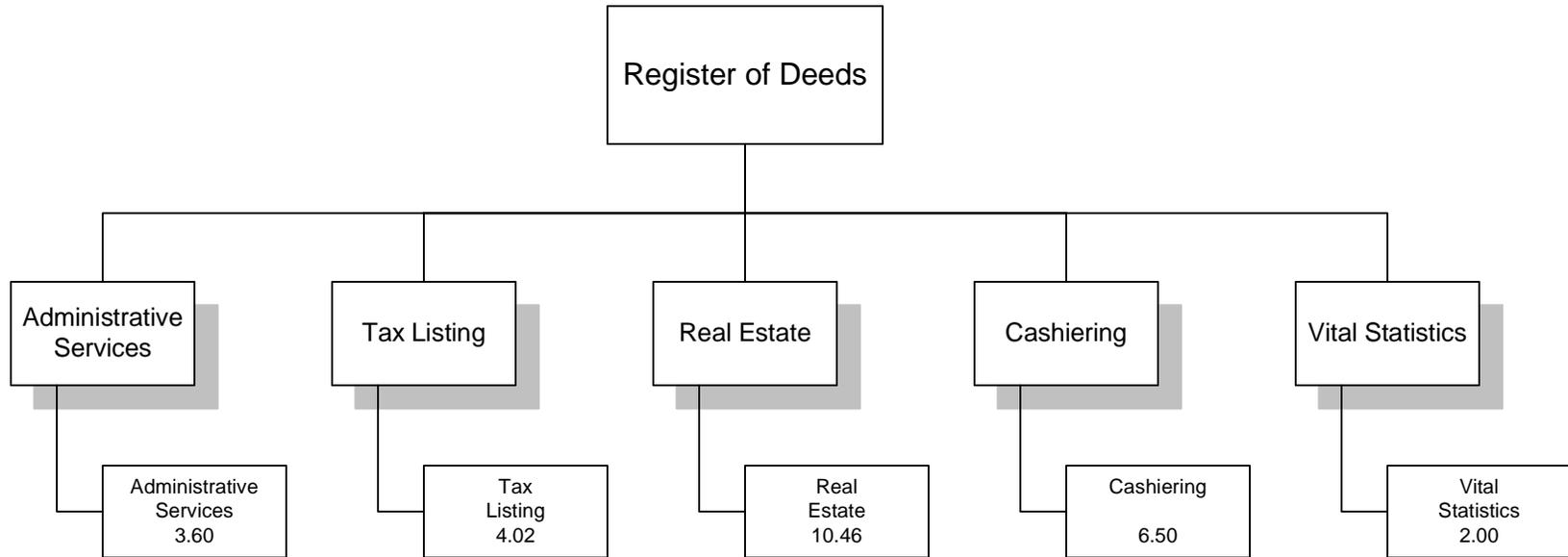


# REGISTER OF DEEDS OFFICE

## FUNCTION / PROGRAM CHART



26.58 TOTAL FTES

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, Vital Statistics and Uniform Commercial Code.
2. Analyze and create accurate ownership and descriptions of parcels in Waukesha County to aid assessors in local municipalities.

