



# News Release

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**For Immediate Release**

**Monday, March 19, 2012**

## ***Government Technology* Magazine Recognizes Clark County Recorder**

Clark County Recorder Debbie Conway has been chosen by *Government Technology* magazine to receive an award as one of the Top 25 Doers, Dreamers and Drivers of 2012. *Government Technology* magazine is a national monthly publication covering information technology's role in state and local governments.

*Government Technology* chronicles the dynamics of governing in the information age. The recognition showcases individuals who have pushed the public sector's use of technology forward. Conway is featured in the March edition of the magazine for program initiatives and resources to enhance technology within the Clark County Recorder's Office.

"Here in the Recorder's Office, we have focused on creating an environment that encourages innovation through technology," Conway said. "I'm proud of the work we've done to make the Clark County Recorder's Office a model recorder's office for deploying innovative technology."

"Recorder Conway's dedication to introducing creative and cutting-edge technology by forming public-private partnerships has resulted in initiatives that have contributed to the success and overall effectiveness and efficiency of the department," Clark County Assistant Recorder Eugene Mendiola said.

The Recorder's Office technological enhancements include the following projects:

- Electronic Recording (eRecording) allows frequent customers to submit and record their documents electronically in lieu of mailing in their documents or driving to one of the two offices;
- Automated Indexing (AI) captures information from scanned documents and automatically indexes, allowing customers to research and access information almost instantly after recording;
- Q-matic customer management numbering system has reduced customer wait time from hours down to 15 minutes or less;
- New Website offers online ordering of marriage certificates and official records by using a credit or debit card;
- Digital Conversion captures images from traditional film into digital records for clearer images and faster retrieval;

**-more-**

- Envelope Opener opens a large volume of mail electronically within minutes;
- Gov-to-Gov electronic recording expedites the recording process by allowing government agencies to submit and record their documents electronically and returned electronically to the specified case worker within one business day;
- Audit Queue software reduces the audit backlog and creates a process to audit documents at the time they are presented at the time of recording;
- Wi-Fi capability for public access;
- Redaction software to redact personal information on recorded documents;
- High capacity, high volume Scanners to scan documents electronically;
- Automated Clearing House (ACH) electronic funds transfer for electronic recording customers;
- OnCore Recordation System to expedite recording and return of documents;
- Central cashiering and pneumatic tubing system to centralize the cashiering process;
- Upgraded from digital to Nortel VOIP hybrid phone system to support high volumes of incoming calls;
- Comprehensive DocuXplorer software to manage files electronically;
- Business continuity program to ensure continued operations in the event of a power failure; and
- Microfilm reproduction and vault preservation project reproduced old film into higher quality film and preserves records in a temperature controlled environment.

The Clark County Recorder's Office collected approximately \$79,334,039 in Real Property Transfer Tax and \$26,502,727 in general recording fees for fiscal year 2010-2011. The department operates on a general budget fund of approximately \$3.9 million and records more than 1 million documents, answers more than 71,000 telephone calls and serves almost 60,000 walk-in customers annually.

To view the Government Technology magazine article online, go to: [www.govtech.com](http://www.govtech.com). To learn more about the Clark County Recorder's Office, please visit: [www.ClarkCountyNV.gov/recorder](http://www.ClarkCountyNV.gov/recorder).

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