

REGISTER OF DEEDS

Key Function Organization Chart



Department Services

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.

Budget Highlights

REGISTER OF DEEDS

Organization: 160050

	2015/16 Actual	2016/17 Current	2017/18 Requested	2017/18 Adopted	Percent Change
Revenues					
Real Estate Excise	\$553,631	\$540,000	\$669,660	\$604,800	12.0%
Indirect Cost	1,102	0	0	0	0%
Charges & Fees	680,961	704,200	813,000	756,660	7.4%
Miscellaneous	24,498	11,500	(75,006)	(68,867)	-698.8%
General Fund	(544,945)	(461,593)	(613,583)	(499,437)	8.2%
Total	\$715,247	\$794,107	\$794,071	\$793,156	-0.1%
Expenses					
Personal Services	\$559,019	\$617,497	\$622,424	\$621,509	0.6%
Supplies & Operations	155,126	176,610	171,647	171,647	-2.8%
Capital	0	0	0	0	0%
Total	\$714,145	\$794,107	\$794,071	\$793,156	-0.1%
Employees					
Permanent	10.00	10.00	10.00	10.00	0%
Hourly	0.00	0.00	0.20	0.20	0%
Total	10.00	10.00	10.20	10.20	2.0%

The budget decrease of \$951 (-0.1 percent) is related to removal of funds to support the 27th payroll, that occurred in the current fiscal year.

REVENUE HIGHLIGHTS

- Real Estate Excise Stamps (\$64,800 increase): The number and associated revenue related to real estate excise stamps has increased greatly in the current fiscal year due to increased construction activity.
- Charges & Fees (\$52,000 increase): Driven by Recording of Legal Instruments.

Performance Measurement

FISCAL YEAR 2017/18

In Fiscal Year 2017/18, Register of Deeds (ROD) will continue to focus on providing timely, courteous and accurate services to the public by recording 100 percent of the real estate records received within four business days. 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.

MID-YEAR FISCAL YEAR 2016/17

At mid-year the ROD was on target to achieve all of its Fiscal Year 2016/17 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 99 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 2015/16

Last fiscal year the Register of Deeds provided timely, courteous, and accurate services by

Fiscal Year	Total Outcomes	Achieved	Not Achieved	Success Rate
2015/16	3	2	1	67%
2014/15	3	2	1	67%
2013/14	3	2	1	67%

recording 100 percent of real estate documents and 96 percent of vital records on the same day, educating couples on North Carolina marriage license requirements, and ensuring an indexing error rate of less than 1 percent.

Customer service improved through efforts to reduce the department's in-office research time. The Register of Deeds completed same day indexing and recording of all received birth and death certificates and marriage licenses, updated unreturned marriage license records, and maintained a user-friendly website. Two components of this outcome were unachieved. Delayed birth records were not indexed timely for the self-service in-house terminals. Additionally, only 14/18 volumes of military discharges were provided on staff terminals. These volumes are hard to read, elongating the time to index and make accessible on staff terminals.

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.

Outcomes

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

2. Increase 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. Provide access to scanned images of up to 25 real estate books that have yet to be scanned that are known to contain easements.
 - b. Review received scanned images and data from Logan of Birth, Death, Marriage and Military records.
3. Minimize loss and maximize the ability to retrieve all records in the Register of Deeds' 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 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.