Financial Summary	2006 Actual	2007 Adopted Budget (b)	2007 Estimate (b)	2008 Budget	Change From 2007 Adopted Budget	
					\$	%
General Government	\$0	\$0	\$0	\$0	\$0	NA
Fine/Licenses	\$0	\$0	\$0	\$0	\$0	NA
Charges for Service	\$3,364,104	\$3,442,000	\$3,419,048	\$3,625,945	\$183,945	5.3%
Interdepartmental	\$0	\$0	\$0	\$0	\$0	NA
Other Revenue	\$34	\$0	\$0	\$0	\$0	NA
Appr. Fund Balance	\$10,000	\$0	\$900	\$0	\$0	NA
<b>County Tax Levy (Credit)(a)(b)</b>	<b>(\$1,324,744)</b>	<b>(\$1,511,719)</b>	<b>(\$1,511,719)</b>	<b>(\$1,659,833)</b>	<b>(\$148,114)</b>	<b>9.8%</b>
<b>Total Revenues Sources</b>	<b>\$2,049,394</b>	<b>\$1,930,281</b>	<b>\$1,908,229</b>	<b>\$1,966,112</b>	<b>\$35,831</b>	<b>1.9%</b>
Personnel Costs	\$1,259,122	\$1,401,711	\$1,384,061	\$1,443,681	\$41,970	3.0%
Operating Expenses	\$54,750	\$120,580	\$116,119	\$118,736	(\$1,844)	1.5%
Interdept. Charges (b)	\$317,876	\$407,990	\$365,874	\$403,695	(\$4,295)	1.1%
Fixed Assets	\$0	\$0	\$0	\$0	\$0	NA
<b>Total Expenditures</b>	<b>\$1,631,748</b>	<b>\$1,930,281</b>	<b>\$1,866,054</b>	<b>\$1,966,112</b>	<b>\$35,831</b>	<b>1.9%</b>
Rev. Over (Under) Exp.	\$417,646	-	\$42,175	-	-	NA

**Position Summary (FTE)**

Regular Positions (c)	27.00	26.00	26.00	26.00	0.00
Extra Help	1.10	1.10	0.40	0.28	(0.82)
Overtime	0.12	0.12	0.12	0.30	0.18
<b>Total</b>	<b>28.22</b>	<b>27.22</b>	<b>26.52</b>	<b>26.58</b>	<b>(0.64)</b>

- (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) The 2007 Adopted Budget Interdepartmental expenditures and Tax Levy are restated for comparison purposes to the 2008 Budget to reflect the new End User Technology (EUTF) cost allocation method based on Information Technology resources used as recommended by Internal Audit.
- (c) Abolish 1.00 FTE clerk typist II position in the 2008 Budget which was unfunded in the 2007 Budget process.

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**Major Departmental Strategic Outcomes and Objectives for 2008**
**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. (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 Division's benchmark for making documents available to the public is 10 business days, and the benchmark for distributing documents is 30 calendar days. For 2008, the benchmark will be reduced to eight days. The performance measure seeks to have no days beyond the benchmarks for these two activities.

Performance Measure:	2006 Actual	2007 Target	2007 Estimate	2008 Target
# of days when a document is recorded after the benchmark of 8 business days	0	0	0	5 or less *
# 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 for 2008

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

Objective 2: Promote Countywide planning by providing data and funding to the County Land Information System. (Tax Listing)

Key Outcome Indicator: The number of changes made annually to the Tax Listing records will measure the outcome for this initiative.

Performance Measure:	2006 Actual	2007 Target	2007 Estimate	2008 Target
Real estate & personal property accounts maintained by Tax Listing	95,293	99,000	97,000	99,000
Number of updates made to the tax file	66,340	67,000	70,000*	40,000**

\* This estimate is based on current year statistics as reported by the current Register of Deeds Tax File application, and reflects double entry in both the current and the new Tax File systems. The Register of Deeds Office does not yet have functional reporting in the new Tax File system, and is unsure how the new system will track listing activity.

\*\* This estimate assumes completion of the new Tax Listing system installation in 2007, and no double entry of data in 2008.

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

Objective 3: Provide desired services to clients efficiently. (Administrative Services)

Key Outcome Indicator: Increase in use of online services should logically indicate a commensurate decrease in counter requests. However, the counter is almost constantly busy. Therefore, measurement of monthly average pay per view internet site access may provide an indicator of reduced counter and Real Estate division help line calls.

Performance Measure:	2006 Actual	2007 Target	2007 Estimate	2008 Target
Total transactions via internet	813	750	1,000	1,200
Walk-in help requests	8,732	7,400	7,392	7,400
Phone in help requests	9,423	6,900	6,856	6,856

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

Objective 4: 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.

