

**Priority:** Accountability  
**Program Offer Type:** Existing Operating  
**Related Programs:** 72020, 72021, 72031

**Lead Agency:** County Management  
**Program Contact:** Kathy Tuneberg

**Program Characteristics:**

**Executive Summary**

The Document Recording & Records Storage/Retrieval Systems program is responsible for recording land ownership related and other legal documents, maintaining and indexing a permanent record of those documents. The program also provides direct customer service by reviewing and recording documents, providing certified copies, and providing information over the phone and in person.

**Program Description**

This program performs the statutorily required County Clerk functions that include recording documents related to real property transactions, and maintaining the custody, safekeeping, and preservation of all files and records of deeds, mortgages, maps, plats, contracts, powers of attorney, lien records, and other interests affecting the title to real property required or permitted by law to record. It records approximately 250,000 documents, responds to 50,000+ telephone inquiries, and assists 30,000 walk-in customers annually.

**Program Justification**

This program primarily contributes to the Accountability Priority by providing accurate, quality services in recording legal documents requested by citizens and businesses. It also contributes to Accountability - fairness in assessing and collecting taxes - by maintaining accurate land and ownership information used in the production of tax statements. Accurate ownership ensures that the correct owner is assessed the correct amount thus the tax burden is distributed as equitably as possible. This program also contributes to the Thriving Economy priority by timely recording and accurately maintaining legal documents required by private sector citizens as they conduct business. This program initiated a "no-cost to the County" vendor partnership for the use of scanning equipment to capture images of documents which has increased workflow efficiency, reduced costs, and the potential work-related injuries. A project to convert microfilm records to digital images for more widely distributed electronic access is planned for 06/07.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY04-05)	Current Year Purchased (FY05-06)	Current Year Estimate (FY05-06)	Next Year Offer (FY06-07)
Output	Number of Documents Recorded	238,568	240,000	250,000	250,000
Outcome	Number of Business Days to Return Original Document	0	0	45	65
Quality	Customer Satisfaction Survey	0%	0%	0%	90%
Efficiency	Cost per Document to Process and Maintain	0	0	6	6

**Performance Measure - Description**

The number of days to return an original document varies due to the volume of documents received and the staffing levels - there have been several vacancies throughout the year and difficulty recruiting with vacancies in DCM Human Resources. The volume exceeds the current capacity of the unit. The statutory requirement for returning a document is 10 business days. A new survey will be developed and administered on a random basis to Recording Office customers beginning 06/07. The cost per document increases with the increase in personnel and material and services costs as well as the cost to convert microfilm records to digital images.

## Legal/Contractual Obligation

ORS Chapter 205 requires each County to record documents, collect fees, and maintain a permanent document record. This program has experienced an average volume increase of approximately 40% for the last four years with no additional staff. The current volume exceeds the capacity of the work unit. While there is not a mandated level of staffing ORS 205.180 requires documents to be entered in the record "immediately". ORS 205.238 requires original documents to be returned within 10 business days. ORS 205.242 requires the Recording office be open six hours between 9AM-4PM. Reductions to this program would put the County further out of compliance, create a backlog that would impact customers and impact County revenue.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2006	2006	2007	2007
<b>Program Expenses</b>				
Personnel	\$595,185	\$0	\$676,271	\$0
Contracts	\$104,425	\$0	\$173,644	\$0
Materials & Supplies	\$56,402	\$0	\$64,268	\$0
Internal Services	\$257,620	\$0	\$253,015	\$0
Capital Outlay	\$18,050	\$0	\$75,000	\$0
Subtotal: Direct Exps:	<b>\$1,031,682</b>	<b>\$0</b>	<b>\$1,242,198</b>	<b>\$0</b>
Administration	\$0	\$0	\$79,764	\$746
Program Support	\$0	\$0	\$312,280	\$0
Subtotal: Other Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$392,044</b>	<b>\$746</b>
Total GF/non-GF:	<b>\$1,031,682</b>	<b>\$0</b>	<b>\$1,634,242</b>	<b>\$746</b>
Program Total:	<b>\$1,031,682</b>		<b>\$1,634,988</b>	
Program FTE	0.00	0.00	10.50	0.00
<b>Program Revenues</b>				
Fees, Permits & Charges	\$4,860,000	\$0	\$5,673,000	\$0
Program Revenue for Admin	\$0	\$0	\$101,283	\$0
<b>Total Revenue:</b>	<b>\$4,860,000</b>	<b>\$0</b>	<b>\$5,774,283</b>	<b>\$0</b>

## Explanation of Revenues

This program is supported by General Fund revenues. This program collects fees for the recording of documents as well as fees for the Corner Preservation Fund, Records Storage and Retrieval Fund, and the Oregon Land Information System Fund (OLIS). The FY 05/06 estimate is \$6M, 06/07 estimate is \$5.5M

## Significant Program Changes

**Last year this program was:** #70012, A&T - Document Recording & Records Storage/Retrieval Systems

Current service level budget with an additional 1.0 FTE the BCC approved reclassifying temporary help to an FTE. The volume of documents is related to the housing and refinancing market and therefore is difficult to predict. However, the volume continues to be high and has produced \$1-1.5M more in revenue than anticipated.