

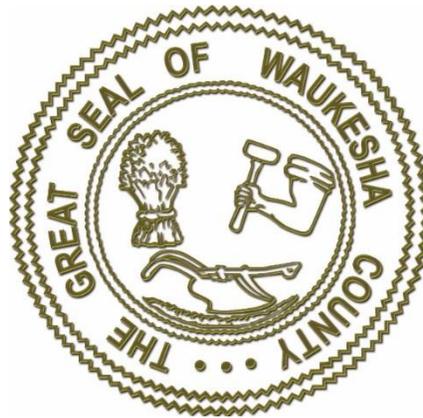


Waukesha County
Register of Deeds

Strategic Plan

2017 - 2019

The purpose of the Register of Deeds office is to provide to the citizens of Waukesha County a depository for safekeeping and public inspection of recorded legal documents pertaining to Real Estate and Vital Records.





Acknowledgements

For their contributions to this document, we recognize and thank the following:

Dustin Casper

Robert Dunn

Nicole Howard

Nancy Kissinger

The Staff of the Register of Deeds

Table of Contents

 *Tip: Click title to jump to Chapter*

Acknowledgements	2
Table of Contents	3
Reader’s Guide: How to read the Strategic Plan	4
How to read the Strategic Plan continued	5
.....	5
Transmittal Letter	6
COUNTY MISSION STATEMENT	7
COUNTY CORE VALUES.....	7
COUNTY PILLARS	8
DEPARTMENT STATEMENT OF PURPOSE	8
PILLAR: FINANCE	9
PILLAR: CUSTOMER SERVICE.....	9
PILLAR: CUSTOMER SERVICE.....	9

Reader's Guide: How to read the Strategic Plan

Thanks for reading Waukesha County Register of Deeds Strategic Plan.

This plan provides an overview of what Waukesha County leadership aims to achieve over the next three years and how this Department aims to meet those goals.

Note: Consider this Strategic Plan a high-level look at problem-solving initiatives. As such, a reader may not encounter data on all departmental activities (as found in an Operational Plan). We welcome your questions and feedback any time!

What's an Objective?

In this Strategic Plan, an Objective is a milestone to be reached. It must be **specific, measurable, attainable, realistic, and time-bound** (aka **SMART**).

Each objective appears in two places: In a list that shows all of our goals in one place, and on its own page (example below, right).

Owner: The member of our team that is accountable for this Objective.

Feel free to contact Waukesha County to discuss any objective – just ask for the person listed here. We do the very same!

Strategy: What must be accomplished in order to achieve our objective.

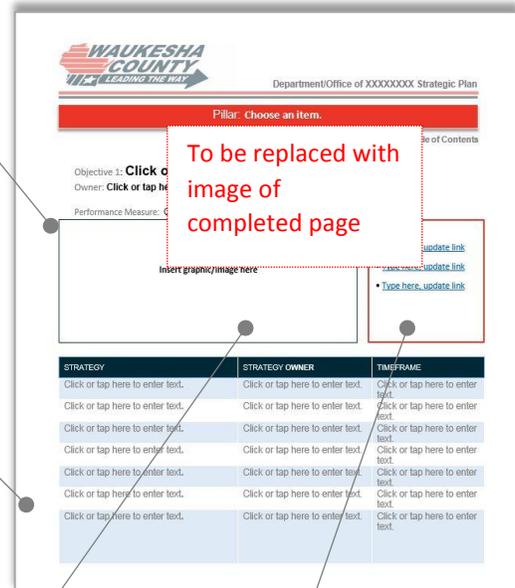
A company that sells fruit snacks may set an objective to “increase sales.” One of their strategies is to pioneer new points of sale beyond supermarkets and vending machines, like commercial air travel, pizza delivery, and pro sporting events.

Like each Objective, a Strategy has an **owner** who guides efforts for its completion and success. Find this in the center column.

