



Register of Deeds 2006 Highlighted Accomplishments

- 1) Guilford County citizen's accessibility of land records has increased dramatically. The Register of Deeds enhanced its technology capabilities through a new computer hardware and software system on July 17, 2006. Prior to July 17th, images and indexes of land records were available and searchable online from 1982- forward. With the new computer system, indexes and images of land records are available and searchable from county's original document in 1771-forward.
- 2) The county was saved at least \$250,000 as a result of the RFP process for a new computer system. The RFP committee consisted of 18 representatives including ROD staff, Finance, Tax, GIS, IS and was co-chaired by two local attorneys, Alan Ferguson and Beth Koonce. BIS was selected in February 2006.
- 3) Completed digitization of index book project in February 2006 that allowed documents to be searched back to 1771.
- 4) Over 200 citizens have been trained on the new computer system via office training, online demo, and CD. Presentations were given to the Greensboro Bar Association. New computer hardware was purchased and installed in Greensboro and High Point.
- 5) Register of Deeds office collaborated with GIS, Tax, Planning, and Community Development to upgrade Guilford County's GIS data viewer which will provide a central platform for public records availability from each department for citizens and the business community.
- 6) The Register of Deeds is a lead organizer in creating a local Property Records Education Partners (PREP) chapter in North Carolina through the Property Records Industry Association (PRIA). PREP is a partnership between Register of Deeds, NC Secretary of State, Title Companies, Appraisers, Tax Assessors, Lenders and members of the real estate industry. Their common goals are to improve local industry relationships and work together on issues such as electronic recording. The first PREP meeting was held in Fayetteville on September 26, 2006. The meeting was co-facilitated by the Guilford County Register of Deeds. Guilford County will host the next PREP meeting in February 2007.
- 7) Guilford County Property Records Advisory Council (PRAC) was officially convened in October 2006. This council is composed of the Register, ROD staff, and attorneys, title searchers, paralegals, and users of the office. GIS presented a demo of the new data
- 8) All Register of Deeds employees completed Customer service training through Human Resources by December 2006. In addition, all staff attended Outlook and received training on the Business Information Systems (BIS) computer system.

- 9) Want to save time in applying for a marriage license? Try the Guilford County Register of Deeds new online marriage application! The goal of this new online service is to expedite the processing of your application and reduce your time in our office. The first marriage license application was submitted October 30, 2006. Over 100 applications have been submitted in the last six weeks!
- 10) Recording area in Greensboro and High Point were renovated with new workstations, carpeting in lieu of a new computer hardware and software system.
- 11) Register of Deeds Goals and Objectives for FY 2005-06 achieved.
- 12) Performance Management reports established in October 2006.
- 13) The number of Register of Deeds staff certifications through the NC Institute of Government has increased from 3 in 2004 to 17 through the end of 2006.
- 14) The Register of Deeds completed 34 individual meetings with staff in 2006. In addition, organizational communication has improved through the establishment of monthly Administrative, Supervisory, Staff Team, and Area Meetings. Administrative Guidelines have been reviewed by Administration and Supervisory staff, and are being reviewed by front line staff. These internal procedures should be approved by end of 2006.
- 15) Supervisors and Administrators went through training on Performance Ratings to improve supervisory effectiveness in employee evaluations in June 2006.
- 16) Internal personnel file content and procedures were changed in November 2006 to be more in line with Guilford County best practices.
- 17) A new telephone system has been implemented in the Greensboro office. The public receives a staff person for over 85% of phone calls during normal business hours. Calls to High Point will be routed to our office specialist by December 15th 2006. Call productivity reports have been established for efficiency and accountability.
- 18) FY 2005-06 Year End showed the Register of Deeds office expended 97% of the requested budget and brought in an additional \$1.8 million in revenue to the County.
- 19) Over 500 email requests for information from the Register of Deeds have been submitted online and responded to by staff as result of enhancing our web presence with IS webmaster.
- 20) In addition to land records, DOT, Roadway Corridor and Plat maps, Notary Index books, and Assumed name books were scanned, indexed and searchable by December 1, 2006.
- 21) High Point Register of Deeds office will scan documents at time of recordation by the end of December 2006.
- 22) Digitized "ins and outs" microfilm roll of titles searched from 1940's to mid 1960's in the Jamestown area accumulated from the HP Bar Association. This information was made searchable in October 2006. This saves search time when searching selected properties.
- 23) Installed additional counters and a "take a number" system in the Vital Records division in Greensboro to help customers and staff facilitate work flow.