



Clark County Recorder's Office

HISTORY

DEBBIE CONWAY – JANUARY 2007 - PRESENT

Clark County Recorder Debbie Conway is a leader in the recording industry for Nevada implementing technology. Prior to being elected, Recorder Conway served the public for over 20 years. Ms. Conway was Clark County's Department of Finance Small Business Development Manager. She also founded the Summer Business Institute Program, a high school mentorship program which provided thousands of students with internships and scholarships. Ms. Conway is from the State of Mississippi and has earned her Master's in Business Administration Degree from Delta State University. Debbie serves on several boards as a director and belongs to numerous organizations.

Since Ms. Conway was elected to be the Clark County Recorder in January 2007, she has been working diligently to ensure that the Clark County Recorder's office is efficient, user-friendly, customer service oriented, and technologically advanced to meet the needs of the constituents.



L-R: Treasurer Laura Fitzpatrick, (Former) County Assessor Mark Schofield, Recorder Debbie Conway, (Former) Assistant Recorder Charles Harvey, (Former) Assistant Assessor Rocky Steele, and (Former) Assistant Assessor Michele Shafe.

ACCOMPLISHMENTS: 1996 - 2022

March 1996 – Founded and launched the current Summer Business Institute Program through Clark County Human Resources in an effort to expose inner-city youth to a variety of career choices

January 1997 - Created and launched the Small Business Development Program through Clark County Community and Economic Development, providing instruction, mentoring and coaching to help small business owners increase their capacity to compete for government contracts

January 2001 – Originated and established the Business Development Advisory Council (BDAC)

January 2002 – Initiated and implemented the Regional Business Development Advisory Council (RBDAC)

January 2007 - Installed Recorder's Office software to redact personal identification information on recorded documents per the passing of legislation for NRS 247.500 – 247.600

February 2007 - Introduced Real Property Transfer Tax (RPTT) Appeal and Hearing process

April 2007 - Upgraded desktop computers and monitors and reconfigured workstations

May 2007 - Upgraded desktop printers

June 2007 - Installed high-volume, high-capacity document scanners

June 2007 - Installed digital technology phone system with enhanced features to assist in managing the approximately 350+ daily phone calls from customers

June 2007 - Decreased document return backlogs down from 6 months to 1-3 days

August 2007 - Developed and hosted the first Recorder's Advisory Council (RAC) meeting

August 2007 - Completed lobby enhancements to improve customer service and to provide enhanced comfort by providing a work counter and additional seating for customers

November 2007 – Designed and launched new web site with easy navigation, additional information and the Real Property Transfer Tax calculator

November 2007 – Launched a new Q-Matic queuing system with the Assessor's Office, reducing customer wait time from 15 minutes to less than 5 minutes

March 2008 – Purchased, in a joint effort with the Treasurer's Office, a shared mail opener machine to expedite the opening of approximately six bins of mail per day

March 2008 – Recorder's and Assessor's full-service Northwest Branch Office opened at Tenaya and Cheyenne in the Dona Maria Plaza

March 2008 – Recorder's and Assessor's full-service Henderson Branch Office opened at American Pacific and Stephanie

April 2008 – Electronic recording (eRecording) became available to large volume customers reducing walk-in traffic by authorizing large volume customers, such as title companies, attorney’s offices, and other governmental agencies, to send and record their documents electronically

April 2008 - Established escrow accounts for title companies to process large volumes of documents

April 2008 – Hosted a tour of the Recorder’s Office for approximately 30 attendees from the American Land Title Association (ALTA) Conference

June 2008 – Developed a Fraud Awareness Initiative that works with local agencies to assist renters and homeowners who have been or may become a victim of fraudulent recording against their real estate or property

June 2008 - Decreased operating budget by approximately 5 percent during cost containment

August 2008 – Hosted an Open House ceremony at the Recorder’s Northwest Branch Office to celebrate the Grand Opening of the Northwest and Henderson Branch Offices and the partnership between the Recorder’s, Assessor’s, and Treasurer’s Offices

December 2008 – Reduced employee overtime by 99% throughout the calendar year

November 2008 - Development of an automated document rejection log withing the DTS System that allows the Recorder’s Office to advise the customer the reason(s) for rejection to assist with resubmission

March 2009 – Installed credit card machines at each recording workstation and the records research workstations, as well as each branch office, and implemented the use of credit cards for payment (Visa, MasterCard, Discover and American Express)

