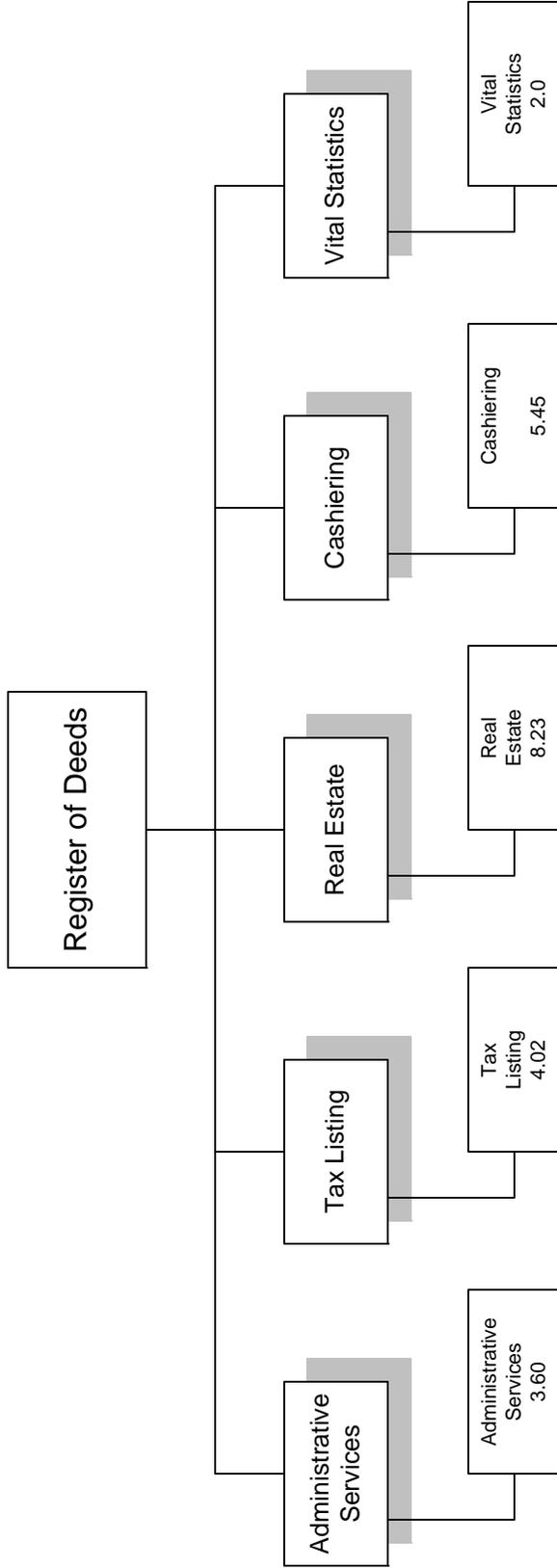


Register of Deeds

REGISTER OF DEEDS OFFICE

FUNCTION / PROGRAM CHART



23.30 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	2009	2010	2010	2011	Change From 2010	
	Actual	Adopted Budget	Estimate (b)	Budget	Adopted Budget	
					\$	%
General Government	\$0	\$0	\$0	\$0	\$0	NA
Fine/Licenses	\$0	\$0	\$0	\$0	\$0	NA
Charges for Service	\$2,524,033	\$2,952,700	\$2,546,403	\$2,853,043	(\$99,657)	-3.4%
Interdepartmental	\$0	\$0	\$0	\$0	\$0	NA
Other Revenue	\$18	\$0	\$0	\$0	\$0	NA
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0	NA
County Tax Levy (Credit) (a)	(\$1,736,393)	(\$1,097,683)	(\$1,097,683)	(\$1,071,495)	\$26,188	-2.4%
Total Revenues Sources	\$787,658	\$1,855,017	\$1,448,720	\$1,781,548	(\$73,469)	-4.0%
Personnel Costs	\$1,316,660	\$1,457,016	\$1,504,831	\$1,428,891	(\$28,125)	-1.9%
Operating Expenses	\$53,536	\$70,097	\$71,305	\$101,647	\$31,550	45.0%
Interdept. Charges	\$367,794	\$327,904	\$323,698	\$251,010	(\$76,894)	-23.5%
Fixed Assets	\$0	\$0	\$0	\$0	\$0	NA
Total Expenditures	\$1,737,990	\$1,855,017	\$1,899,834	\$1,781,548	(\$73,469)	-4.0%
Rev. Over (Under) Exp.	(\$950,332)	-	(\$451,114)	-	-	NA

