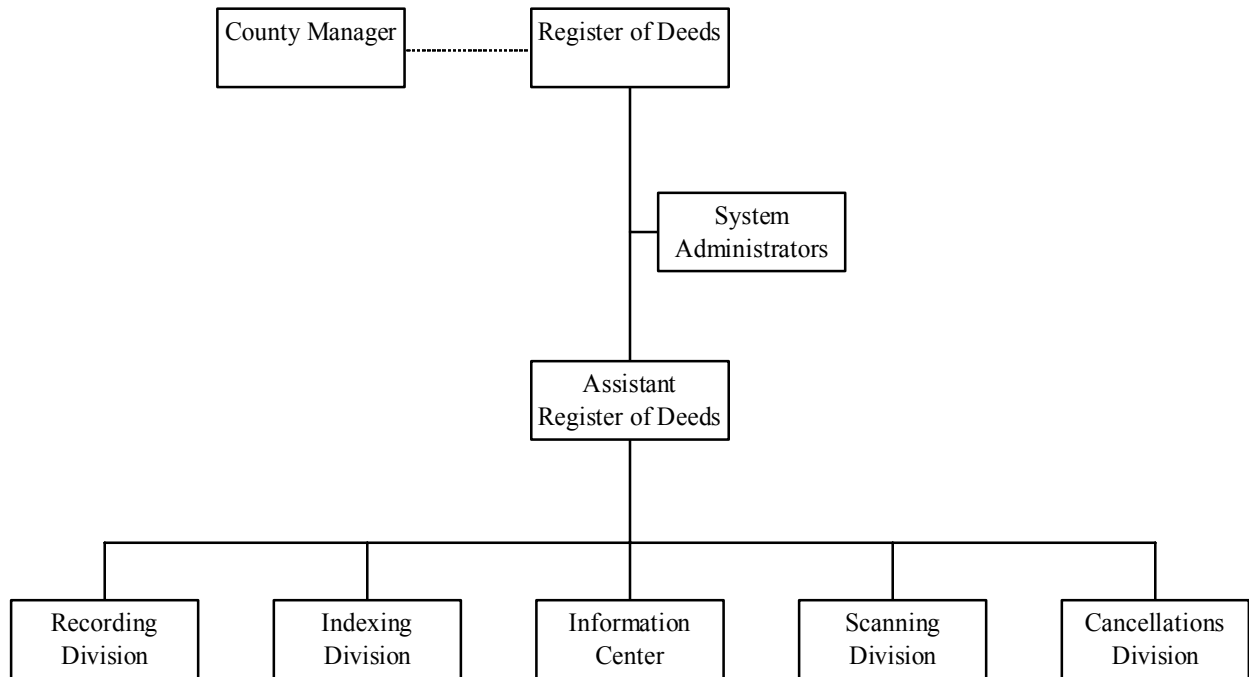


Register of Deeds

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Register of Deeds Organization Fiscal Year 2003-2004



Register of Deeds

Budget Summary

	FY2001-2002	FY2002-2003	FY2003-2004	FY2003-2004
	Actuals	Current Budget	Recommended	Adopted
Personal Services	\$1,368,242	\$1,555,796	\$1,636,491	\$1,636,491
Operating Expenses	\$460,609	\$687,268	\$769,763	\$769,763
Capital Outlay	\$41,776	\$219,140	\$70,600	\$70,600
Expenditure Totals	\$1,870,627	\$2,462,204	\$2,476,854	\$2,476,854
Intergovernmental Revenue	\$5,369,106	\$5,750,000	\$6,000,000	\$6,000,000
Fees & Other Revenues	\$4,689,368	\$5,375,000	\$6,395,000	\$6,395,000
Revenue Totals	\$10,058,474	\$11,125,000	\$12,395,000	\$12,395,000

Position Count

	FY2001-2002	FY2002-2003	FY2003-2004	FY2003-2004
	Actuals	Current	Recommended	Adopted
Number of FTE's	28.00	34.00	34.00	34.00

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 Wake County Register of Deeds office is bound by statute to make recorded documents available via a temporary or permanent index within 24 hours. Documents must be fully indexed on the permanent index within 30 days of the initial recordation. At the same time, the indexing unit strives for a margin of error of less than one percent. After documents are fully indexed, they are mailed out to the customer within two days.

Register of Deeds

Highlights

Currently ongoing projects include 1) an upgrade of our internal workflow software and hardware and 2) a backfile conversion to digitize and index recorded documents from 1950 to 1973.

The upgrade is intended to enhance the existing cashiering, scanning, indexing, and administrative modules by improving functionality and speeding throughput. At present, the tentative completion date for the upgrade is March 10, 2003. The backfile project entails scanning and indexing all records between the years of 1950 and 1973 with the end goal of providing 50 + years of online data. By providing this information online, foot traffic in the office should be reduced, freeing up valuable space in the public work areas. Since the backfile project will be 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/Informed Decisions, Inc., the population in Wake County is expected to grow by 71,338 by 2005. We fully expect the upward trend in population growth to correlate with an increase in recorded documents.

At the same time, changes in the economy, particularly shifts in the mortgage interest rates, affect the demand for Register of Deeds services. With the recent drop in interest rates, the office has experienced tremendous growth in recordings of deeds, deeds of trusts, and cancellations.

At the time 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 services as a marriage license application via the web. Furthermore, in the summer of 2002, a new web application featuring a more intuitive layout and enhanced search capabilities was placed into operation.

Performance Measurement	FY2001-02 Actual	FY2002-03 Actual	FY2003-04 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 documents recorded	175,095	218,366	205,000
Direct cost per recorded document	\$10.68	\$11.45	\$12.31
Revenues collected	\$9,941,279	\$13,660,685	\$12,500,000

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Performance Measurement	FY2001-02 Actual	FY2002-03 Actual	FY2003-04 Objective
UCC's recorded (decrease 7-1-02 UCC fixture files recorded only)	7,244	1,412	1,500
Cancellations	62,695	88,896	65,000