Performance Measure:	2006 Actual	2007 Target	2007 Estimate	2008 Target
% Positive responses to survey	N/A	95%	93%	95%

**Current and Proposed Capital Projects**

Proj. #	Project Name	Expected Completion Year	Total Project Cost	Est. % Complete End of '07	Estimated Operating Impact	A=Annual T=One-Time
200205	Tax Records Replacement (a)	2008	\$900,000	75%	\$22,000	A
200414	Countywide Cashiering (b)	2009	\$970,000	N/A	\$43,250	A
200622	Tract Index Replacement(c)	2008	\$275,000	N/A	\$35,000	A

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

- Project is coordinated by Department of Administration Information Technology Division. Annual ongoing costs including software and licensing costs will be split evenly between the Register of Deed's Office (\$11,000) and the Treasurer's Office (\$11,000).
- Project is coordinated by Department of Administration Business Office. Estimated operating impact to be determined in late 2007 closer to project implementation start date. Estimated Operating costs reflect annual countywide costs.
- Project sponsored by Register of Deeds. A study and Request for Proposal (RFP) will be completed in 2007 with project implementation planned for 2008.

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.

	2006 Actual	2007 Budget	2007 Estimate	2008 Budget	Budget Change
<b>Staffing (FTE)</b>	<b>3.60</b>	<b>3.60</b>	<b>3.60</b>	<b>3.60</b>	<b>0.00</b>
Charges for Services	\$1,959,803	\$1,857,800	\$1,896,653	\$2,008,145	\$150,345
Other Revenue	\$34	\$0	\$0	\$0	\$0
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
<b>County Tax Levy (Credit)(a)</b>	<b>(\$1,274,393)</b>	<b>(\$1,502,112)</b>	<b>(\$1,502,112)</b>	<b>(\$1,640,248)</b>	<b>(\$138,136)</b>
<b>Total Revenues</b>	<b>\$685,444</b>	<b>\$355,688</b>	<b>\$394,541</b>	<b>\$367,897</b>	<b>\$12,209</b>
Personnel Costs	\$312,483	\$300,709	\$298,186	\$310,692	\$9,983
Operating Expenses	\$15,131	\$38,677	\$36,582	\$38,497	(\$180)
Interdept. Charges	\$15,013	\$16,302	\$15,323	\$18,708	\$2,406
Fixed Assets	\$0	\$0	\$0	\$0	\$0
<b>Total Expenditures</b>	<b>\$342,627</b>	<b>\$355,688</b>	<b>\$350,091</b>	<b>\$367,897</b>	<b>\$12,209</b>

Rev. Over (Under) Exp.	\$342,817	-	\$44,450	-	-
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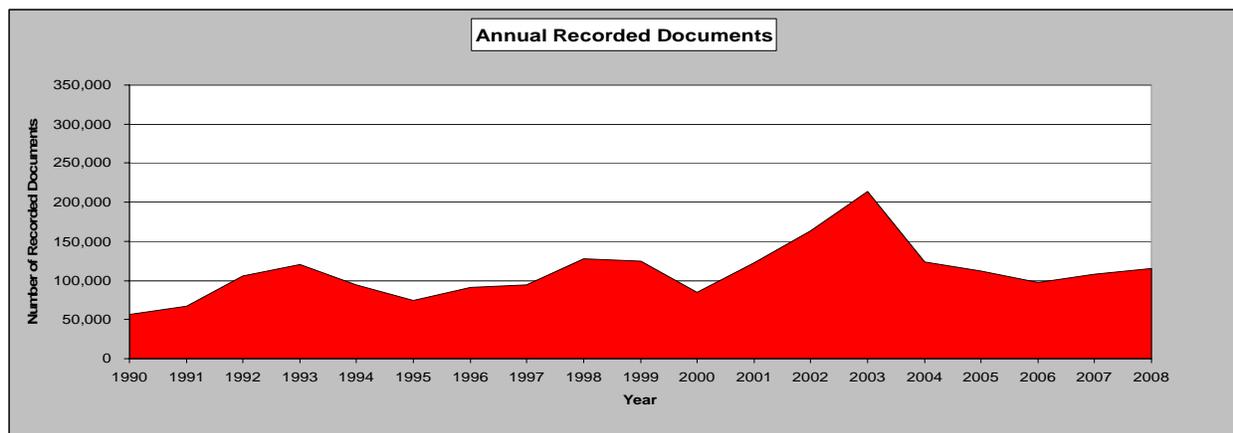
(a) Revenues in excess of expenditures are used to offset Tax Levy funding required for other county general fund operations.