Position Summary (FTE)

Regular Positions	25.00	25.00	25.00	23.00	(2.00)
Extra Help	0.00	0.28	0.28	0.00	(0.28)
Overtime	0.09	0.30	0.30	0.30	0.00
Total	25.09	25.58	25.58	23.30	(2.28)

- (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 \$14,188 is being shifted from the End User Technology Fund to the Register of Deeds Office to cover the phasing in of the cost of technology resources being used.
- (c) The Department is estimating that they will finish unfavorably in 2010 due to the downturn in the real estate market affecting real estate related revenues.

Major Departmental Strategic Outcomes and Objectives for 2011**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. With the new land records software implementation completed in 2010 and ongoing business process adjustments, we will reduce the benchmark for recording from 8 to 6 days in 2011.

Performance Measure:	2009 Actual	2010 Target	2010 Estimate	2011 Target
# of days when a document is recorded after the benchmark of 6 business days*	0	0	0	10*
# of days when a document is mailed out after the benchmark of 30 calendar days	0	0	0	0

* Benchmark to be reduced from 8 to 6 days in 2011

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:	2009 Actual	2010 Target	2010 Estimate	2011 Target
Total transactions via Internet	1,872	2,000	1,600*	2,500
Walk-in help requests	6,035	5,500	5,412	5,000
Phone-in help requests	5,430	5,750	5,892	5,500

* Online document sales down in 2010 due to update hiatus associated with change to new software.

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:	2009 Actual	2010 Target	2010 Estimate	2011 Target
% Positive responses to survey	97%	98%	98%	98%*

* In 2011 this survey will be amended to include questions regarding the type of service the customer came to our office for in order to better analyze the makeup of our walk-in traffic.

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:	2009 Actual	2010 Target	2010 Estimate	2011 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.	8 days or less	7 days or less	7 days or less	6 days or less.*

* The new Land Records system allows even not yet fully indexed documents to be available for viewing as soon as they are scanned, usually within 2 days. This benchmark represents the interval between cashiering the document and completion of index verification.

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

Objective 5: Use county resources with greatest possible efficiency.

Key Outcome Indicator: In 2011 the ROD and Emergency Preparedness departments will engage in a cooperative pilot program to share the ROD Programs and Projects Analyst position between ROD and the Department of Emergency Preparedness. The position is expected to provide the Department of Emergency Preparedness with professional fiscal support and avoid the creation of an additional position. The Programs and Projects Analyst position will be reclassified as a Senior Financial Analyst beginning in the 2011 budget year, reflecting the duties and responsibilities associated with the shared role. A determination to maintain the shared arrangement and the reclassification will be done following an evaluation of the pilot program and with the 2012 budget. Reallocation of this positions' funding will not take place until the 2012 budget, in order to allow both departments to evaluate the required division of work for this position.

In 2011 the Register of Deeds will explore alternate revenue sources to further offset operating costs.

Current and Proposed Capital Projects

Proj. #	Project Name	Expected Completion Year	Total Project Cost	Est. % Complete End of '10	Estimated Operating Impact	A=Annual T=One-Time
200205	Tax Records Replacement (a)	2011	\$900,000	95%	\$22,000	A
200414	Countywide Cashiering (b)	2012	\$970,000	60%	\$43,250	A
200622	Tract Index Replacement (c)	2011	\$331,500	95%	\$45,000	A
201117	ROD Electronic Record Redaction (d)	2012	\$550,000	0%	\$0	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.
- (d) Project sponsored by Register of Deeds with project implementation taking place in 2011 and expected completion in 2012. This project is self-funded by a fee of \$5 per document recorded. Once the digitization and redaction is complete, the fee will be discontinued and the ROD office will revert to its prior practice of rejecting or redacting new documents that contain social security numbers.

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.