In the right-hand column, please find the **timeframe** for each strategy. This represents each strategy's deadline.

Performance measures:

A graphic or image show the progress and status of each Objective's success.



Learn More:

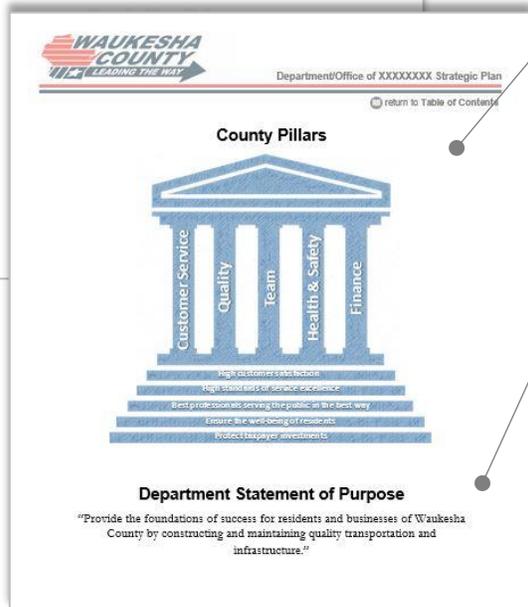
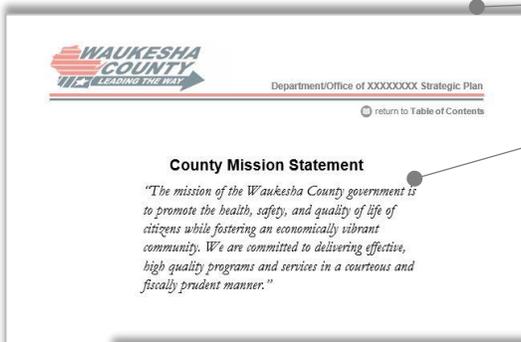
Jump to supporting resources found in this Strategic Plan's appendices, on WaukeshaCounty.gov, or elsewhere!

How to read the Strategic Plan continued

The origin of each Objective

In each of Waukesha County's Departmental Strategic Plans, a pair of pages bears the principles and promises that guide our Objectives:

- Waukesha County's **Mission Statement**. The big picture.
- County **Core Values**, the principles we observe on our path to completing our mission.
- Waukesha County's **Five Pillars of Success**, our framework for identifying core priorities and establishing program goals.
- Department's **Statement of Purpose**. Each department completes a Strategic Plan. Each declares its own "mission" here.



How is the objective shaped by the "environmental scan"?

Environmental scan (n): Monitoring of an organization's internal and external environments for detecting early signs of opportunities and threats that may influence its current and future plans.

Find environmental scan data summarized in this document's Executive Summary and Appendix sections.

Transmittal Letter

 [return to Table of Contents](#)

August 1, 2017

Waukesha County Executive Paul Farrow
Waukesha County Board
Residents of Waukesha County

The Office of the Register of Deeds is pleased to share our Strategic Plan with you. As the keeper of all recorded documents pertaining to Land Records and Vital Records, our office is committed to providing the residents of Waukesha County with an accurate database of these documents. In addition, our staff strives to provide friendly, efficient service.

As technology continues to offer newer and faster solutions to everyday problems, the Register of Deeds Office continues to advance as well.



