

Register of Deeds

The Register of Deed's Office is the official county repository for land records, personal property, military discharges and vital records. We provide convenient access where documents are recorded, retrieved and certified. Statutory changes are implemented, land modernization, staff development with program and procedures are in place creating integrity, efficient and quality service to our citizens and customers.

2018 Accomplishments

Official Records Online (ORO)

ORO enables customers the ease and ability to order a vital record or real estate copies online using a credit card. The website is designed for all demographics.

This program enabled our office to assist customers from a distance with their request for a vital record and copies of land records within 24 hours.

Property Fraud Alert (PFA)

PFA is a community outreach service that serves to alert subscribers against the possibilities of fraudulent activity being committed against their property. This alert system is a unique service to keep land recording offices an essential resource for the public. Property owners can register for the free service in our office or the online services located on the county's website.

Software updates included a counter interface for staff to assist customers registering for the PFA notification service.

Issuance of vital records increased in 2018 as government agencies require additional records. Real estate recordings dropped slightly in volume with the transfer tax fees hovering around the same record amount in 2017.

Additional Projects/Activities

- Back indexing/scanning for record retrieval.
- Back scanning marriage records
- Scan military records

Alignment with Strategic Plan

Ensure Financial Stability.	Innovate and adapt.	Improve Collaboration
Cost free alternative	Updating new technology to increase data security and services	Increase level of communication with collaborating partners
Software contract - no fee	Implement additional online services	

2019 Future Opportunities

Media conversion project will be underway in late spring to scan real estate documents from 1856 to 1963 completing the last phase of back-scanning. Enhanced images will import into our land records system linking to a searchable index. This will increase our remote access revenue, reduce staff time with customer assistance and protect the record.

Increased availability from State Vital Records office issuing marriage, death and divorce records statewide, ultimately increasing convenience for constituents.

Continue to promote and educate electronic recording. Recording electronically saves time, streamlines our workflow and promptly enters into the public record faster. Electronic recording in 2018 increased 10% in our county. All Wisconsin counties are now electronically recording and leading the way nationwide.

MONARCH - Expanding services to securely distribute bulk image and index data from our repository directly into the system of a subscribed user with complete automation. This unique technology empowers our office as the keeper of the official public record. Monarch will also interface with other county offices streamlining operations.

HONOR REWARDS – A program enabling local veterans to receive discounts and benefits from local businesses and retailers that elect to participate with the program.

CHALLENGES –

Customer service completed within a reasonable time frame.
Ensure safety measures are in place.

#1 Real Estate		Budget	Levy	FTE's	
		\$213,126		2.40	
Register of Deeds is statutorily responsible to record or file land record documents authorized by law, such as deeds, mortgages, satisfactions, certified survey maps, plats and Federal Tax Liens. Serves as agent for validating weatherization documents on rental property.					
OUTPUTS					
		<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Number of real estate documents recorded:		15,584	15,898	15,193	14,924
Percentage of real estate documents recorded electronically:		13.3%	15.57%	21.6%	32.3%
Number of rejected real estate documents:		602	550	630	570
Number of real estate images processed:		64,277	69,135	64,966	65,404
Number of copies issued per request and under contracts		51,434	47,579	43,300	42,200
Number of contracted companies for online access:		21	23	24	22
Number of Lis Pendens recorded (foreclosures pending)		115	116	98	98
<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Provide the county with a secure repository for real estate records, efficiently record with timely access.	100% of recording completed within 24 hours.	100%	99%	80%	90%
Maintain accuracy in recording data.	100% of recording data will be accurate.	100%	98%	98%	98%
Provide convenient and accessible service of public data to remote users.	100% of customers requesting assistance with online land records received helpful information	100%	99%	99%	99%
#2 Vital Records		Budget	Levy	FTE's	
		\$142,084		1.60	
Register of Deeds issues births, deaths, marriages, domestic partnerships, current divorce records, military discharges and certified copies upon request.					
OUTPUTS					
		<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
No. of vital statistics occurring in Eau Claire County		4,056	3,894	3,774	3,863
No. of certified vital records issued		18,930	17,934	20,475	21,301
No. of customers served issuing vital records		5,191	5,144	5,524	5,960
Average no. vital record applications per month reviewed for processing		-	-	550	590
Births average 15-60 minutes to assist customer with request		-	-	50%	60%
No. of vital records & discharges certified for Veterans Office		701	734	435	246
No. of military discharges filed		118	136	70	92

<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Provide a secure repository, timely filing of vital records and issue an electronic record upon request.	100% of vital records are processed within 10 minutes of counter requests. Mail requests completed within 24-hour time frame.	100%	100%	90%	90%
Protect confidential material/equipment in all areas of office space.	Will meet procedures with state guidelines.	100%	70%	80%	90%
Totals		Budget \$297,643	Levy \$0		FTE's 4.00