



News Release

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For Immediate Release

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Recorder's and Assessor's Offices selected as Finalists for the 2010 Cashman Good Government Award

The Clark County Recorder's and Assessor's Offices are recognized as one of the four finalists chosen by the Nevada Taxpayers Association for the 2010 Cashman Good Government Award at the association's 13th annual meeting that will be held on March 2nd.

The departments are being honored for their joint partnership in the installation of the automated queue management system (Q-Matic). Q-Matic has greatly streamlined the Recorder's and Assessor's Offices registration process.

Prior to implementing Q-Matic, it was common for customers to stand in line and wait for an hour to be entered into the queue and issued a number to record a document. Afterwards, an additional wait could exceed two hours to complete a transaction. Having citizens stand in line was a hardship on the elderly and disabled, as well as the general public. "We needed a solution, and since implementing Q-Matic, total wait time has decreased considerably and now averages between 5 to 20 minutes. I am so proud of the staff and their achievement to make the department more efficient." Recorder Debbie Conway said. Assessor M. W. Schofield pointed out that the operation processes over 400 customers per day, saving manpower costs and enhances the customer's government experience by reducing their wait time.

Recorder Conway and Assessor Schofield have consistently encouraged their associates to be proactive in discovering collaborative, innovative ways to execute enhanced technology and customer service programs. By working together, customers who conduct business in both offices can queue in at once, rather than having to go through a second line and being queued in the system a second time. This joint partnership has created a relaxed atmosphere for citizens and greater staff productivity.

The Cashman Good Government Award was established in 1997, and recognizes state and local government employees who make strong and consistent efforts to spend taxpayer dollars wisely. It is awarded by the Nevada Taxpayers Association to an individual or team who has provided cost-effective services to citizens by acts that are above and beyond normal job duties.

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Clark County is a dynamic and innovative organization dedicated to providing top-quality service with integrity, respect and accountability. With jurisdiction over the world-famous Las Vegas Strip and covering an area the size of New Jersey, Clark is the nation's 15th-largest county and provides extensive regional services to more than 2 million citizens and 40 million visitors a year. Included are the nation's 7th-busiest airport, air quality compliance, social services and the state's largest public hospital, University Medical Center. The county also provides municipal services that are traditionally provided by cities to almost 900,000 residents in the unincorporated area. Those include fire protection, roads and other public works, parks and recreation, and planning and development.

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The Clark County Commission

Rory Reid, Chairman ■ Susan Brager, Vice-Chair ■ Larry Brown ■ Tom Collins ■ Chris Giunchigliani ■ Steve Sisolak ■ Lawrence Weekly / Virginia Valentine, County Manager