

Register of Deeds

Department Summary

		FY 2003 Actual	FY 2004 Adopted Budget	FY 2004 Current Budget	FY 2005 Adopted Budget
Personal Services	\$	1,733,960	1,636,491	1,857,192	1,820,759
Operating Expenses		621,152	769,763	800,119	861,962
Capital Outlay		145,957	70,600	17,130	41,300
Expenditure Totals	\$	2,501,069	2,476,854	2,674,441	2,724,021
Intergovernmental Revenue		5,833,372	6,000,000	0	0
Fees & Other Revenues	\$	7,925,024	6,395,000	12,395,000	12,440,000
Revenue Totals	\$	13,758,396	12,395,000	12,395,000	12,440,000
Number of FTEs		34.00	34.00	35.00	35.00

Department Description

The Wake County Register of Deeds office is a customer-driven recording agency that ensures that all documents and maps presented for recordation are cashiered, imaged, indexed, and returned to the customer in the most efficient, accurate, economical, and timely manner.

List of Major Services

- Recording
- Scanning
- Indexing
- Cancellations
- Information services
- System administration

Business Plan Priorities

First and foremost, the Wake County Register of Deeds strives to provide efficient customer service by applying the latest technology to handle increasing volume and changing business requirements. The office strives to make online data available 99.9% of the time including nights and weekends. Although the Wake County Register of Deeds office is bound by statute to make recorded documents available via a temporary or permanent index within 24 hours, it strives to make documents available via a temporary index within one minute of recording. Statute also requires that documents be fully indexed on the permanent index within 30 days of the initial recordation. The office strives to fully index documents on the permanent index within one business day. Normally a document is fully indexed within two hours of the initial recordation.

Register of Deeds

After documents are fully indexed, they are mailed out to the customer within two days.

Highlights

Ongoing projects include: 1) Preparation of office space and plans to transfer Vital Records from their current location in Human Services to the Wake County Register of Deeds office in December 2004. 2) Upgrade the Register of Deeds' website to make use of portal technology. The office strives to make the site very user friendly by making information easily accessible. It hopes to aid the first time visitor as well as users that use the site for legal searches as part of their everyday work. The document search system BOOKS! is used for approximately 191,000 searches each month. External searches via the Internet account for 84% of the totals. 3) Research requirements, demand and benefits of e-Recording. Identify the level of use and availability of these tools. The continuation of the backfile project which entails scanning and indexing all records between the years of 1950 and 1973 with the end goal of providing 50+ years of online data. Since the backfield project is worked into the regular workload, progress on the project will be dependent upon the daily volume of new recordings.

The volume of activity of the Wake County Register of Deeds is entirely customer-driven. Since the Register of Deeds is primarily a recorder of real estate transactions, the explosive growth of population in Wake County has translated into more recordable documents. Wake County is among the fastest growing counties in the nation and has seen a steady increase in population since the 1990s. According to the Wake County Planning Department., the population of Wake County is expected to grow by 71,338 by 2005. The Register of Deeds fully expects the upward trend in population growth to correlate with an increase in recorded documents.

When the online imaging system was implemented in 1999, the office was the first Register of Deeds office in North Carolina to offer online retrieval of recorded documents. Since that time, other enhancements to service delivery have been implemented through online services such as a marriage license application via the web. Furthermore, in the summer of 2002, a new web application featuring a more intuitive layout and enhance search capabilities was placed into operation.

Performance Measures	FY 2003 Actual	FY 2004 Projection	FY 2005 Objective
Percent of documents recorded and placed on a temporary or permanent index within 24 hours	100%	100%	100%
Percent of documents recorded, scanned, indexed and returned to the recorder within 3 days	100%	100%	100%
Number of total documents recorded	218,366	197,060	200,000
Direct cost per recorded document	\$11.45		
Revenues collected	\$13,660,685	\$13,501,394	\$13,500,000
UCCs recorded	1,412	1,546	1,600
Cancellations	88,896	84,168	85,000