August 2009 – Software system upgrade to OnCore Recordation system in all three office locations to improve the management of large volumes of documents, reduce internal paper flow, preserve the environment, save time and money and improve efficiency

August 2009 – Developed and implemented the ability to search and order records online for faster access to recorded documents to the public

August 2009 – Added the option to order Marriage Abstracts online (now provided through the County Clerk’s Office)

July 2009 – Recognition received from the Board of County Commissioners for receiving a NACo award for the Q-Matic Queue management system

December 2009 – Reduced employee overtime by 99% throughout the calendar year

May 2010 – Began conducting Public Records Research Workshops to assist citizens by increasing their awareness of documents that may have been recorded against their property

June 2010 - Installed additional security systems in all three office locations

August 2010 – Installed DocuXplorer document management system software providing the ability to scan internal documents and create an index database for easy search and retrieval and can interface with QuickBooks and Microsoft Office, allowing auditors to import and export data into and out of Real Property Transfer software

September 2010 – Began construction to convert film lab into an office for technical staff and a conference/multi-purpose room

October 2010 – Implemented microfilm preservation and digitization projects and processes

September 2011 – Began process of converting microfilm to Digital Reel, a digital preservation software, which provides a repository of archived documents for more expedient access/retrieval

March 2012 - Remodeled and expanded the records research public access area by also upgrading the desktop computers and monitors

April 2012 - Upgraded microfilm readers to a digital based microfilm scanning device

June 2012 - Installed Audit Queue features to facilitate the audit of deeds

April 2013 - Developed and installed the Marriage Certificate Kiosk (located in the Clark County Clerk's Office since 2015)

March 2014 – Created an electronic index of the marriage certificates between 1909-1988 in both Digital Reel software and in the Oncore System to enhance the indexing information

March 2015 – Improved signage throughout the office to better guide customers to areas in both the Recorder's and Assessor's departments

October 2015 – Completed the Kofile Recordation Preservation Project to secure documents from erosion and damage, and to protect historical information recorded in the Clark County Recorder's Office dating back to the early 1900's

July 2016 – Implementation of Computing Systems Innovation (CSI) Auto-Indexing software to improve the efficiency of indexing information

January 2017 – Developed and installed the first Remote Multipurpose Interactive Recording Kiosk (RMIRK) to remote locations to provide greater customer service to constituents in outlying areas

February 2018 – Established the use of Digital Block Chain Certification Technology for the securing of certified electronic records and documents ordered through the Recorder's Office Web Cart, providing enhanced security to process and certify documents

February 2019 – Created and implemented the ORRB Project, an electronic transmission process to assist with the efficiency of web and bulk orders from customers by electronically creating and processing PDF orders

January 2020 – Upgraded the Q-Matic Suite Customer Queuing System to Orchestra 7 to effectively place customers in line for service in an orderly and timely manner and provides additional reporting features for statistical data

March 2020 – Organized and deployed deputy recorders with laptop computers and support software for use at off-site locations to facilitate recording productivity and efficiency during the COVID-19 pandemic

March 2020 – Deployed the Remote Multipurpose Interactive Recording Kiosk back to the Clark County Government Center to reduce wait times and assist in maintaining social distancing guidelines during the COVID-19 pandemic

July 2020 – Completed Recording software system upgrade to the Acclaim Recordation System to augment the management of increasing large volumes of documents, reducing internal paper flow, preserving the environment, saving time and money, and maintaining efficiency

December 2020 – NetApp Server Upgrade and refresh was completed a five (5) year project, including the installation of new hardware at production and Disaster Recovery remote sites

January 2021 – Developed and implemented a complete Recording Disaster Recovery Plan to provide recording and operational continuity at alternate locations, in the event of a natural disaster

March 2021 – Upgraded to the new KIP 660 Color Map Printer/Copier/Scanner which allows users to quickly scan maps using a 12/1 multi-touch tablet display with a full-size preview and is PDF/TIFF/JPG/DWF/DWG ready

August 2021 – Launched the Recording Notification Services (RNS), a fraud alert application that allows individuals to receive an email alert whenever a document is recorded on a specific property, name, or parcel number

May 2022 - Coming soon is the “Lights Out” application that will allow constituents to be able to record documents from the comfort of their home by electronically transferring document to the Recorder’s Office

September 2022 – Coming soon is the launch of Gov-to-Gov Electronic Recording to allow other government agencies to electronically download documents directly to the Recorder’s Office for recording to increase efficiency and reduce turnaround time