Program Highlights

Charges for Service revenue increase of \$150,345 is predominately due to an increase of \$150,000 for transfer fees based on an anticipated increase in property values and activity trends over the past 10 years. Under current State statute, the county retains 20% of the total transfer fees collected, estimated for 2008 at \$2 million. The State Department of Revenue retains the remaining 80%, estimated at \$8 million.

Personnel costs reflect cost to continue for 3.60 FTE allocated to this program area. Interdepartmental charges increase by \$2,406, partly due to an increase in End User Technology charges for computer replacement and technology support cost allocations based on methodology recognizing information technology resource utilization as recommended by Internal Audit.



## Real Estate

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.

	2006 Actual	2007 Budget	2007 Estimate	2008 Budget	Budget Change
<b>Staffing (FTE)</b>	<b>11.61</b>	<b>10.61</b>	<b>10.46</b>	<b>10.46</b>	<b>(0.15)</b>
Charges for Services	\$1,202,563	\$1,403,300	\$1,343,200	\$1,421,900	\$18,600
Appr. Fund Balance	\$10,000	\$0	\$900	\$0	\$0
<b>County Tax Levy (Credit)(a)</b>	<b>(\$591,349)</b>	<b>(\$579,190)</b>	<b>(\$579,190)</b>	<b>(\$598,634)</b>	<b>(\$19,444)</b>
<b>Total Revenues</b>	<b>\$621,214</b>	<b>\$824,110</b>	<b>\$764,910</b>	<b>\$823,266</b>	<b>(\$844)</b>
Personnel Costs	\$376,411	\$454,331	\$431,709	\$455,617	\$1,286
Operating Expenses	\$24,888	\$35,616	\$35,209	\$36,166	\$550
Interdept. Charges	\$244,111	\$334,163	\$294,611	\$331,483	(\$2,680)
Fixed Asset	\$0	\$0	\$0	\$0	\$0
<b>Total Expenditures</b>	<b>\$645,410</b>	<b>\$824,110</b>	<b>\$761,529</b>	<b>\$823,266</b>	<b>(\$844)</b>
Rev. Over (Under) Exp.	(\$24,196)	-	\$3,381	-	-

(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 revenues for this program increase by \$18,600 or 3%, due primarily to an increase in projected revenue collected through online document access, based on current and previous year activity. Pay-Per-View document access revenues have increased from an average of \$1,000 per month in 2006 to approximately \$1,600 per month in 2007. Subscriptions for unlimited remote access to documents have exceeded the 2007 budget estimate of one for the year to three subscriptions for the first two quarters of 2007. Document recording revenue of approximately \$1.3 million remains at the 2007 budgeted level of documents at 115,000.

Personnel costs increase by \$1,286, reflecting cost to continue for 10.46 FTE employees. This includes a decrease in extra help of 0.32 FTE and an increase in overtime of 0.17 FTE, yielding a net decrease of 0.15 FTE. Use of optical character recognition (OCR) software is expected to improve employee efficiency enough to offset some of the need for temporary extra help as document volume increases. Cost to continue for employees is not as great as would be expected due to current employee selection regarding insurance plan coverage.

