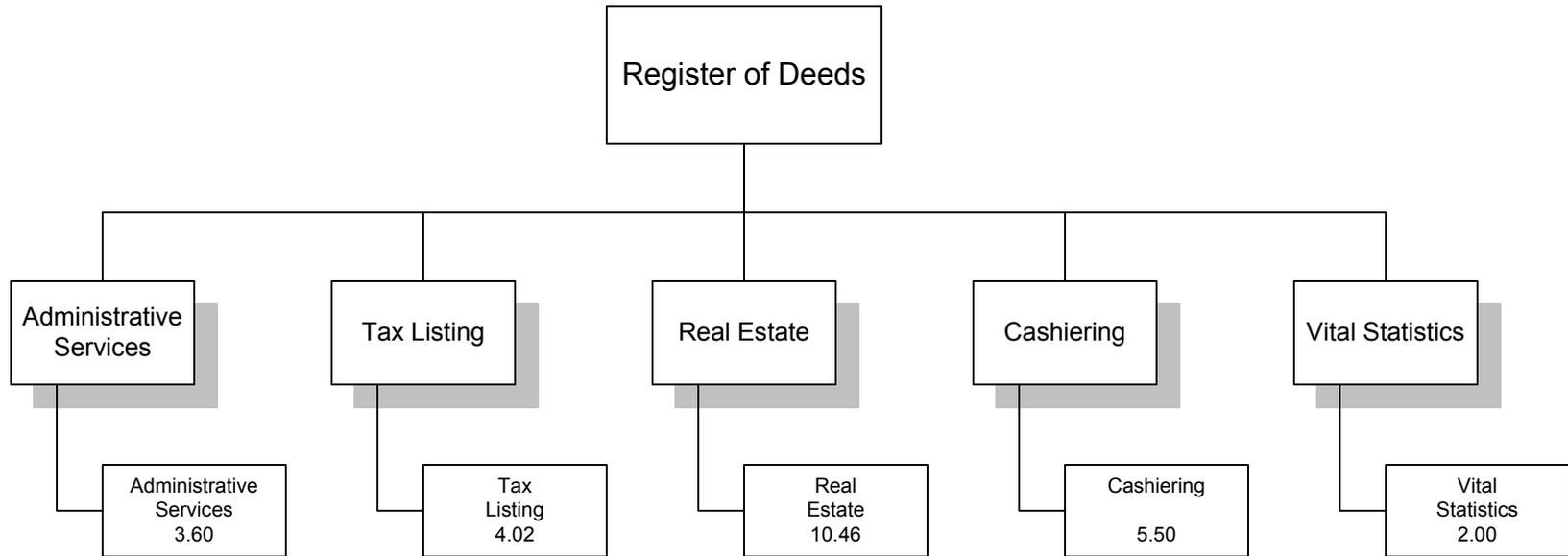


Register of Deeds

REGISTER OF DEEDS OFFICE

FUNCTION / PROGRAM CHART



25.58 TOTAL FTE'S

1. Position counts stated in terms of budgeted full time equivalent positions (FTE) includes extra help and overtime.
2. See Stats/Trends Section for position detail.



Statement of Purpose

The purpose of the Register of Deeds office is to provide to the citizens of Waukesha County:

1. A depository for safekeeping and public inspection of all legal documents pertaining to Real Estate and Vital Statistics.
2. Analysis and creation of accurate ownership and descriptions of parcels in Waukesha County to aid assessors in local municipalities.

