

Special Note: The following is a summary of the Minutes taken from the Recorder's Advisory Council meeting held on Thursday, August 30, 2007, and does not necessarily provide a detailed verbatim transcription of the Minutes.

MINUTES

**RECORDER'S ADVISORY COUNCIL COMMITTEE
THURSDAY, DECEMBER 13, 2007
9:30 A.M.**

**CLARK COUNTY GOVERNMENT CENTER
500 SOUTH GRAND CENTRAL PARKWAY
4th FLOOR, GOLD ROOM
LAS VEGAS, NEVADA 89155**

Members Present

Debbie Conway, Recorder, Clark County Recorder's Office
Charles Harvey, Assistant Recorder, Clark County Recorder's Office
Jerry R. Smith, Century 21
Carmen Vojtasek, Community Title Services of Nevada
Mary Ann Porter, Community Title Services of Nevada
Jeff Tolbert, DHI Title
Kipp Cooper, Greater Las Vegas Association of Realtors (GLVAR)
Keith Kelley, Kelley and Associates Real Estate
Mark Lewis Julian, Nevada State Title
Sue Dudzinski, Nevada Title Company
Lisa Forbes, Nevada Title Company
Charles C. Clawson II, Noble Title
Nick Nicholson, North American Title Company
Jack Woodcock, Prudential Americana Group, REALTORS
Bob Kneesel, Republic Services
Eric Stewart, Republic Services
Mark Harper, Ticor Title of Nevada, Inc.

Members Absent

Bob Cannata, Chicago Title
Mindy Poole, Commerce Title Company
Robert Rosales, Equity Title of Nevada
Valerie Connor, First American Title Company of Nevada
Mike Gomez, Great American Title
Bert Barber, Land Title of Nevada (Land America)
Laurie Quigley, Legal Wings
Steve Tuttle, Mercury Transaction Services
Robert C. Sherratt, Mesquite Title Company
Misty Shaffer, National Alliance Title
Rene Espinosa, Nations Title Company of Nevada
Julia Mockbee, Old Republic Title Company of Nevada
Troy Hicks, Red Rock Title & Escrow Company
Denise Bray, Southwest Title of Nevada

Ann Stuart, Stewart Title of Nevada
Norma Spaeth, TitleOne of Las Vegas Inc.

Guests

Laurel Jimenez, Clark County Recorder's Office
Dennis Freimann, Clark County Recorder's Office
Jill Willis, Clark County Recorder's Office
Margaret Nordstrom, Clark County Recorder's Office
Eugene Mendiola, Clark County Recorder's Office
Juanita Sul, Clark County Recorder's Office
Roger Wilson, Simplifile
Eric Blomquist, Simplifile

I. Call to Order

Debbie Conway, Clark County Recorder, called the meeting to order at approximately 9:35 AM.

II. Introductions

The committee members each introduced him or herself and the company that they represented.

III. New Business

a. Time and Dates of Meetings Memo

Debbie Conway distributed the memo to all RAC Council representatives indicating the time and dates of future meetings. These meetings were decided based on the collective decision of members in attendance from the previous meeting. Meetings will be held on the 2nd Thursday of the month on a quarterly basis. Each meeting will be held at the Clark County Government Center generally in the Pueblo Room on the first floor.

b. Economic Conditions and Current Impact

Debbie Conway asked **Maggie Nordstrom** and **Jill Willis** from the Recorder's Office to do a brief presentation on the economic conditions and current impact. A PowerPoint presentation was given to the RAC members. The presentation opened with a summary of statistics regarding what the Recorder's Office experiences daily in terms of the number of walk in customers, mail in documents, and other recording statistics. Also discussed was the topic of increased foreclosures and interest rates, stricter loan qualifications, which leads to fewer qualified buyers and decreased loan activity. Moreover, it leads to fewer deed and deeds of trust recordings. Discussion ensued from the RAC Council in terms of wanting more statistics of foreclosures. One member wanted to know how many of those foreclosures were investors. Debbie mentioned possibly forming a subcommittee regarding these issues in order to collect pertinent information. More discussion ensued. Several members from the RAC Committee volunteered to serve on the subcommittee regarding media-related press releases. The presentation continued with the discussion of indexing, quality assurance, the phone center, and the process of recording official records. It was mentioned that indexing is no longer weeks behind; the Recorder's Office has actually caught up and is currently only one day out and usually indexing documents recorded that same day. Quality assurance, which is like a double check, has increased as well. Incoming calls to the phone center has seen a 6.5% increase over the past year perhaps due to the revised local recording requirements, revised statutory requirements, increased rejections, foreclosure inquiries, transfer tax inquiries, and marriages for 07/07/07. The presentation continued with statistics of order requests for copies of official records, as well as information on scanning/archiving official records. The Recorder's Office is proud to say that they are only one week out on

returning documents to customers. In 2006, they were over 8 weeks out. Emphasizing that the office's goal is to be the Model Recorder's Office concluded the presentation; "Good, better, best; we will never let it rest, 'til our good is better, and our better is best!"