Operating expenses increase by \$550 due to a \$1,200 estimated increase in printing costs and computer hardware fees related to maintenance of the department's large printer partially offset with a \$650 reduction in printer cartridge costs for the printer. A decrease in Interdepartmental charges reflects an anticipated decrease in imaging costs related to reduced number of total pages expected to be scanned, which for 2008 is anticipated at 115,000.

## Cashiering

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 by Records Management and returns those documents to the customer.

	2006 Actual	2007 Budget	2007 Estimate	2008 Budget	Budget Change
<b>Staffing (FTE)</b>	<b>7.01</b>	<b>7.01</b>	<b>7.01</b>	<b>6.50</b>	<b>(0.51)</b>
<b>County Tax Levy</b>	<b>\$363,539</b>	<b>\$378,214</b>	<b>\$378,214</b>	<b>\$385,403</b>	<b>\$7,189</b>
<b>Total Revenues</b>	<b>\$363,539</b>	<b>\$378,214</b>	<b>\$378,214</b>	<b>\$385,403</b>	<b>\$7,189</b>
Personnel Costs	\$226,320	\$331,868	\$335,811	\$341,174	\$9,306
Operating Expenses	\$7,057	\$22,407	\$21,731	\$22,407	\$0
Interdept. Charges	\$19,511	\$23,939	\$24,052	\$21,822	(\$2,117)
<b>Total Expenditures</b>	<b>\$252,888</b>	<b>\$378,214</b>	<b>\$381,594</b>	<b>\$385,403</b>	<b>\$7,189</b>
Rev. Over (Under) Exp.	\$110,651	-	(\$3,380)	-	-



### Program Highlights

County Tax Levy of \$385,403 increases by \$7,189 for this program to cover the following expenditure appropriation increases.

Personnel costs increase by \$9,306, reflecting cost to continue for 6.50 FTE employees. This is a reduction of 0.51 FTE employees from the 2007 Budget, consisting primarily of a reduction in budgeted funds for temporary extra help based on anticipated departmental need.

Interdepartmental charges decrease by \$2,117, due primarily to a reduction in End User Technology charges for computer hardware replacement. The computers used for the current cashiering software are not being replaced as scheduled because the new cashiering software will not run on current personal computer architecture and is not compatible with current operating systems. It is anticipated that the cashiering software and computer hardware will be replaced in the next one to two years.



Activity	2006 Actual	2007 Budget	2007 Estimate	2008 Budget	Budget Change
Subdivision Plats, Certified Survey Maps, Condo Plats Examined and Cashiered	305	320	300	300	(20)
Revenues & Fees Collected (County & State combined)	\$11,868,834	\$12,500,000	\$12,500,000	\$13,100,000	\$600,000

## Tax Listing

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.

	2006 Actual	2007 Budget	2007 Estimate	2008 Budget	Budget Change
<b>Staffing (FTE)</b>	<b>4.00</b>	<b>4.00</b>	<b>4.02</b>	<b>4.02</b>	<b>0.02</b>
Charges for Services	\$13,216	\$10,900	\$9,195	\$10,900	\$0
<b>County Tax Levy</b>	<b>\$236,272</b>	<b>\$246,221</b>	<b>\$246,221</b>	<b>\$261,824</b>	<b>\$15,603</b>
<b>Total Revenues</b>	<b>\$249,488</b>	<b>\$257,121</b>	<b>\$255,416</b>	<b>\$272,724</b>	<b>\$15,603</b>
Personnel Costs	\$262,363	\$223,948	\$228,912	\$241,819	\$17,871
Operating Expenses	\$5,010	\$18,704	\$18,841	\$16,490	(\$2,214)
Interdept. Charges	\$25,401	\$14,469	\$13,555	\$14,415	(\$54)
<b>Total Expenditures</b>	<b>\$292,774</b>	<b>\$257,121</b>	<b>\$261,308</b>	<b>\$272,724</b>	<b>\$15,603</b>
Rev. Over (Under) Exp.	(\$43,286)	-	(\$5,892)	-	-



### Program Highlights

Charges for Services are flat for 2008, based on current year activity. County Tax Levy is increased in the Tax Listing program area by \$15,603 to \$261,824 to cover increases in cost to continue indicated below.

