



Clark County Recorder's Office Goals for 2017-2018

Technological Enhancements

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Acclaim Testing / Conversion

Since being implemented, the OnCore recording and workflow management system will carry the Clark County Recorder's Office further into the 21st Century and will effectively manage large volumes of documents. Acclaim is an update to the current system that will allow the office to become more up-to-date with the software system while preserving quality of service. This will enable the Recorder's Office to reduce internal paper flow, save time, and efficiently manage the workload by quickly moving images electronically to complete the process.

Projected Completion Date: Fall 2017 / Winter 2018

Electronic Newsletter

The electronic newsletter will provide subscribers with up-to-date information and announcements within the Recorder's Office.

Projected Completion Date: Winter 2017

Prototype for Multipurpose Interactive Recording Kiosks

The Recording Kiosk will allow customers to record documents which includes a customer to staff audio visual conferencing option. The Interactive Recording Kiosks will service remote locations in Clark County. The Recording Kiosk will be located in the outlying areas i.e. Laughlin Town Manager's Office, Henderson Branch, and Mesquite.

Projected Completion Date: Spring 2017

Desktop Computers Upgrade

Upgrade to desktop computers to prepare for and run the new Acclaim recording and workflow management system. New updated equipment will allow the office to be more efficient in providing faster customer service and better enhance recording capabilities to process large quantities of documents and system requests.

Projected Completion Date: Fall 2017

Applause Gov-to-Gov Electronic Recording

This enhancement will allow other government agencies to electronically record documents directly to the Recorder's Office. The web service picks up the package and presents it to the Recorder's Office through an electronic queue that displays the documents directly to the screens of a Recordation Technician. The recorded documents will be returned electronically to the submitter.

Projected Completion Date: Fall 2017 / Winter 2018

CUSTOMER SERVICE

The Clark County Recorder's Office continues to excel in customer service. The Las Vegas Metro Chamber of Commerce Customer Service Excellence Program acknowledged over 25 employees from the Recorder's Office for providing excellent customer service. Our goal is to continue to provide this level of service to our customers and recognize employees for their professionalism.

COMMUNITY OUTREACH

The Recorder's Office conducts fraud prevention workshops in collaboration with the State of Nevada Fight Fraud Task Force. These workshops provide the public with information that they can use to research their recorded documents and deter fraudulent acts that may be committed against them. The Recorder also conducts Business Opportunity and Workforce Development Seminars.

The Recorder's Office participates in a variety of community outreach events, such as the Clark County Fire Department's Open Houses, Clark County Fair, Business Opportunity Fair, Senior Fair, and Armed Forces Fair. The Recorder's Office partners with MOSES and provides donations for the Food Bank which serves seniors and other disenfranchised individuals.

2015 NACO AWARDS

- National Association of Counties Technological Award for **The Mobile Web Project**
- National Association of Counties Technological Award for **The Marriage Certificate Kiosk**

- **2016 CSC E-Recording All-Star Leader of the Pack Award**
- National recognition for advancements in E-Recording and processing records electronically

Q-Matic Orchestra Queuing System Upgrade

Q-Matic is the queuing system used in the Recorder's Office to service customers in a timely fashion. Q-Matic Orchestra is an upgrade to the current queuing system. It will allow for the creation of virtual branches and will provide additional reporting features.

Projected Completion Date: Fall 2017