

Register of Deeds

Organization: 160050

	2014/15 Actual	2015/16 Current	2016/17 Requested	2016/17 Approved	Percent Change
Revenues					
Real Estate Excise	\$543,177	\$515,000	\$515,000	\$540,000	4.9%
Indirect Cost	1,102	0	0	0	0%
Charges & Fees	528,889	464,500	692,800	704,200	51.6%
Miscellaneous	157,945	210,000	10,500	11,500	-94.5%
General Fund	(522,874)	(496,025)	(403,755)	(461,593)	-6.9%
Total	\$708,239	\$693,475	\$814,545	\$794,107	14.5%
Expenses					
Personal Services	\$521,100	\$553,315	\$631,485	\$617,497	11.6%
Supplies & Operations	186,037	140,160	183,060	176,610	26.0%
Capital	0	0	0	0	0%
Total	\$707,137	\$693,475	\$814,545	\$794,107	14.5%
Employees					
Permanent	10.00	10.00	11.00	10.00	0%
Hourly	0.00	0.00	0.00	0.43	0%
Total	10.00	10.00	11.00	10.43	4.3%

Budget Highlights

The Register of Deeds' approved budget for Fiscal Year 2016/17 increased \$100,632 (14.5 percent) from the current year due to performance pay, health, retirement, the 27th payroll, and expenses associated with scanning of State highway maps and original Deeds of Trust/Mortgage books that contain easements. Controlling for the costs of the 27th payroll (which amounts to \$20,575), normal operating increases equate to 11.5 percent.

Performance Measurement

Fiscal Year 2016/17

In Fiscal Year 2016/17, 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 original Deeds of Trust/Mortgage books that contain easements 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 conduct quarterly drills not only to minimize loss but also to maximize the department's ability to retrieve all records during a disaster.

Fiscal Year 2015/16

At mid-year the ROD was on target to achieve all of its Fiscal Year 2015/16 outcomes. ROD efforts to improve customer service such as indexing and scanning uncertified copies of delayed birth, death, 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 at least 96 percent of vital records on the day received. Likewise, the department responded to 100 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 2014/15

Last year, the Register of Deeds achieved two of its three outcomes fully. Only one component of the customer service outcome was not achieved. It pertained to improving customer service by providing access to updated birth certificates marked "deceased."

All other ROD efforts to improve customer service including indexing and scanning birth certificates, death records, and Military Discharge DD214 forms were achieved. 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.

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 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 99 percent of vital records the same day received, given there are no problems with the records.
 - c. Respond to 99 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 no problems with the request.
 - d. Return 100 percent of real estate documents within four 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. Increase the convenience to customers by creating electronic records through scanning and indexing, in turn reducing the in-office research time needed to obtain copies of records:
 - a. Successfully work with Catawba County Public Health and funeral homes to achieve same day indexing and recording of 100 percent of received birth and death certificates
 - b. Provide access to indexed data of Books 1-11 of the Military Discharge DD214 records on staff terminals. (Data for Books 12 - current are already available).
 - c. Provide access to scanned images of up to 125 real estate books that have yet to be scanned that are known to contain easements.
 - d. Provide scanned index and images of the State Highway Plan Maps Books from 1 through 2.
 - e. Keep Website updated, user friendly, and available 24 hours per day, seven days per week, in collaboration with Technology.

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% 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. Have quarterly drills for the staff to ensure awareness of the Disaster Recovery Plan and how to address any alterations needed to the plan.
 - c. Include the public in at least two of the four drills held throughout the year.