgan, Equity Title, then stated his dilemma related to the online search results. **Jimenez** stated that although you cannot see it at first view, it is possible to access this information by following a few steps to make it visible on the left hand side.

Caesar Espinosa, FNTG Las Vegas Title Group (servicing CTT, FNTG, & TT), expressed his concern about where to put the reason for re-recording a document if a cover sheet will no longer be needed. **Mendiola** responded by saying that the 3 by 3 space at the top of the

document will be used for that purpose. The reason for re-recording is usually just a brief statement not a paragraph – the important items to have would be the book and instrument number that you are referring to.

Joe Fitzgibbons, FNTG Las Vegas Title Group (servicing CTT, FNTG, & TT), asked if the older documents that have the label stamp would still need a cover sheet, **Mendiola** replied yes those documents would still require a cover sheet. More discussion ensued regarding recording non-compliance issues and other requests.

Denise Gulia, Clark County Recorder's Office, extended the invitation to RAC members to come to the office and view how the Recorder's Office operates. She encouraged anyone who is interested to send her an email.

Debbie Conway, Clark County Recorder, concluded by stating that the items discussed will be reviewed and an email of resolution will be sent out to RAC members.

IV. Miscellaneous Discussions

Wil Andasol, Stewart Title, inquired about the reopening of the branch office in Henderson. **Debbie Conway, Clark County Recorder**, informed everyone that a new contract had been signed. The new office will be moved a couple of doors down. Everything is finalized and we anticipate that possibly within the next 3 months or so the office will be up and running again.

V. Public Comments

There were no public comments at this time.

VI. Next Meeting Date: Thursday, December 10, 2009, 9:30 AM, 1st Floor, Pueblo Room,
Clark County Government Center, 500 S. Grand Central Pkwy., Las Vegas, NV 89155

VII. Adjournment

The meeting was adjourned at 11:46 AM.