

Priority: Accountability
Program Offer Type: Existing Operating
Related Programs: 72027, 72037

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 257,000 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. Up-to-date 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. An established "no-cost to the County" local vendor partnership for the use of scanning equipment to capture images of documents continues to provide increased workflow efficiency, reduced costs, and the potential work-related injuries. Converting microfilm records to digital images for more widely distributed electronic access is expected to begin late FY 06/07.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY05-06)	Current Year Purchased (FY06-07)	Current Year Estimate (FY06-07)	Next Year Offer (FY07-08)
Output	Number of Documents Recorded	257,316	250,000	240,000	240,000
Outcome	Average Number of Business Days to Return Original Document	0	65	90	45
Quality	Customer Satisfaction Survey	0.0%	90.0%	90.0%	90.0%
Efficiency	Cost per Document to Process and Maintain (in Dollars)	3	6	4	5

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 has been a vacancy and two extended leaves this year. The volume continues to exceed the current capacity of the unit. The statutory requirement for returning a document is 10 business days and has been unable to be met with current staffing level. Given these events the 65 day return was too optimistic however with the addition of 1.0 FTE we expect the backlog to slowly decrease. We are also redeploying staff from other units to assist during their off-peak times to further reduce the turnaround time.

A customer survey is expected to be in place by March 1st and administered on a random basis to Recording Office customers.

The cost per document may increase 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

Functions in this program are required under Oregon Revised Statutes (ORS) Chapter 205 requires each County to record documents, collect fees, and maintain a permanent document record. This program continues to experience an average volume increase of approximately 30-40% with no additional staff for the last five years. The volume continues to exceed 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
Program Expenses	2007	2007	2008	2008
Personnel	\$667,812	\$0	\$774,681	\$0
Contracts	\$173,644	\$0	\$180,687	\$0
Materials & Supplies	\$64,268	\$0	\$64,286	\$0
Internal Services	\$253,015	\$0	\$251,813	\$0
Capital Outlay	\$75,000	\$0	\$75,000	\$0
Subtotal: Direct Exps:	\$1,233,739	\$0	\$1,346,467	\$0
Administration	\$76,890	\$730	\$92,906	\$308
Program Support	\$303,053	\$0	\$348,563	\$0
Subtotal: Other Exps:	\$379,943	\$730	\$441,469	\$308
Total GF/non-GF:	\$1,613,682	\$730	\$1,787,936	\$308
Program Total:	\$1,614,412		\$1,788,244	
Program FTE	10.50	0.00	11.50	0.00
Program Revenues				
Fees, Permits & Charges	\$5,673,000	\$0	\$5,673,000	\$0
Program Revenue for Admin	\$101,283	\$0	\$118,320	\$0
Total Revenue:	\$5,774,283	\$0	\$5,791,320	\$0

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 was \$6.5M, 06/07 estimate is \$6M; 07/08 estimate is \$5.5M.

Significant Program Changes

Last year this program was: #72022, A&T- Document Recording & Records Storage/Retrieval

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 impact the ability to return documents in a timely manner. In an effort to address the backlog 1.0 FTE was transferred from the Records Management program to this program. As available staff from other units are also assigned to assist in decreasing the backlog.