Financial Summary	2008 Actual	2009 Adopted Budget	2009 Estimate (b)	2010 Budget	Change From 2009 Adopted Budget	
					\$	%
General Government	\$0	\$0	\$0	\$0	\$0	NA
Fine/Licenses	\$0	\$0	\$0	\$0	\$0	NA
Charges for Service	\$2,417,645	\$3,638,540	\$2,720,450	\$2,952,700	(\$685,840)	-18.8%
Interdepartmental	\$0	\$0	\$0	\$0	\$0	NA
Other Revenue	\$0	\$0	\$0	\$0	\$0	NA
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0	NA
County Tax Levy (Credit)(a)	(\$1,659,833)	(\$1,736,393)	(\$1,736,393)	(\$1,097,683)	\$638,710	-36.8%
Total Revenues Sources	\$757,812	\$1,902,147	\$984,057	\$1,855,017	(\$47,130)	-2.5%
Personnel Costs	\$1,292,269	\$1,421,101	\$1,405,898	\$1,457,016	\$35,915	2.5%
Operating Expenses	\$57,876	\$98,881	\$98,881	\$70,097	(\$28,784)	-29.1%
Interdept. Charges	\$289,179	\$382,165	\$363,313	\$327,904	(\$54,261)	-14.2%
Fixed Assets	\$0	\$0	\$0	\$0	\$0	NA
Total Expenditures	\$1,639,324	\$1,902,147	\$1,868,092	\$1,855,017	(\$47,130)	-2.5%
Rev. Over (Under) Exp.(b)	(\$881,512)	-	(\$884,035)	-	-	NA

Position Summary (FTE)

Regular Positions	26.00	25.00	25.00	25.00	0.00
Extra Help	0.00	0.28	0.00	0.28	0.00
Overtime	0.00	0.30	0.14	0.30	0.00
Total	26.00	25.58	25.14	25.58	0.00

- (a) The Tax Levy credit amount is from revenues in excess of expenditures, which is used to reduce Tax Levy funding for other general government operations.
- (b) Tax Levy of \$13,710 is being shifted from the End User Technology Fund to the Register of Deeds Office to cover the phasing in of the full cost of technology ownership based on the new charging method, which better reflects technology resources being used by departments, as recommended by Internal Audit.
- (c) The Department is estimating that they will finish unfavorably in 2009 due to the downturn in real estate market affecting real estate related revenue receipts.

Major Departmental Strategic Outcomes and Objectives for 2010**County-Wide Key Strategic Outcome: An economically vibrant county**

Objective 1: Promote Real Estate and other local business by minimizing risk and turn around time involved in property transactions processed by the Register of Deeds (ROD). (Real Estate and Cashiering)

Key Outcome Indicator: The Real Estate Division strives to minimize the time between submission of a document and its availability for public inspection and distribution to affected parties. The Department's benchmark for making documents available to the public is 8 business days, and the benchmark for distributing documents is 30 calendar days. In light of the anticipated implementation of new Land Records System (Tract Index) software in 2009, the ROD benchmarks will remain at the current levels for the next budget year.

Performance Measure:	2008 Actual	2009 Target	2009 Estimate	2010 Target
# of days when a document is recorded after the benchmark of 8 business days*	0	0	3**	0
# of days when a document is mailed out after the benchmark of 30 calendar days	0	0	0	0

* Benchmark reduced from 10 to 8 days in 2008

** Department expects to exceed turnaround benchmark due to increased document volume in 2009 and temporary staff reassignment to test work related to implementation of new Land Records System (Tract Index) software.

County-Wide Key Strategic Outcome: Cost effective services delivered with competence and skill

Objective 2: Provide desired services to clients efficiently. (Administrative Services)

Key Outcome Indicator: Increase in use of online services has, as predicted, resulted in a reduction of walk-in counter requests. This shift appears to have leveled off over the past year. Some of the reduction in walk-in requests is probably due to a decrease in activity in the Real Estate market over the past year.

Performance Measure:	2008 Actual	2009 Target	2009 Estimate	2010 Target
Total transactions via Internet	1,493	1,800	1,873	2,000
Walk-in help requests	5,692	6,000	5,500	5,500
Phone-in help requests	6,137	6,000	6,000	5,750

County-Wide Key Strategic Outcome: A county that provides customers with quality programs and services

Objective 3: Provide constituents with an irrefutable, reasonably accessible record of births, marriages and deaths within Waukesha County. The majority of interaction with constituents taking place in the Register of Deeds Office occurs at the Vital Records counter. (Vital Statistics)

Key Outcome Indicator: Percent of positive responses to customer survey. Positive feedback regarding interaction with employees and use of the self-service Vital Records station is an indication of quality and facility of service. The Department began surveying walk-in customers in the Vital Records area in mid-2006. This survey will be somewhat re-configured to record the specific type of business customers that come to the Register of Deeds office for; e.g. Tax Listing questions, Vital Records requests, Real Estate Document recording, or requesting copies of Real Estate Documents.

