

Priority: Accountability
Program Offer Type: Existing Operating
Related Programs: 72030, 72031, 72043

Lead Agency: County Management
Program Contact: Randy Walruff

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 237,000 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. A new recording system was purchased and implemented in January 2008. The system costs were less than budgeted and installation was according to schedule.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY06-07)	Current Year Purchased (FY07-08)	Current Year Estimate (FY07-08)	Next Year Offer (FY08-09)
Output	Number of Documents Recorded	237,692	240,000	225,000	225,000
Outcome	Average Number of Business Days to Return Original Document	103	45	15	10
Quality	Customer Satisfaction Survey	98.6%	90.0%	98.0%	98.0%
Efficiency	Cost per Document to Process and Maintain (in Dollars)	4	5	5	5

Performance Measure - Description

The number of days to return an original document varies due to the volume of documents received and the staffing level. The volume has decreased over the last several months and is more in line with the current capacity of the unit. Because of this decrease the statutory requirement for returning a document is 10 business days is now being met. However when necessary staff from other units continue to assist during their off-peak times to maintain the turnaround time. The customer survey has been in place since May 2007. The cost per document may increase with increased 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. 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 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	2008	2008	2009	2009
Personnel	\$771,243	\$0	\$799,189	\$0
Contracts	\$180,687	\$0	\$198,687	\$0
Materials & Supplies	\$64,286	\$0	\$88,648	\$0
Internal Services	\$251,813	\$0	\$292,974	\$0
Capital Outlay	\$75,000	\$0	\$50,000	\$0
Subtotal: Direct Exps:	\$1,343,029	\$0	\$1,429,498	\$0
Administration	\$92,907	\$307	\$95,250	\$162
Program Support	\$181,851	\$0	\$212,438	\$0
Subtotal: Other Exps:	\$274,758	\$307	\$307,688	\$162
Total GF/non-GF:	\$1,617,787	\$307	\$1,737,186	\$162
Program Total:	\$1,618,094		\$1,737,348	
Program FTE	11.50	0.00	11.50	0.00
Program Revenues				
Fees, Permits & Charges	\$5,673,000	\$0	\$4,950,000	\$0
Program Revenue for Admin	\$106,389	\$0	\$78,725	\$0
Total Revenue:	\$5,779,389	\$0	\$5,028,725	\$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 revenue for FY 05/06 was \$6.5M, 06/07 was \$6M; 07/08 estimate is \$4.8M, 08/09 estimate is \$4.8M. Storage and Retrieval fees are estimated at \$150K.

Significant Program Changes

Last year this program was: #72028, A&T-Document Recording & Records Storage/Retrieval

The volume of documents is related to the housing and refinancing market and therefore difficult to predict. However, the reduced volume is more in line with the current staffing level allowing for greater compliance in returning original documents to customers.