

Register of Deeds

Organization: 160050

	2013/14 Actual	2014/15 Current	2015/16 Requested	2015/16 Approved	Percent Change
Revenues					
Real Estate Excise	\$415,099	\$400,000	\$515,000	\$515,000	28.8%
Indirect Cost	0	1,102	0	0	0%
Charges & Fees	532,629	566,100	464,500	464,500	-17.9%
Miscellaneous	145,900	214,000	210,000	210,000	-1.9%
General Fund	(402,782)	(475,553)	(512,341)	(496,025)	4.3%
Total	\$690,846	\$705,649	\$677,159	\$693,475	-1.7%
Expenses					
Personal Services	\$485,175	\$532,397	\$536,999	\$553,315	3.9%
Supplies & Operations	189,831	172,150	140,160	140,160	-18.6%
Capital	15,840	0	0	0	0%
Total	\$690,846	\$704,547	\$677,159	\$693,475	-1.6%
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	0.0%

Budget Highlights

The Register of Deeds' (ROD) recommended budget for Fiscal Year 2015/16 decreased by 1.6 percent from the Fiscal Year 2014/15 budget, a decrease of \$11,072. This is the result of completing scanning / indexing and redaction projects.

Performance Measurement

Fiscal Year 2015/16

In Fiscal Year 2015/16, Register of Deeds will continue to focus on providing timely, courteous and accurate services to the public by recording 99 percent of the vital records received and responding to 99 percent of vital records requests within one day. The office also will strive to administer notary public oaths to 100 percent of approved applicants the same day as requested. Register of Deeds will continue work on a robust indexing/scanning effort to increase public access to birth, death, and marriage records. Finally, Register of Deeds will back up all digitized records and keep the Disaster recovery plan updated to minimize loss of records in the event of a disaster.

Fiscal Year 2014/15

At mid-year Register of Deeds (ROD) was on target to achieve two of its three Fiscal Year 2014/15 outcomes. The outcome not on target pertained to improving customer service by providing access to updated birth certificates marked "deceased" and marriage licenses marked "expired/ never returned" if applicable. Staff has begun this work and continues to strive to meet the outcome. All other ROD efforts to improve customer service including indexing and scanning birth certificates, death records, and Military Discharge DD214 forms were on target. ROD 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 records, updating the Disaster Recovery Plan, and conducting quarterly drills.

Fiscal Year 2013/14

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. 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.

The Register of Deeds also met its goal surrounding disaster preparation by backing up digitized real estate records, vital records, military discharges, and notary public certifications through the County's Technology Department, the Archives in Raleigh, or Logan Systems; maintaining an up-to-date disaster recovery plan; and including the public in two of four drills per year.

Customer service improved through efforts to reduce the department's in-office research time. Four components of this outcome were not achieved. Providing indexing and scanned uncertified copies of death records since 1940 on the self-service in-house terminals has not yet been achieved due to delay from Raleigh. Providing offline access for staff to scanned images of Military Discharge DD214 forms and indexing of the Military Discharge DD214 forms of Books 19 and 20 were not achieved due to lower staffing levels, although progress was made. The Register of Deeds continues to work toward these two components of this outcome.

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, recording/issuing birth and death certificates, issuing notary public oaths/authentications, imaging recorded documents and maps, along with indexing all the above 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. This is to ensure that each staff member, constituent or citizen will be able to retrieve such public records when needed.

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 96 percent of vital records the same day received, given there are no problems with the records.
 - c. Respond to 96 percent of all vital records requests (marriage license, birth, and death certificates) received by mail and in person the same day received, given there are not problems with the request.
 - d. Return 100 percent of real estate documents within five days after indexing is complete.
 - e. Educate 100 percent of couples on North Carolina's marriage license requirements.
 - f. Administer notary public oaths to 100 percent of approved applicants the same day as requested.
 - g. 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, 2016:
 - a. Record and index 100 percent of birth and death certificates the same day received by working with Catawba County Public Health and funeral homes.
 - b. Provide indexed and scanned delayed birth records for Volumes 1 to current on the self-service in-house terminals.
 - c. Provide indexed and scanned death records back to 1935 on the self-service in-house terminals.
 - d. Provide staff indexed and scanned marriage records back to 1842 on the self-service in-house terminals.
 - e. Provide access to scanned images of Book 1 to current images of the Military Discharge DD214 records on staff terminals.
 - f. Provide access to indexed data of Books 1-17 of the Military Discharge DD214 records on staff terminals. (Data for Books 18 - current are already available.)
 - g. For individuals born in Catawba County whose notification of death is received, 85 percent of birth certificates will be marked DECEASED. Scan 100 percent of these records into the self-service in-house terminals. *This is done according to North Carolina Vital Records Administration Code 10A NCAC 41H .0601*
 - h. Stamp 85 percent of Marriage licenses issued and not returned after 60 days EXPIRED, NOT USED or NEVER RETURNED. Scan 100 percent of stamped licenses into the self-service in-house terminals.
 - i. 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. Back up 100 percent of digitized 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. Update the Disaster Notebook's recovery plan and ensure staff knows how to implement the plan by attending state sponsored training during the fiscal year.
 - c. 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. Include the public in at least two of the four drills held throughout the year.