Performance Measure:	2008 Actual	2009 Target	2009 Estimate	2010 Target
% Positive responses to survey	97%	97%	98%	98%

County-Wide Key Strategic Outcome: Cost effective services delivered with competence and skill

Objective 4: Provide desired services to clients efficiently. (Real Estate and Cashiering)

Key Outcome Indicator: Replace the in-house developed Tract Index System with an off-the-shelf product that would be supported by the selected vendor.

Performance Measure:	2008 Actual	2009 Target	2009 Estimate	2010 Target
Time it takes to complete the indexing process and make the document available to the public. The current benchmark is 8 days, which the department achieved 100% in 2007.	Less than 8 days	Less than 8 days	Less than 8 days*	7 days or less
Staff time savings using the new system.	-	N/A	N/A	TBD

* The new LRS (Tract Index) implementation is on track to be complete in early 2010.

Current and Proposed Capital Projects

Proj. #	Project Name	Expected Completion Year	Total Project Cost	Est. % Complete End of '09	Estimated Operating Impact	A=Annual T=One-Time
200205	Tax Records Replacement (a)	2009	\$900,000	95%	\$22,000	A
200414	Countywide Cashiering (b)	2009	\$970,000	65%	\$43,250	A
200622	Tract Index Replacement (c)	2009	\$331,500	85%	\$45,000	A

Refer to Capital Project section of the budget book for additional detail.

- (a) Project is coordinated by Department of Administration. Annual ongoing costs including software and licensing costs will be split between the Register of Deed's Office (45% or \$9,641), the Treasurer's Office (45% or \$9,641), and the Department of Administration (10% or \$2,142).
- (b) Project is coordinated by Department of Administration. Estimated operating costs reflect annual county-wide costs to be built into the End User Technology Fund budget to be built into the End User Technology Fund budget.
- (c) Project sponsored by Register of Deeds. A Request for Proposal (RFP) was completed in 2008 with project implementation taking place in 2009 with expected completion in early 2010.

Administrative Services

County-Wide Key Strategic Outcome: Cost effective services delivered with competence and skill

Program Description

Administrative Services is responsible for coordinating and providing efficient administrative support to the department, including management of the office, working on business continuity, strategic planning, accounting and annual budget preparation. Fees are collected for the transfer of real estate based on the value of the property, with certain statutory exceptions. The County's portion of the fee (20%) is allocated to this program and the balance is sent to the State on a monthly basis.

	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
Staffing (FTE)	3.60	3.60	3.60	3.60	0.00
Charges for Services	\$1,198,764	\$2,008,140	\$991,500	\$1,246,500	(\$761,640)
Other Revenue	\$0	\$0	\$0	\$0	\$0
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
County Tax Levy (Credit)(a)	(\$1,640,248)	(\$1,648,243)	(\$1,648,243)	(\$880,644)	\$767,599
Total Revenues	(\$441,484)	\$359,897	(\$656,743)	\$365,856	\$5,959
Personnel Costs	\$300,329	\$310,043	\$309,519	\$311,981	\$1,938
Operating Expenses	\$14,539	\$30,720	\$30,720	\$31,711	\$991
Interdept. Charges	\$18,016	\$19,134	\$19,134	\$22,164	\$3,030
Fixed Assets	\$0	\$0	\$0	\$0	\$0
Total Expenditures	\$332,884	\$359,897	\$359,373	\$365,856	\$5,959

Rev. Over (Under) Exp.	(\$774,368)	-	(\$1,016,116)	-	-
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(a) Revenues in excess of expenditures are used to offset Tax Levy funding required for other County general fund operations.



Program Highlights

Charges for Services revenue are budgeted to decrease by \$761,640 to \$1,246,500, mostly due to a decrease in real estate transfer fees by \$775,000 to \$1,225,000, reflecting the downturn in the real estate market and to be closer to 2008 actuals and the 2009 estimate. Under current state statute, the Register of Deeds office collects \$0.30 per \$100 of the consideration amount from any home sale not exempted. Of this revenue, the County retains 20%, and the state is allocated 80%. Because the revenue collected is based on the value of the home sold, and such sales not being exempt from the transfer fee, the current real estate market impacts this revenue in two ways: First, a reduction in property value as well as the volume of properties sold has significantly reduced the revenue from each individual sale, as well as the total number of sales, respectively. Second, an increase in the number of exempt filings (e.g., properties sold by Sheriffs auction, which are most often exempt from this fee), reduce the percentage of total transfers that include transfer fee revenue. The Tax Levy credit in this program area decreases by \$767,599, mainly due to a reduction in revenues described above.