	2009 Actual	2010 Budget	2010 Estimate	2011 Budget	Budget Change
Staffing (FTE)	3.60	3.60	3.60	3.60	0.00
Charges for Services	\$977,726	\$1,246,500	\$1,080,056	\$1,199,050	(\$47,450)
Other Revenue	\$18	\$0	\$0	\$0	\$0
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
County Tax Levy (Credit)	(\$1,648,243)	(\$880,644)	(\$880,644)	(\$812,186)	\$68,458
Total Revenues	(\$670,499)	\$365,856	\$199,412	\$386,864	\$21,008
Personnel Costs	\$305,506	\$311,981	\$321,033	\$330,090	\$18,109
Operating Expenses	\$15,504	\$31,711	\$30,807	\$31,213	(\$498)
Interdept. Charges	\$18,969	\$22,164	\$22,088	\$25,561	\$3,397
Fixed Assets	\$0	\$0	\$0	\$0	\$0
Total Expenditures	\$339,979	\$365,856	\$373,928	\$386,864	\$21,008
Rev. Over (Under) Exp.	(\$1,010,478)	-	(\$174,516)	-	-



Program Highlights

Charges for Services revenue are budgeted to decrease by \$47,450 to \$1,199,050, due to a decrease in transfer fees by \$50,000 to \$1,175,000. This reflects a leveling off in the real estate market and more closely approximates the 2009 and 2010 estimates. Under current state statute, the Register of Deeds office collects \$0.30 per \$100 of the consideration amount from any real estate property sale not exempted. Of this revenue, the County retains 20% and the state is allocated 80%. Factors impacting this revenue are the number properties sold, the percentage of those properties that are exempt from transfer fees, and the sale price of the properties.

Personnel costs increase by \$18,109, reflecting costs to continue for 3.60 FTE positions and is primarily comprised of increased health care costs (\$10,913) and salaries (\$4,499). Interdepartmental charges increase by \$3,397, mainly due to an increase in End User Technology Fund (EUTF) computer charges by \$3,095, due to the phasing in of the full cost of technology ownership based on the charging method recommended by Internal Audit.

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. Real estate also staffs the real estate desk and phone lines to assist the public with inquiries about any real estate filings maintained in our office.

	2009 Actual	2010 Budget	2010 Estimate	2011 Budget	Budget Change
Staffing (FTE)	10.01	10.46	10.46	8.23	(2.23)
Charges for Services	\$1,360,625	\$1,504,700	\$1,269,762	\$1,457,033	(\$47,667)
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
County Tax Levy (Credit)	(\$624,620)	(\$768,412)	(\$768,412)	(\$839,645)	(\$71,233)
Total Revenues	\$736,005	\$736,288	\$501,350	\$617,388	(\$118,900)
Personnel Costs	\$379,520	\$487,493	\$527,076	\$419,730	(\$67,763)
Operating Expenses	\$21,624	\$12,525	\$14,874	\$47,829	\$35,304
Interdept. Charges	\$287,004	\$236,270	\$232,090	\$149,829	(\$86,441)
Fixed Asset	\$0	\$0	\$0	\$0	\$0
Total Expenditures	\$688,148	\$736,288	\$774,040	\$617,388	(\$118,900)

Rev. Over (Under) Exp.	\$47,857	-	(\$272,690)	-	-
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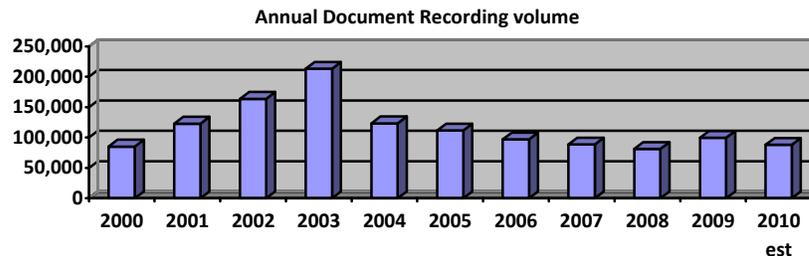
(a) Revenues in excess of expenditures are used to offset Tax Levy funding required for other County general fund operations.



