



News Release

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Clark County Recorder's Office Winner of Three 2012 National Association of Counties (NACo) Awards

The Clark County Recorder's Office received three 2012 National Association of Counties (NACo) Awards for the creation of several model programs: "OnCore Recordation Audit Queue Message System," the "Implementation of BMI Digital Reel" and the "Collaboration to Provide Awareness through Fight Fraud Task Force Outreach Workshops."

The OnCore Recordation Audit Queue Message System has reduced customer wait time at the recording workstations and increased efficiencies as it relates to auditing and recording of documents. The Audit Queue process allows documents to be audited by the Audit Division for Real Property Transfer Tax, and the taxes are collected immediately upon review.

The Audit Queue Message System provides an icon that alerts the Audit Team of the customer's transaction resting in the audit queue pending their review. The Deputy Recorder records the document, and if there is a pending transaction for the auditors' review, the deputy sends an email message to the auditor requesting their review and comments concerning the documents. The Audit Team reviews the transaction and then the document is redirected to the Deputy Recorder to finish processing.

The processing time for the Deputy Recorder is an average of two minutes, and wait time for customers has been calculated to be approximately three minutes. The total wait time was decreased from approximately 30 minutes to five minutes.

The BMI Digital Reel project converted microfilm rolls and microfiche to electronic digital images. The imaging software also allows the user to retrieve the documents quickly from a computer workstation through the BMI Digital Reel interface which optimizes the quality of the images.

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The maintenance of microfilm and microfiche records is essential, but microfilm technology is costly and difficult to maintain. BMI Digital Reel eliminated the need for microfilm readers and printers in the Recorder's Office. The project has saved both county staff as well as the public time while searching the BMI Digital Reel electronic images on a computer rather than using analog microfilm files on a reader printer.

The Fight Fraud Task Force Outreach Workshops program provides awareness and education to citizens. As a member of the Nevada Fight Fraud Task Force, the Recorder's Office works in a collaborative effort with the Secretary of State's Office, Attorney General's Office, and other law enforcement agencies to provide awareness to the public regarding fraudulent scams and crimes concerning their property or real estate.

The workshops allow hands-on training on public computers located in the Recorder's Office. The public is encouraged to attend the workshops free of charge. The attendees are taught how to search by name, parcel number, type of document, etc. As a result, the residents are able to successfully monitor the documents recorded against their real property from home, over the internet.

"I am proud of the staff and these innovative approaches which has made the department more efficient. These programs reduce costs as well as customer wait time, and saves money, all of which has made a significant impact on improving customer service," County Recorder Debbie Conway said.

With the latest trend in technological enhancements, the Clark County Recorder's Office continues to seek ways to decrease cost, improve productivity, and provide quality customer service to the public.

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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 14th-largest county and provides extensive regional services to more than 2 million citizens and 42 million visitors a year. Included are the nation's 8th-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.