James Behrend
Register of Deeds

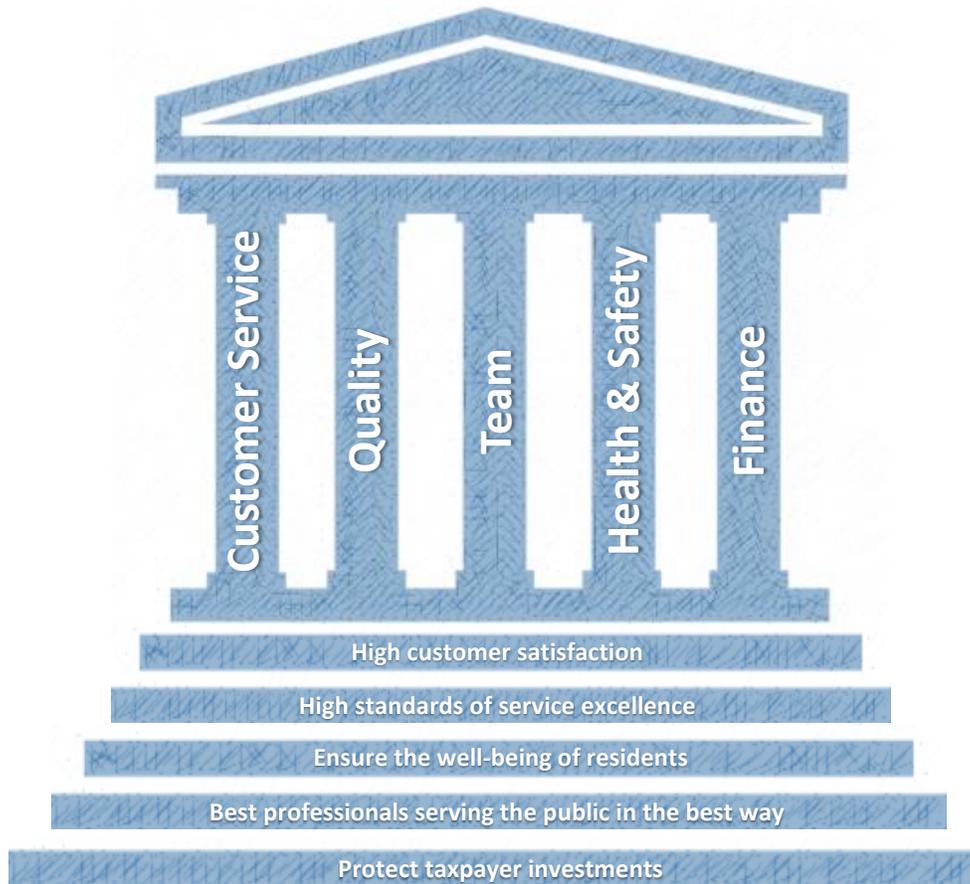
County Mission Statement

“The mission of the Waukesha County government is to promote the health, safety, and quality of life of citizens while fostering an economically vibrant community. We are committed to delivering effective, high quality programs and services in a courteous and fiscally prudent manner.”

County Core Values

- Collaboration
- Ethics and Integrity
- Innovation
- Teamwork
- Efficiency
- Communication
- Diversity
- Seeking Cost Savings
- High-Quality Customer Service

County Pillars



Department Statement of Purpose

“The purpose of the Register of Deeds office is to provide the citizens of Waukesha County a depository for safekeeping and public inspection of all legal documents pertaining to Land Records and Vital Records, and to manage the distribution and sale of those records in accordance with Wisconsin Statutes.”

Strategic Objectives at a glance

 [return to Table of Contents](#)

- **Promote real estate and other local business by minimizing risk and turn around time involved in property transactions processed by the Register of Deeds.**
- **Provide desired services to customers efficiently and effectively.**
- **Provide constituents with an irrefutable, reasonably accessible record of births, marriages, deaths and divorces within Waukesha County.**

 *Tip: Click title to jump to objective detail*

Pillar: Finance

 [return to Objectives list](#)
 [return to Table of Contents](#)

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.

Owner: **Land Records**

The Land Records 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 6 business days, and the benchmark for distributing documents is 30 calendar days.

