



Clark County Recorder's Office

HISTORY

DEBBIE CONWAY – JANUARY 2007 - PRESENT

Clark County Recorder Debbie Conway is leading the way for Nevada Recorders. Prior to being elected, Recorder Conway served the public for over 20 years. Ms. Conway was Clark County's Department of Finance Business Development Manager. She also founded the Summer Business Institute Program, a high school mentorship program which provided hundreds of students with internships and scholarships. Ms. Conway is from the State of Mississippi and has earned her Master of Business Administration Degree from Delta State University. Debbie serves on several boards as a director and belongs to numerous organizations.

Since Ms. Conway was elected to be the Clark County Recorder in January 2007, she has been working diligently to ensure that the Clark County Recorder's office is efficient, user-friendly, customer service oriented and technologically advanced to meet the needs of the constituents.



L-R: Treasurer Laura Fitzpatrick, (Former) County Assessor Mark Schofield, Recorder Debbie Conway, Assistant Recorder Charles Harvey, (Former) Assistant Director Rocky Steele, and (Former) Assistant Director Michele Shafe.

ACCOMPLISHMENTS

April 2007 - Installed updated computers and monitors

May 2007 - Installed updated desktop printers

June 2007 - Installed high-volume, high-capacity document scanners

June 2007 - Installed digital phone system with enhanced features to assist in managing the 450 daily phone calls from customers

August 2007 - Developed and hosted the first Recorder's Advisory Council meeting

November 2007 – Launched new web site with the easy navigation, additional information, and the Real Property Transfer Tax calculator

November 2007 – Launched the new Q-Matic queuing system with the Assessor's Office, reducing customer wait time from 15 minutes to less than 5 minutes

March 2008 – Purchased, in a joint effort with the Treasurer's Office, a shared mail opener machine to expedite the opening of approximately six bins of mail per day

March 2008 – Northwest Branch Office opened at Tenaya and Cheyenne in the Dona Maria Plaza

April 2008 – Electronic recording (eRecording) became available to large volume customers reducing walk-in traffic by authorizing large volume customers, such as title companies, attorney's offices, and other governmental agencies, to send their documents electronically

April 2008 – Hosted a tour of approximately 30 attendees to the American Land Title Association (ALTA)

June 2008 – Developed Fraud Awareness Initiative that works with local agencies to assist renters and homeowners who have been or may become a victim of fraudulent recording against their real estate property

August 2008 – Hosted Open House ceremony at the Tenaya branch to celebrate the opening of both branch offices and the partnership between the Recorder's, Assessor's, and Treasurer's Offices

March 2009 – Installed credit card machines at each recording and records research station, as well as each branch office. Accepting Visa, MasterCard, Discover, American Express

July 2009 – Recognition from county commission for receiving NACo award for the Q-Matic Queue management system

May 2010 – Began conducting Public Records Research Workshops to assist citizens in increasing their awareness on documents that may have been recorded against their property

June 2010 - Installed security cameras in Recording and Records Research Divisions

September 2010 – Began construction to convert film lab into an office for IT staff and a conference/multi-purpose room

September 2010 - Installed security cameras in vault and at offsite warehouse

October 2015 – Completed the Kofile Recordation Preservation Project to secure documents from erosion and damage of historical information recorded in the Clark County Recorder's Office dating back to the early 1900's

July 2016 – Implementation of Computing Systems Innovation (CSI) Auto-Indexing software to improve the efficiency of indexing documentation

January 2017 – Multipurpose Interactive Recording Kiosk was reinstalled at the Clark County Government Center to reduce wait times and assist in maintaining social distancing guidelines during the COVID-19 pandemic

February 2018 – Began using Digital Block Chain Certification Technology for the securing of certified electronic records and documents ordered through the Recorder's Office through Web Cart, providing enhanced security to process and certify documents

February 2019 – Created and implemented the ORRB Project, an electronic transmission process to assist with the efficiency of web and bulk orders from customers by electronically creating and submitting PDF orders

July 2020 – Software system upgrade to Acclaim Recordation System that manages large volumes of documents; reduces internal paper flow; preserves the environment; saves time and money; and maintains efficiency

January 2020 – Upgraded the Q-Matic Suite Customer Queuing System to Orchestra 7 to effectively place customers in line for service in an orderly and timely manner and providing additional reporting features for statistical data

March 2020 – Organized and deployed deputy recorders with laptop computers and support software to remote locations in order to continue eRecording documents

December 2020 – NetApp Server Upgrade and refresh was completed the five (5) year project including the installation of new hardware at production and Disaster Recovery remote sites

January 2021 – Developed and implemented a complete Recording Disaster Recovery Plan to provide recording and operational continuity at alternate locations, in the event of a natural disaster

March 2021 – Upgraded to the new KIP 660 Color Map Printer/Copier/Scanner which allows users to quickly scan maps using a 12/1 multi-touch tablet display with a full-size preview and is PDF/TIFF/JPG/DWF/DWG ready

August 2021 – Launched the Recording Notification Services (RNS) allowing individuals to receive an email alert whenever a document is recorded on a specific property, name, or parcel number

March 2022 – Coming soon is the launch of Gov-to-Gov Electronic Recording to allow other government agencies to electronically download documents directly to the Recorder's Office, increasing efficiency and reducing turnaround time.