Program Highlights

On June 25th of 2010, the statutory recording fee structure changed from a gross charge of \$11 for the first page of any real estate document plus \$2 for each additional page to a flat fee of \$30 for recording any document, which includes a \$5 fee to provide for redaction of social security numbers. This change will provide the Register of Deeds Office with additional recording revenue of approximately \$2.40 per document. The \$5 redaction fee will be used to redact social security numbers from all electronic real estate documents, and to digitize, redact and make available to the public all ROD real estate records dating back to 1935.

Summary of Recording Fees			
Recording Fees	Prior to June 25, 2010		New Fee
	First Page	Additional Pages	Any R.E. Document
State of Wisconsin	\$2	\$0	\$2
County Land Info. Syst. Office	\$5	\$0	\$8
ROD Retains	\$4	\$2	\$15
Redaction Fee	\$0	\$0	\$5
Total Fees	\$11	\$2	\$30



Charges for Services revenue decrease by \$47,667 to 1,457,033, primarily due to a projected decrease in recording fees of \$53,400. This is partially offset by an increase to copy and duplicating fees of \$5,733, based on current year projected and prior year revenue.

Personnel costs decrease by \$67,763 to \$419,730, reflecting the unfunding of 1.00 FTE Clerk Typist I/II and 1.00 FTE Clerk Typist II as a result of anticipated efficiencies gained from the implementation of new land records software in 2010. Operating expenditures increase by \$35,304 to \$47,829, reflecting the inclusion in this budget of annual licensing fees for the new Land Record system of \$36,981 and an increase in printing supply costs of \$1,000 reflecting current and prior year estimates. This increase is partially offset by a decrease in office equipment repair and maintenance costs of \$2,300 due to the elimination of old equipment afforded by the new Land Records System.

Interdepartmental charges decrease by \$86,441 to \$149,829. This change consists of a decrease in imaging charges of \$80,760, reflecting the department's intent to scan documents in-house, and a \$15,580 decrease in postage due to the implementation of electronic recording made possible by the new Land Records software. These changes offset increases of \$1,745 for computer replacement charges related to installation of a new server for the Automated Indexing function of the new land records software, and an increase of \$8,124 to EUTF charges.

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. In 2011, the Department plans to add image scanning functions to this program area.

	2009 Actual	2010 Budget	2010 Estimate	2011 Budget	Budget Change
Staffing (FTE)	5.47	5.50	5.50	5.45	(0.05)
County Tax Levy	\$334,240	\$336,892	\$336,892	\$345,911	\$9,019
Total Revenues	\$334,240	\$336,892	\$336,892	\$345,911	\$9,019
Personnel Costs	\$285,257	\$298,064	\$298,044	\$307,837	\$9,773
Operating Expenses	\$7,169	\$5,397	\$5,312	\$2,793	(\$2,604)
Interdept. Charges	\$26,034	\$33,431	\$33,431	\$35,281	\$1,850
Total Expenditures	\$318,460	\$336,892	\$336,787	\$345,911	\$9,019
Rev. Over (Under) Exp.	\$15,780	-	\$105	-	-



Program Highlights

Personnel costs increase by \$9,773 to \$307,837, reflecting costs to continue for 5.45 FTEs. This is partially offset by a reduction of 104 hours of extra help for a salary and benefits decrease of \$517. Operating expenditures decrease by \$2,604, primarily because of a reduction of \$2,500 in office equipment repair and maintenance, due to the removal of several pieces of equipment no longer required with the new Land Records software.

Interdepartmental charges increase by \$1,850 due to an increase to EUTF charges of \$4,449, partially offset by a reduction in postage charges of \$2,998 facilitated by escrow and voucher account handling in the new Land Records software.



Activity	2009 Actual	2010 Budget	2010 Estimate	2011 Budget	Budget Change
Subdivision Plats, Certified Survey Maps, Condo Plats Examined and Cashiered	167	225	140	165	(60)
Total pages recorded	509,980	577,700	350,000	400,000	(177,700)

* 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.