Personnel costs increase by \$17,871, reflecting cost to continue for 4.02 FTE staff. The increase consists primarily of normal step and merit increases as well as increased health insurance costs. This also includes an additional 0.02 FTE of overtime, based on current year usage and anticipated future need.

Operating expenses decrease by \$2,214, due to cost saving efforts to eliminate outside map printing. In 2007, the County invested in a high speed laser plotter, eliminating the need for an outside contractor for this job.



<b>Activity</b>	2006 Actual	2007 Budget	2007 Estimate	2008 Budget	Budget Change
Real Estate & Personal Property Accounts maintained by Tax Listing	95,293	99,000	97,000	99,000	0
Number of tax listings updated by Tax Listing staff*	41,302	41,000*	42,000	43,000	2,000
Number of Wisconsin Real Estate Transfer Returns Processed	12,623	14,500	11,000	12,000	(2,500)

\*This activity description was changed for the 2008 Budget to better reflect the work done by Tax Listing staff.

## 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.

	2006 Actual	2007 Budget	2007 Estimate	2008 Budget	Budget Change
<b>Staffing (FTE)</b>	<b>2.00</b>	<b>2.00</b>	<b>2.00</b>	<b>2.00</b>	<b>0.00</b>
Charges for Services	\$188,522	\$170,000	\$170,000	\$185,000	\$15,000
<b>County Tax Levy (Credit)(a)</b>	<b>(\$58,813)</b>	<b>(\$54,852)</b>	<b>(\$54,852)</b>	<b>(\$68,178)</b>	<b>(\$13,326)</b>
<b>Total Revenues</b>	<b>\$129,709</b>	<b>\$115,148</b>	<b>\$115,148</b>	<b>\$116,822</b>	<b>\$1,674</b>
Personnel Costs	\$81,545	\$90,855	\$89,443	\$94,379	\$3,524
Operating Expenses	\$2,664	\$5,176	\$3,756	\$5,176	\$0
Interdept. Charges	\$13,840	\$19,117	\$18,333	\$17,267	(\$1,850)
<b>Total Expenditures</b>	<b>\$98,049</b>	<b>\$115,148</b>	<b>\$111,532</b>	<b>\$116,822</b>	<b>\$1,674</b>
Rev. Over (Under) Exp.	\$31,660	-	\$3,616	-	-

(a) Revenues in excess of expenditures are used to offset tax levy funding required for other county general fund operations.



### Program Highlights

Charges for Service revenues increases by \$15,000 or 9%, based on current year activity. While some vital record activity was down in 2006, activity is up in the current year, particularly with respect to copies of marriage licenses. This is most likely due to a change in Social Security Administration policy, which now requires a certified copy of a marriage certificate for any name change related to marriage. The Tax Levy credit increases by \$13,326 to \$68,178.

Personnel costs increase by \$3,524, reflecting costs to continue for 2.00 FTE employees. Interdepartmental charges decrease by \$1,850 to \$17,267 partially due to the purchase of a less expensive copy machine, which results in a decrease in future replacement charges and a decrease in the amount that the department needed to budget for a computer software license based on the number and type of seat licenses which are interdepartmentally charged.



Activity	2006 Actual	2007 Budget	2007 Estimate	2008 Budget	Budget Change
<b>Number of Certificates Filed</b>					
Birth	7,275	6,700	7,000	7,100	400
Death	3,915	3,700	3,700	3,900	200
Marriage	3,051	1,800	2,775	3,500	1,700
<b>Number of Certified Copies Issued</b>					
Birth	11,298	12,000	12,000	12,000	0
Death	30,359	30,500	30,500	30,500	0
Marriage	6,141	4,500	5,500	6,500	2,000