

## DEBBIE CONWAY RECIPIENT OF 2013 IACREOT EAGLE AWARD

L to R:Debbie Conway, Gertrude Walker



Courtesy of Creative Photography, Louisville, Kentucky

IACREOT will recognize a member each year with the prestigious Eagle Award, based on one or more of the following criteria: offers a new service or closes a gap in availability of an existing service; identifies new revenue sources; improves the administration or enhances the cost effectiveness of existing programs; promotes intergovernmental cooperation and coordination; and results in proven measurable results. The program must be innovative and not rely on common practice procedures.

Eagle Award Chair Gertrude Walker received several applications for the 2013 Award. The committee, consisting of the past five winners, selected Debbie Conway, Clark County Recorder, Las Vegas, Nevada, IACREOT Delegation Director.

Debbie's winning submission is entitled "The Mobile Web Project". The project is described in its purpose as follows: 1) to reduce customer wait time at the recordation work stations; 2) create digital experiences that connect customers to all types of services by using their Androids/IOS devices, smart phones and tablets; 3) provide customers the capability to search for and/or order a document anytime, from anywhere; and 4) allow Realtors to perform searches while in the field doing business. The user has access to news alerts, recording fees, and instructions on how to record or order a document.

The process begins by accessing the Clark County Mobile Web Page from a mobile device. To begin the process of searching for records, log into the Clark County Recorder's Office website, by typing <http://recorder.co.clark.nv.us/RecorderEcommerce/M>. The icons on the mobile device will populate to the Recorders Office Website. If you have touch screen on your mobile device, you are able to search for documents to confirm that the documents have been recorded. For example, when a customer accesses the web page, a total of six (6) options pop-up on the screen for your selection. Your choice of an option is selected by touching the icon on the mobile device. If a customer wants to view a certain document, they select the "**Document Search**" icon. Once selected the device moves to the next tile layer to complete each field to begin your search of a particular document.

Debbie said that this technology has had a huge impact on her office. The Clark County Recorder's Office is the first Recorder's Office in the country to deploy the use of the mobile web application to not only allow one to search the records, but also be able to place

orders via the web. Not only has the Clark County Recorder's Office been the first in the nation to introduce a mobile web application with the capability of ordering a document via the cell phone, and pay for the order by using a debit or credit card, but they have also utilized this same concept to aid in developing a Marriage Certificate Kiosk, where couples can access copies of a marriage certificate by frequenting the kiosk. This technology is scheduled to be deployed in March, 2013.