	2009 Actual	2010 Budget	2010 Estimate	2011 Budget	Budget Change
Staffing (FTE)	4.00	4.02	4.02	4.02	0.00
Charges for Services	\$3,615	\$11,500	\$6,585	\$6,960	(\$4,540)
County Tax Levy	\$270,589	\$281,156	\$281,156	\$296,806	\$15,650
Total Revenues	\$274,204	\$292,656	\$287,741	\$303,766	\$11,110
Personnel Costs	\$250,413	\$260,783	\$260,128	\$269,898	\$9,115
Operating Expenses	\$1,209	\$13,309	\$12,167	\$12,167	(\$1,142)
Interdept. Charges	\$16,343	\$18,564	\$18,564	\$21,701	\$3,137
Total Expenditures	\$267,965	\$292,656	\$290,859	\$303,766	\$11,110
Rev. Over (Under) Exp.	\$6,239	-	(\$3,118)	-	-



Program Highlights

Charges for services decrease by \$4,540, based primarily on a reduction of \$3,640 for fees related to sending notices of assessment, as more municipalities have begun sending these out on their own or via their contracted assessor.

Personnel costs increase by \$9,115 to \$269,898, reflecting costs to continue for 4.02 FTE staffing levels. Operating expenses decrease by \$1,142 due primarily to a decrease of \$1,000 in office supplies, based on current and prior year expenses. Interdepartmental charges increase by \$3,137, mainly due to an increase of \$411 to computer replacement charges and \$2,708 to EUTF charges.



Activity	2009 Actual	2010 Budget	2010 Estimate	2011 Budget	Budget Change
Real Estate & Personal Property Accounts maintained by Tax Listing	97,909	99,500	108,000	109,000	9,500
Number of tax listings updated by Tax Listing staff	223,306	33,000	500,000	500,000	470,000*
Number of Property Transfers Processed	12,134	10,000	12,475	12,500	2,500

* Reflects clean-up work on new system and change in counting method: Our old system counted any changes made to a given key number within 8 hours as one change; the new system counts each change individually.

Vital Statistics

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.

	2009 Actual	2010 Budget	2010 Estimate	2011 Budget	Budget Change
Staffing (FTE)	2.01	2.00	2.00	2.00	0.00
Charges for Services	\$182,067	\$190,000	\$190,000	\$190,000	\$0
County Tax Levy (Credit)	(\$68,359)	(\$66,675)	(\$66,675)	(\$62,380)	\$4,295
Total Revenues	\$113,708	\$123,325	\$123,325	\$127,620	\$4,295
Personnel Costs	\$95,964	\$98,695	\$98,550	\$101,336	\$2,641
Operating Expenses	\$8,029	\$7,155	\$8,145	\$7,645	\$490
Interdept. Charges	\$19,444	\$17,475	\$17,525	\$18,639	\$1,164
Total Expenditures	\$123,437	\$123,325	\$124,220	\$127,620	\$4,295
Rev. Over (Under) Exp.	(\$9,729)	-	(\$895)	-	-



Program Highlights

Charges for services revenue remains unchanged, based on the current year estimate and prior year actual.

Personnel costs increase by \$2,641 to \$101,336, reflecting the cost to continue for 2.00 FTE positions. Operating expenses increase by \$490 due to increases in office and printing supplies. Budgeted interdepartmental charges increase by \$1,164, due primarily to a reallocation of \$1,000 from the Real Estate program for outside printing charges, based on current year expenditures.



Activity	2009 Actual	2010 Budget	2010 Estimate	2011 Budget	Budget Change
Number of Certificates Filed					
Birth	5,547	5,700	5,700	5,700	0
Death	2,868	3,500	3,500	3,500	0
Marriage	1,811	2,500	2,000	2,000	(500)
Domestic Partnership	46	0	35	35	35
Number of Certified Copies Issued					
Birth	5,386	10,000	5,400	5,400	(4,600)*
Death	32,051	35,000	33,000	33,000	(2,000)
Marriage	7,203	7,500	7,300	7,300	(200)
Domestic Partnership	43	0	35	35	35

* Note: The decrease in copies, coupled with the increase in revenue for this program suggests a shift to a greater proportion of first copies in the total count of copies sold. The ROD collects \$7 for the first copy of a birth certificate sold and \$3 for each additional copy.