



Clark County Recorder's Office Technological Enhancements

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for 2020-2021



Acclaim Recordation Module Upgrade
Projected Completion Date: Fall 2020

Since implementation, the recording and workflow management system will continue to carry the Clark County Recorder's Office into the 21st Century and effectively manage large volumes of documents. This upgrade will enable the Recorder's Office to reduce internal paper flow, save time and money, and efficiently manage the workload.



Multipurpose Interactive Recording Kiosk
Projected Completion Date: Winter 2020

The Recording Kiosk allows customers to record documents and can interact with staff via an audio visual conferencing option. The Kiosk will be reprogrammed and multipurposed and placed in areas throughout the county.



Recording Disaster Recovery Plan
Projected Completion Date: Winter 2020

The Recorder's Office will review and make modifications to the current disaster recovery plan and implement recommendations that specify business continuity in the event of any disaster. The disaster recovery plan will allow the Recorder's Office to be able to continue operations.



Public Records / Recording Notification Service
Projected Completion Date: Fall 2020

This enhancement will allow constituents to enroll in an E-mail subscription service notifying the constituents of any documents recorded against their parcel number.



Gov-to-Gov Electronic Recording
Projected Completion Date: Winter 2020

This enhancement will allow other governmental agencies to electronically download 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 on the screens of the Recordation Technician. The recorded documents will be returned electronically to the submitter.



Q-Matic Queuing System Upgrade
Projected Completion Date: Spring 2020

Q-Matic is the queuing system used by the Recorder's Office to place customers in line for service in an orderly and timely manner. An upgrade to the current system will also make additional reporting features available.

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 30 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 prevent fraudulent acts that may be committed against them. The County Recorder also conducts Business Opportunity and Workforce Development Seminars.

The Recorder's Office participates in a variety of community outreach events, such as the hiring of (SBI program) high school interns, the Clark County Fire Department's Open Houses, Clark County Fair, Business Opportunity Fair, Senior Fair, and Armed Forces Fair. The Recorder's Office in the past has partnered with MOSES and provide donations for the Food Bank which serves seniors, and veterans.

The Recorder's Office will update their website to enhance the end-user experience with a streamlined appearance of website content allowing constituents better access to commonly used Recorder's Office services.

The Recorder's Office has been selected to host the 2020 Recorder's Association of Nevada Annual Meeting being held in Spring of 2020. The Recorder's Office along with the Las Vegas Convention and Visitors Authority will also host the annual Nevada County Fiscal Officers Association Conference in 2021.

RECORDER'S OFFICE AWARDS

- 2016 CSC E-Recording All-Star Leader of the Pack Award
 - National recognition for processing records electronically
- 2018 Nevada Taxpayers Association
 - Cashman Good Government Finalist Award for the Recorder's Office E-Recording Project
- 2018 International Association of Government Officials
 - Innovator Award- Recorder's Division

