

Register of Deeds

Organization: 160050

	2012/13 Actual	2013/14 Current	2014/15 Requested	2014/15 Approved	Percent Change
Revenues					
Real Estate Excise	\$489,384	\$400,000	\$430,000	\$400,000	0%
Indirect Cost	0	0	0	1,102	0%
Charges & Fees	632,485	571,300	582,100	566,100	-1%
Miscellaneous	133,986	208,000	208,000	214,000	3%
General Fund	(632,569)	(490,853)	(501,459)	(476,655)	-3%
Total	\$623,286	\$688,447	\$718,641	\$704,547	2%
Expenses					
Personal Services	\$491,123	\$513,932	\$558,066	\$532,397	4%
Supplies & Operations	132,163	164,075	160,575	172,150	5%
Capital	0	10,440	0	0	0%
Total	\$623,286	\$688,447	\$718,641	\$704,547	2%
Employees					
Permanent	10.00	10.00	10.80	10.00	0%
Hourly	0.00	0.00	0.00	0.00	0%
Total	10.00	10.00	10.80	10.00	0%

Budget Highlights

The Register of Deeds' (ROD) recommended budget for Fiscal Year 2014/15 increased by \$704,547, (2 percent) from the current year. This is the result of increasing the funding for automation efforts. The largest revenues, Real Estate Excise Stamps and Recording of Legal Instruments, are projected to remain constant for Fiscal Year 2014/15, indicating real estate activity will remain constant.

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

Performance Measurement

Fiscal Year 2014/15

In Fiscal Year 2014/15, Register of Deeds (ROD) will continue to focus on providing timely, courteous and accurate services to the public by recording 99 percent of the vital records received within one day. The office will also strive to improve customer service by engaging in a robust indexing/scanning effort that will increase the public's access to birth, death, and marriage records via the internet. The third area that Register of Deeds' outcomes center on is minimizing the loss of all records in the event of a disaster. The department plans to update its Disaster Recovery Plan and conduct quarterly drills not only to minimize loss but also to maximize the department's ability to retrieve all records during a disaster. The Register of Deeds multi-year outcome aims to complete the scanning and indexing of the County's earliest death and marriage records.

Fiscal Year 2013/14

At mid-year the Register of Deeds was on target to achieve two of its three Fiscal Year 2013/14 outcomes. The lone outcome not on target pertained to improving customer service, specifically, providing offline access for staff only to scanned imaged of the Military Discharge DD214 forms of Volumes 21 to current images. Due to lack of staffing this is not on target. All other ROD efforts made to improve customer service such as indexing and scanning uncertified copies of delayed birth records, death records, and marriage records were on target.

The Register of Deeds continued to provide timely, courteous, and accurate services to the public by recording 100 percent of real estate documents and 99 percent of vital records on the day received. Likewise, the department responded to 99 percent of vital records requests within the same day. ROD also sought to minimize the likelihood of losing records and maximize the ability to retrieve records in the event of a disaster by backing up digitized real estate records, updating the Disaster Recovery Plan, and conducting quarterly drills.

Fiscal Year 2012/13

Last fiscal year the Register of Deeds provided timely, courteous, and accurate services by recording 100 percent of real estate documents and 99 percent of vital records on the same day; returning real estate documents within three days after being indexed; and educating couples on North Carolina marriage license requirements. Customer service improved with the implementation of techniques that reduced the department's in-office research time. The Register of Deeds ensured an indexing error rate of less than 1 percent by using a blind double-key indexing method for all recorded documents.

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. It is essential in preserving Catawba County's history.

The Register of Deeds is a customer-driven recording agency that provides numerous functions to the legal community and the general public, such as supplying accurate and expedient documentation as needed. 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 County's 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 one percent.

Outcomes

1. To provide timely, courteous, and accurate services to the public, the Register of Deeds will:
 - a. Record 100 percent of real estate documents the same day received.
 - b. Record 99 percent of completed vital records the same day received.
 - c. Respond 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. Return 100 percent of real estate documents within three days after indexing is complete.
 - e. Educate 100 percent of couples on North Carolina's marriage license requirements.
 - f. Ensure an indexing error rate of less than one percent for all recorded documents.

2. Improve customer service to the public by reducing the in office research time needed to obtain copies of records by implementing the following technologies by June 30, 2015:
 - a. Same day indexing and recording of 100 percent of received birth and death certificates, which consist of working with Catawba County Public Health and funeral homes.
 - b. Providing offline access for staff only to scanned images of the Military Discharge DD214 forms of Volumes 23 to current images. (Volumes 20 – 11 are already available.)
 - c. Fiscal Year 2014-15: Providing offline access for staff only to indexing of the Military Discharge DD214 forms. Books 23 & 24. (Data for Books 18 - 22 are already available.)
 - d. For individuals born in Catawba County whose notification of death is received, 85 percent of Birth certificates will be marked DECEASED. These records will also be scanned for the self-service in-house terminals.
 - e. Marriage licenses marked EXPIRED/NEVER RETURNED 85 percent of Marriage licenses issued and not returned after 60 days of issuance will be stamped EXPIRED/NEVER RETURNED. These records will also be scanned for the self-service in-house terminals.
 - f. 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 Deed's Office in the event of a disaster by ensuring a Disaster Recovery Plan is intact and operational using the following methods:
 - a. Backing up 100 percent of 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. Updating the Disaster Notebook's recovery plan and guaranteeing staff knows how to implement the plan.
 - c. Having quarterly drills for the staff to ensure awareness of the Disaster Recovery Plan and how to address any alterations needed to the plan.
 - d. Including the public in at least two of the four drills held throughout the year.