Personnel costs increase by \$1,938 or 0.6%, mostly due to the cost to continue 3.60 FTE staffing levels. Operating expenditures are budgeted to increase by \$991, mostly due to an increase in book binding and repair to catch up with an accumulation of needed repairs to bound Real Estate volumes. Interdepartmental charges increase by \$3,030, mainly due to an increase in End User Technology Fund (EUTF) computer charges by \$2,634, due to the phasing in of the full cost of technology ownership based on the new charging method, which better reflects technology resources being used by departments, as recommended by Internal Audit. Tax Levy of \$13,710 is being shifted from EUTF, to limit the impact of this cost phase in, for net increase in EUTF charges of only \$2,107 across the Department as a whole.

County-Wide Key Strategic Outcome: An economically vibrant county

Program Description

Real estate is responsible for the indexing of all deeds, mortgages, plats, instruments and certified survey maps, writings and filing of certain other documents. Real estate is also responsible for preparing and delivering, upon receipt of the proper fee, certified copies of any record, file, map, or plat in the office.

	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
Staffing (FTE)	10.00	10.46	10.11	10.46	0.00
Charges for Services	\$1,015,868	\$1,427,900	\$1,527,520	\$1,504,700	\$76,800
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
County Tax Levy (Credit)(a)	(\$598,634)	(\$624,620)	(\$624,620)	(\$768,412)	(\$143,792)
Total Revenues	\$417,234	\$803,280	\$902,900	\$736,288	(\$66,992)
Personnel Costs	\$408,816	\$471,171	\$459,197	\$487,493	\$16,322
Operating Expenses	\$27,223	\$31,030	\$31,030	\$12,525	(\$18,505)
Interdept. Charges	\$223,973	\$301,079	\$282,227	\$236,270	(\$64,809)
Fixed Asset	\$0	\$0	\$0	\$0	\$0
Total Expenditures	\$660,012	\$803,280	\$772,454	\$736,288	(\$66,992)
Rev. Over (Under) Exp.	(\$242,778)	-	\$130,446	-	-

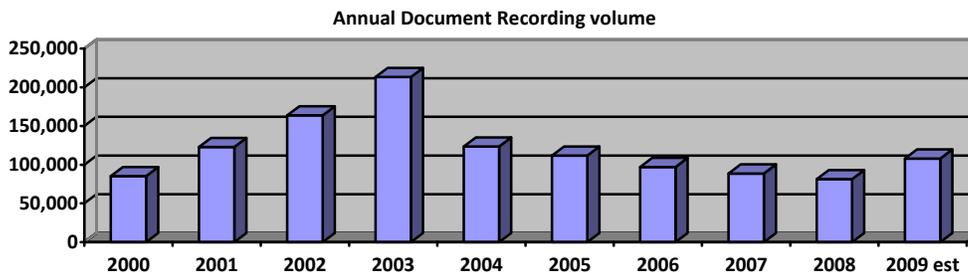
(a) Revenues in excess of expenditures are used to offset Tax Levy funding required for other County general fund operations.



Program Highlights

As defined in statute, document recording fees are \$11 for the first page and \$2 for each additional page, of which, the local County Register of Deeds office keeps \$4 for the first page and \$2 for each additional page. It is important to note the County has no control over the number of pages filed (e.g., mortgages, land contracts, etc.) or the per page charge, which is determined by statute.

