

DISCLAIMER

Electronic versions of the exhibits in these minutes may not be complete.

This information is supplied as an informational service only and should not be relied upon as an official record.

Original exhibits are on file at the Legislative Counsel Bureau Research Library in Carson City.

Contact the Library at (775) 684-6827 or library@lcb.state.nv.us.

Madam Chair and Members of the Committee, my name is Jim Lamb, I am one of the Administrative Services Managers in the Clark County Recorder's Office.

Unfortunately, Clark County Recorder Frances Deane is unable to attend today because she is attending the National Association of County Recorders, Elected Officials and Clerks national conference in Washington DC.

Since January, the new administration of the Clark County Recorder's Office has made significant and innovative changes to the management structure, work priorities, and the professional working environment in the office. We have steadily improved the efficiency and productivity in the Recorder's Office, while being one of largest growing counties in the country. In an effort to maintain our fiscal responsibilities to the taxpayers and the public we serve, we have made cuts and streamlined processes and immediately netted a cost savings of \$30,000 from our budget.

We have implemented changes to our frontline customer service counter, that have decreased the wait times for the public and our customers from 2 to 3 hours down to 15 to 30 minutes. This reduction of wait time is attributable to an immediate change of resources within the department. Previously, a maximum of eleven (11) recordation technicians would be available to serve our public and now, we have now implemented procedures that allow us to have 22 recordation technicians operating anytime our customer volume

increases. Also, the backlog of documents and returning official records has been an issue associated with the Recorder's office. Policies have been changed to affect immediate results. On January 6, 2003, the backlog was 184 business days. We are proud to inform our public that in this short period of this administration, the backlog is 113 business days. It is worth noting at this pace, we expect that the entire backlog that has plagued this office, will be ZERO by the end of March 2003!

During this time we have also focused our efforts to re-establish relationships and strengthen the rapport between this office and the other departments within Clark County government. We have initiated a specific program to establish a working dialog with the key outside stakeholders in this office, the title companies and critical customers. This program has already reaped numerous benefits in developing mutually beneficial plans of action to help the recording process on both sides of the counter.

The Clark County Recorder's Office is currently in the process of implementing a new computer system for the recording and research of documents. This is a challenging task. When completed it will provide an uninterrupted automatic flow of documents through the Recorder's Office and on through to the other county departments which rely on our data. A document integration component involving the County Clerk, the County Treasurer, the County Assessor and the title companies is a central feature of this system. This computerized

accessibility will eliminate in the future many of the past concerns some have had with the operation of this office.

Frances Deane's time in office has been very brief and during that time there has been marked and significant change. Her goal is to make this department a recognized leader and model in high volume document recording and imaging.

We ask that you allow Frances Deane's vision and that of the public who elected her to continue with her office. We believe any modification to this office should only be made by the voice of the public and respectfully ask that you oppose Senate Bill 80.

Thank you.