

Register of Deeds

Organization: 160050

	2010/11 Actual	2011/12 Current	2012/13 Requested	2012/13 Approved	Percent Change
Revenues					
Real Estate Excise	\$357,820	\$360,000	\$360,000	\$360,000	0%
Charges & Fees	460,717	475,508	476,800	494,800	4%
Miscellaneous	195,355	186,000	190,000	197,000	6%
General Fund	(354,908)	(322,843)	(353,022)	(377,083)	17%
Total	\$658,984	\$698,665	\$673,778	\$674,717	-3%
Expenses					
Personal Services	\$522,164	\$526,915	\$504,728	\$505,667	-4%
Supplies & Operations	136,820	171,750	169,050	169,050	-2%
Capital	0	0	0	0	0%
Total	\$658,984	\$698,665	\$673,778	\$674,717	-3%
Employees					
Permanent	11.00	11.00	10.00	10.00	-9%
Hourly	0.00	0.00	0.00	0.00	0%
Total	11.00	11.00	10.00	10.00	-9%

Budget Highlights

Ten percent of the total revenues collected for marriage licenses, recording of legal instruments, UCC filing fees, and miscellaneous revenues are recorded in the Register of Deeds Automation and Preservation Fund. The remaining 90 percent stays in the General Fund. This was effective January 1, 2002, when House Bill 1-73 was approved by the General Assembly.

The budget reflects a 4 percent decrease due to the elimination of one position at midyear in Fiscal Year 2011/12. The Board of Commissioners approved a position in December 2008 to assist with indexing efforts that sunset December 2011. The budget continues preservation work to protect original documents and increase electronic access to records.

Performance Measurement

Fiscal Year 2012/13

Register of Deeds outcomes continue to focus on the services provided to the public in office and online. Outcomes were streamlined to more accurately reflect annual efforts of the department. Previously, the department had a separate outcome for ensuring accuracy of indexing by having a target error rate of less than 1 percent. This is really an additional measure for the department's first outcome to provide timely, courteous, and accurate services to the public and was collapsed into this outcome accordingly. Two other outcomes were eliminated as they were largely duplicative of the remaining outcomes focused on implementing

technologies to scan and make documents available electronically in the office and online and to ensure records are preserved in the event of a disaster. The outcomes were originally added to show long range planning but the only measurable component were the actions taken from year to year, which were already covered in existing outcomes.

Fiscal Year 2011/12

The mid-year report for 2011/12 indicates that all outcomes associated with providing timely, courteous, and accurate services to the public are being met. At midyear, the following had been achieved:

- Real estate documents, vital records, and vital records requests are recorded daily.
- Records are being indexed with an error rate of less than 1 percent.
- More emphasis is being placed on long-term projects that will convert paper files to an electronic format.
- More written documentation is available for marriage licenses, both in the office and on the Internet. This includes birth records back to 1935 and marriage records back to 1973. Staff is still working to provide death records back to 1960 as planned for this year.

Fiscal Year 2010/11

The Register of Deeds continues to provide timely, courteous, and accurate services. Its targets surrounding recording real estate documents, vital records, and responding to vital records requests have all been met or exceeded by having all documents recorded and requests processed on the same day. The department has also maintained an indexing error percentage of less than 1 percent by using a blind double-key indexing method. To protect against data loss, the department began several long-term projects including indexing and scanning vital records, military records, corporate records, screen plats, and reviewing grantee books to determine a standard and complete set for scanning. The department met its goal surrounding disaster preparation, by backing up digital records through the County's Technology Department, the Archives in Raleigh, or Logan Systems, maintaining an up-to-date recovery plan, and including the public in two of the four drills conducted each year. The Register of Deeds also met its goal overall of reducing the amount of in-office research time required to obtain copies of needed records by providing access to planned records online. One set of books for real estate associated with a previous software vendor used for indexing remains unavailable due to the staff time needed to help convert these records. Vital records are also being indexed daily with targets for indexing and scanning uncertified copies being met.

REGISTER OF DEEDS

Statement of Purpose

The Catawba County Register of Deeds serves as custodian of all records of real estate, vital records, military discharges, and the certification of notary publics and is essential in preserving the history of the County. This includes providing the public with accurate and expedient documentation as needed.

We are a customer-driven recording agency that provides numerous functions to the legal community and the general public. The Register of Deeds is an elected official of four year terms who is legally charged with recording and maintaining the integrity, completeness, accuracy and safekeeping of Catawba public records.

The department's highest priority is to provide six services required by North Carolina General Statutes. The six required services are recording legal documents, issuing marriage licenses/certificates, issuing birth and death certificates, issuing notary public oaths/authentications, imaging recorded documents and maps, and indexing recorded documents and maps.

The office is bound by North Carolina General Statutes to make recorded documents available via a temporary or permanent index within 24 hours; documents must be fully indexed on the permanent index within 30 days of the initial recording. At the same time, the indexing unit strives for a margin of error of less than 1 percent.

Outcomes

1. Provide timely, courteous, and accurate services to the public by:
 - a. Recording 100 percent of real estate documents the same day received.
 - b. Recording 99 percent of vital records the same day received, given there are no problems with the records.
 - c. Responding to 99 percent of all vital records requests (marriage license, birth, and death certificates) received by mail and in person within the same day, given there are not problems with the request.
 - d. Returning real estate documents within three days after indexing is complete.
 - e. Educating couples of the requirements for marriage license by instructing them as to the appropriate documentation accepted within the North Carolina laws.
 - f. Ensuring an indexing error rate of less than 1 percent for all recorded documents.

2. Improve customer service to the public by reducing the amount of in office research time required to obtain copies of needed records by implementing the following technologies by June 30, 2013:
 - a. Same day indexing and recordings which consist of working with Catawba County Public Health and funeral homes.
 - b. Providing the indexing and scanned uncertified copies of delayed birth records for Volumes 18 – 17 for the self-service in-house terminals, which contain various dates of births, but these records would have been filed from April 8, 1975, to current (last record March 12, 2009).
 - c. Providing the indexing and scanned uncertified copies of death records back to 1950 on the self-service in-house terminals. (Filings from 1967 to the present are already available.)
 - d. Providing the indexing and scanned uncertified copies of marriage records back to 1950 on the self-service in-house terminals. (Filings from 1961 to the present are already available.)
 - e. Providing offline access for staff only to scanned images of the Military Discharge DD214 forms of Volumes 15 to 11 going backwards from the most recent to the oldest. (Volumes 20 – 16 are already available.)
 - f. Providing offline access for staff only to indexing of the Military Discharge DD214 forms. Two books will be completed.
 - g. Work with Information Technology to keep Website updated, user friendly, and available 24 hours per day, seven days per week.

3. Minimize loss and maximize the ability to retrieve all records in the Register of Deeds Office records in the event of a disaster by ensuring that a Disaster Recovery Plan is intact and operational.
 - a. Backup digitalized real estate records, vital records, military discharges, and notary public certifications either through the Catawba County Information Technology Department, Archives in Raleigh, or Logan Systems.
 - b. To keep the most updated recovery plan in Disaster Notebook and make sure all staff knows how to implement the plan in a time of need.
 - c. To have quarterly drills for the staff to ensure awareness of the Disaster Recovery Plan and how to address any alterations needed to the plan.
 - d. To include the public in at least two of the four drills held throughout the year.