Summary of Recording Fees		
Recording Fees	First Page	Additional Pages
State of Wisconsin	\$2	\$0
County Land Info. Syst. Office	\$5	\$0
ROD Retains	\$4	\$2
Total Fees	\$11	\$2



Charges for Services revenue increase by \$76,800 to \$1,504,700, primarily due to an increase in document recording fees by \$62,400 to \$1,373,400, assuming an increase in the number of pages recorded from 540,500 in the 2009 budget (115,000 documents at an average of 4.7 pages per document) to 577,700 in the 2010 budget (109,000 documents at an average of 5.3 pages per document), based on current year document recording activity. Revenues generated from the Department's online subscription service and Internet copy sales are budgeted to increase by \$28,400 to \$75,300, which is partially offset by a decrease in over-the-counter document copy sales by \$14,000 to \$56,000, as customers shift to using more online resources. The tax levy credit in this program area increases by \$143,792, mostly due to increases in revenue, discussed above, and a decreases in expenditures, discussed below.

Personnel costs increase by \$16,322 or 3.5%, mostly due to the cost to continue 10.46 FTE staff, and due to an increase in health insurance costs by \$11,293, mainly from changes in employee decisions regarding health and dental insurance plans. Operating expenditures are budgeted to decrease by \$18,505, mostly due to the removal of Optical Character Recognition (OCR) software licensing and related fees of \$18,750, as this functionality is expected to be included in the new Land Records System (Tract Index). Consistent with other Capital projects, the Capital Projects fund is expected cover the licensing and support costs of the new system during the first year of implementation (2010). However, following the first year, in the 2011 Budget, the Register of Deeds Office is planning to absorb these additional operating costs.

Interdepartmental charges decrease by \$64,809, mostly due to a reduction in imaging and microfilming charges by \$72,433, largely because the Department of Administration-Records Management Division is planning to reduce imaging and microfilming charges by 16%, from \$0.38 to \$0.32 for the 2010 budget, resulting from efficiencies expected to be achieved in imaging operations. In addition, the new Land Records System (Tract Index) is expected to include imaging functionality, reducing imaging services needed to be purchased from Records Management. This reduction is partially offset by a small increase in allocated End User Technology Fund (EUTF) computer charges of \$6,387.

County-Wide Key Strategic Outcome: An economically vibrant county

Program Description

Cashiering examines all legal documents to assure conformity to state statutes, advises the public of procedures for probate of an estate held in joint tenancy, and advises the public on laws and regulations concerning statutory requirements of the Register of Deeds Office. Cashiering collects and deposits the fees for recording and copies of recorded documents, uniform commercial code real estate-related recordings, Federal Tax Lien filings, marriage certificates, birth certificates, death certificates and real estate transfers. In addition, Cashiering staff prepares the recorded documents for imaging and microfilming and returns those documents to the customer.

	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
Staffing (FTE)	6.40	5.50	5.42	5.50	0.00
County Tax Levy	\$385,403	\$334,240	\$334,240	\$336,892	\$2,652
Total Revenues	\$385,403	\$334,240	\$334,240	\$336,892	\$2,652
Personnel Costs	\$245,382	\$289,278	\$286,378	\$298,064	\$8,786
Operating Expenses	\$7,260	\$15,350	\$15,350	\$5,397	(\$9,953)
Interdept. Charges	\$17,789	\$29,612	\$29,612	\$33,431	\$3,819
Total Expenditures	\$270,431	\$334,240	\$331,340	\$336,892	\$2,652
Rev. Over (Under) Exp.	\$114,972	-	\$2,900	-	-



Program Highlights

County Tax Levy in this program increases by \$2,652 to \$336,892 due to expenditure increases described below.

Personnel costs increase by \$8,786 or 3%, reflecting cost to continue for 5.5 FTEs. Operating expenditures decrease by \$9,953, due to a \$10,000 cost eliminated due to the removal of the Fidlar Cashiering software licensing and related support costs, in anticipation of the implementation of the new countywide cashiering system. The costs of licensing and support of the new countywide cashier system are planned to be absorbed and allocated through the End User Technology (EUTF) Internal Service Fund.



Activity	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
Subdivision Plats, Certified Survey Maps, Condo Plats Examined and Cashiered	199	300	200	225	(75)*
Total pages recorded	355,972	540,500	577,7000	577,700	37,200**

* This reduction is due to the downturn in the real estate development market.

** This increase is due to the higher number of pages per documents estimated to be recorded.

County-Wide Key Strategic Outcome: A well-planned county

Program Description

Tax Listing creates and maintains the accuracy of lists and descriptions of all parcels of real estate in the County that are subject to tax and also those exempt from tax. Tax Listing provides lists, maps, and descriptions of such parcels to the public. In addition, Tax Listing is responsible for all coordination and transmission of tax listing file information in response to municipal requests.