c. Project Status Update

Charles Harvey and Laurel Jimenez, Clark County Recorder's Office, gave the RAC members an update on the enhancements that are currently taking place in the office. New high-speed scanners were implemented. They scan between 23,000 – 30,000 documents per day. The goal is to scan documents in order to be available for the next day. The Q-Matic system was a project in collaboration with the Assessor's office. It has enabled the office to handle customer queuing in a much efficient manner as well as allow for broadcasting of CNN live news. Psychologically, it gives the impression that the office is queuing customers quicker. Customers are pulling their tickets and hearing their number called in a timely manner. It has been a tremendous success. The new telephone system has allowed for better call flow monitoring and control. Telephone scripts will be re-recorded within the next month as well as rearranging the press off options to benefit the customer. The current press offs and script takes too long for the customer to reach a live person. In November 2007, the website was launched. It has a fresh, professional look to it. The website is user-friendly and efficient in providing information the customer needs. The next step will be adding an E-Commerce application that will allow customers to order and pay for records online. Also, there are a few microfilm projects. The goal is to digitize all microfilm as well as to maintain the film in the archive for preservation purposes and statutory requirements only. The project has been broken down into three parts. The first to be digitized will be from this decade, 2000 – 2004. Next, the office will work backwards in order to digitize the rest. It is possible to digitize some of this In-House. Lastly, the office is working on a preservation project of 2500 rolls of microfilm for 2000-2004. There are approximately 20,000 rolls of microfilm in the archive that will be preserved as well. A third party will be called in to assist with this project. Specifications for this project are currently being reviewed by purchasing. A bid will hopefully be let early 2008. Moreover, the Recorder's office has been working closely with the Assessor's office and setting up satellite offices. There are two locations where the Assessor's office is already situated – Stephanie and American Pacific in Henderson and Cheyenne and Tenaya in Las Vegas. The proposal is already in draft form for implementing these two satellite offices.

Dennis Freimann, Clark County Recorder's Office, gave a brief overview of his Audit Team, RPTT, values and deeds. Also, he went into some helpful information that some people may not know. His job is to record documents properly. The Recorder's Office is bound by the NRS in terms of what they can and cannot do. Thus, Freimann is offering to go out to RAC members, having members come into the office, or even both in order to train and educate about the issues companies and their clients are being faced with. Informal hearings were mentioned as well. Taxpayers do have the right to appeal and go through a hearing process. Training sessions can include whatever information or questions people may have – keep people informed of the scams out there i.e. foreclosure scams. Freimann made business cards available for questions and assistance. The Audit team is willing to put together packets of information. They want to work with you and do everything possible to ensure that taxpayers are getting all of the money they can get back and know that they can appeal. Revenues go mainly to the state. The Recorder's office gets about 1%. Audit fees go to the general funds for the County.

d. Community Outreach

Maggie Nordstrom and Jill Willis discussed a community outreach event. The Recorder's Office worked with the Assessor's office for "Celebrate the Customer" Week from December 4 – 6, 2007. Employees from both offices personally greeted each customer over this 3-day

event. Staff provided refreshments and the County Assessor and Recorder provided small trinkets.

e. Surveys

During the Celebrate the Customer Week, customers were asked to take a survey asking about the service received from their visit. A total of 250 surveys were completed. The survey asked the customer five brief questions. Results from the survey indicated that 85% of the customers conducted business in the Recorder's Office. Purpose of the customer visit was as follows: 58% recorded a document; 22% obtained a copy of a document; 8% conducted research. 85% of customers rated the associate that assisted them a 10. 98% of customers received the service expected. Finally, 76% indicated that the wait time was five minutes or less.

f. Records Management

Laurel Jimenez talked about a project where an RFP was submitted to hire a consultant to do an analysis of all of the County's records. The idea is to figure out how to store and retrieve documents between different departments without using different systems.

g. Presentation on E-Recording

Eric Blomquist and Roger Wilson, Simplifile, gave a brief presentation on E-Recording and how it works. E-Recording will allow for this age to develop into a digital process world. Blomquist went through the process of how E-Recording works in Simplifile's system. He logged onto simplifile.com and gave the RAC members a guided tour of how a document would be recorded and sent to the Recorder's office. Through Simplifile, the customer would choose the destination of the document, the type of documents to be E-Recorded, verification of the electronic document, where fees will incur from, submission, comments for the county as well as internal comments for the company i.e. the submitter's side. Moreover, Blomquist discussed building a batch process function. From the County's view, they can click on the submitted documents, view them, reposition the stamp, view all of the pages to make sure it is a quality scan, verify fees are correct, and make any necessary edits at this time. If rejected, there is a page that will be sent back to the submitter with the reason why the document was rejected. Questions ensued regarding E-Recording with Simplifile. Payment options were also discussed. **Debbie Conway** mentioned that First American Title Company was chosen as the pilot for E-Recording because they have about 45,000 documents that they need recorded quickly. Since there are so many, it would be too much to bring into the office. It will be good to use them to see how well E-Recording can be done.

IV. Miscellaneous Discussions

RAC members congratulated the Recorder's Office for doing a great job.

V. Public Comments

VI. Next Meeting Date: Thursday, March 13, 2008, 9:30 AM, Pueblo Room, 1st Floor
Clark County Government Center, 500 S. Grand Central Pkwy., Las Vegas, NV 89155

VII. Adjournment

The meeting was adjourned.