



Clark County Recorder's Office Technological Enhancements

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for 2022-2023

Remote Multipurpose Interactive Recording Kiosk #2
Projected Completion Date: Summer 2022



The Remote Multipurpose Multifaceted Interactive Recording Kiosk allows customers to record documents whereby the customer can interact with staff via an audio visual conferencing option. The kiosks will be placed in service throughout Clark County and outlying areas i.e.: North Las Vegas or Mesquite.

Upgrading Recording Notification Service
Projected Completion Date: Winter 2022



In Fall 2021, the Recorder's Office launched the highly successful Recording Notification Service after numerous requests for a venue to monitor property records. This improvement to the service will provide customers with an enhanced user interface specifically designed for ease-of-use functionality. Additionally, this upgrade will allow registering more than five names and/or parcel numbers for each single registered email entry to enhance email communication.

Mail Room Electronic Whiteboard
Projected Completion Date: Winter 2023



The Mail Room sends and receives mail to and from all over the world. To maintain the efficiencies of processing the mail, the Mail Room operates under strict guidelines and procedures. An Electronic Whiteboard will enhance the processing of documents more efficiently with the aid of computer technology.

Indexing and Redaction System Upgrade
Projected Completion Date: Winter 2023



This enhancement will upgrade the current indexing and redaction system. This improved and advanced platform to further enhance managing processing times while improving the accuracy of the transcription of documents, and provides real-time dashboards and reporting metrics.

Applause Gov-to-Gov Electronic Recording
Projected Completion Date: Summer 2022



This enhancement will allow other governmental agencies to electronically record documents directly to the Recorder's Office. The web service picks up the package and presents it to the Recorder's Office through an electronic queue that displays the documents directly to the screen of a Recordation Technician. The recorded documents will be returned electronically to the submitter after having been recorded.

Lights Out Bulk Recording
Projected Completion Date: Fall 2022



This enhancement will continue to carry the Clark County Recorder's Office into the 21st Century and effectively manage large volumes of documents. An update to the recordation system will allow the office to process documents from bulk requestors in a short period of time. The upgrade will allow the Recorder's Office to reduce internal paperflow, reduce resources to other areas within the operation, and create efficiencies by saving time.

CUSTOMER SERVICE

The Clark County Recorder's Office continues to excel in customer service. The Las Vegas Metro Chamber of Commerce Customer Service Excellence Program acknowledged over 40 employees from the Recorder's Office for providing excellent customer service. Our goal is to continue to provide this level of service to our customers and recognize employees for their efforts and professionalism.

COMMUNITY OUTREACH

The Recorder's Office conducts fraud prevention workshops in collaboration with the State of Nevada Fight Fraud Task Force. These venues provide the public with information that they can use to research their recorded documents and deter fraudulent acts that may be committed against them or against their properties. The Recorder also conducts Business Opportunity and Workforce Development Seminars.

The Recorder's Office participates in a variety of community outreach events, such as the hiring of (SBI program) high school interns, the Clark County Fire Department's Open Houses, Clark County Fair, Business Opportunity Fair, Senior Fair, and Armed Forces Fair. The Recorder's Office has previously partnered with MOSES to provide donations for the Food Bank which serves seniors, veterans, as well as low-to-moderate income individuals.

RECORDER'S OFFICE AWARDS

- 2021 National Association of Counties (NACO) Achievement Award for the Remote Multipurpose Interactive Recording Kiosk
- 2020 National Association of Counties (NACO) Education and Awareness Award- Records Research Outreach Workshops
- 2018 International Association of Government Officials Innovator Award- Recorder's Division