	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
Staffing (FTE)	4.00	4.02	4.01	4.02	0.00
Charges for Services	\$11,890	\$14,500	\$11,430	\$11,500	(\$3,000)
County Tax Levy	\$261,824	\$270,589	\$270,589	\$281,156	\$10,567
Total Revenues	\$273,714	\$285,089	\$282,019	\$292,656	\$7,567
Personnel Costs	\$236,856	\$253,634	\$254,236	\$260,783	\$7,149
Operating Expenses	\$2,229	\$15,036	\$15,036	\$13,309	(\$1,727)
Interdept. Charges	\$14,075	\$16,419	\$16,419	\$18,564	\$2,145
Total Expenditures	\$253,160	\$285,089	\$285,691	\$292,656	\$7,567
Rev. Over (Under) Exp.	\$20,554	-	(\$3,672)	-	-



Program Highlights

Charges for Services revenue decreases by \$3,000 to \$11,500 from the 2009 budget, reflecting copy sales from over the counter purchases shifting to online transactions. County Tax Levy increases in the Tax Listing program by \$10,567 or about 3.9%, mostly to cover personnel cost increases, described below.

Personnel costs increase by \$7,149 or 2.8%, reflecting the cost to continue for 4.02 FTE staffing levels. Operating expenditures decrease by \$1,727, mostly due to a decrease in the anticipated licensing fees charged to the Register of Deeds Office (and the Treasurer’s Office) by \$1,759 to \$9,641 for the new Tax Listing System software, because part of this cost will now also be shared with the Department of Administration.



Activity	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
Real Estate & Personal Property Accounts maintained by Tax Listing	97,712	99,000	99,000	99,500	500
Number of tax listings updated by Tax Listing staff	31,112	41,000	32,000	33,000	(8,000)
Number of Property Transfers Processed	9,359	14,000	8,457	10,000	(4,000)

County-Wide Key Strategic Outcome: A county that provides customers with quality programs and services

Program Description

Vital statistics is responsible for the accurate recording and filing of birth, marriage, and death certificates; and issuing certified copies of these certificates. This program also examines all original birth, marriage, and death certificates before processing them to the state. The vital statistics program provides both phone and walk-in reception services for the entire office.

	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
Staffing (FTE)	2.00	2.00	2.00	2.00	0.00
Charges for Services	\$191,123	\$188,000	\$190,000	\$190,000	\$2,000
County Tax Levy (Credit)(a)	(\$68,178)	(\$68,359)	(\$68,359)	(\$66,675)	\$1,684
Total Revenues	\$122,945	\$119,641	\$121,641	\$123,325	\$3,684
Personnel Costs	\$100,886	\$96,975	\$96,568	\$98,695	\$1,720
Operating Expenses	\$6,625	\$6,745	\$6,745	\$7,155	\$410
Interdept. Charges	\$15,326	\$15,921	\$15,921	\$17,475	\$1,554
Total Expenditures	\$122,837	\$119,641	\$119,234	\$123,325	\$3,684

Rev. Over (Under) Exp.	\$108	-	\$2,407	-	-
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(a) Revenues in excess of expenditures are used to offset Tax Levy funding required for other County general fund operations.



Program Highlights

Charges for services increase by \$2,000 or 1% to \$190,000, based on current year and 2008 actual revenues received for vital records copies. The Tax Levy Credit for this program decreases by \$1,684, which amounts to a Tax Levy increase to partially fund the expenditure increase below.

Personnel costs increase by \$1,720 to \$98,695, reflecting costs to continue for 2.00 FTE employees.



Activity	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
Number of Certificates Filed					
Birth	5,665	7,100	7,100	5,700	(1,400)
Death	2,956	3,900	3,900	3,500	(400)
Marriage	1,965	2,700	2,700	2,500	(200)
Number of Certified Copies Issued					
Birth	9,289	12,000	12,000	10,000	(2,000)
Death	34,940	32,000	32,000	35,000	3,000
Marriage	7,497	6,500	6,500	7,500	1,000