Learn More:

- [Public Access Document Site](#)
- [Land Records Copy Information](#)

STRATEGY	STRATEGY OWNER	TIMEFRAME
Review and update land records software to simplify and facilitate the process of recording and indexing documents.	James Behrend Rob Dunn	Ongoing
Complete self-funding Social Security Number redaction project.	James Behrend Beth Zimmermann	Q1, 2018
Improve public self-help resources to aid individuals in the document search process.	James Behrend Beth Zimmermann Dustin Casper	Q3, 2018
Index back-file images in public access document software back to 1915 to make search function more user friendly.	James Behrend Beth Zimmermann Nancy Kissinger	Q4, 2020
Create link between GIS mapping system and online public access document software to enable customers to select a property on a map and retrieve current, available recorded documents.	James Behrend Rob Dunn Land Information Systems Tax Listing	Q4, 2021

Pillar: Customer Service

 [return to Objectives list](#)

Objective 1: Provide desired services to customers efficiently and effectively.

Owner: **Administration**

 [return to Table of Contents](#)



Learn More:

- [ROD Website](#)

STRATEGY	STRATEGY OWNER	TIMEFRAME
Update website to provide customers with the necessary information for Land Records and Vital Records.	James Behrend Rob Dunn Dustin Casper	Ongoing
Continue cross training opportunities between departmental divisions to enhance the fluidity of the workforce and avoid disruption of services.	James Behrend Beth Zimmermann	Ongoing
Establish Customer Service Teams to address customer service concerns, provide ongoing staff support and training on customer service issues and offer an opportunity for staff to share customer service tips.	James Behrend Beth Zimmermann Nicole Howard Dustin Casper	Q4, 2018
Design self-service kiosk to provide customers with self-help options for all departmental divisions.	James Behrend Beth Zimmermann Dustin Casper T9 LEAN Team	Q2, 2018

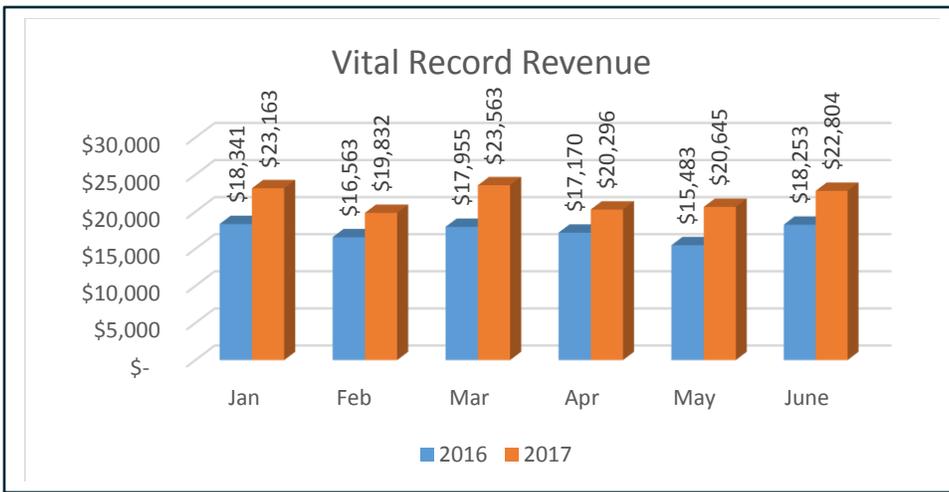
Pillar: Customer Service

 [return to Objectives list](#)

Objective 1: Provide constituents with an irrefutable, reasonably accessible record of births, marriages, deaths and divorces within Waukesha County.

Owner: **Vital Records**

 [return to Table of Contents](#)



Learn More:

- [Vital Records Information](#)
- [State of Wisconsin Vital Records](#)

As of January 2017, Wisconsin residents can purchase copies of many vital records from any Register of Deeds office in the state. Because individual customers and regular funeral home clients can now go to any county’s ROD office for their vital records, the Waukesha County ROD will monitor annual vital records earnings as a measure of our customer service to customers who now have other options.

STRATEGY	STRATEGY OWNER	TIMEFRAME
Obtain credit card machines to provide customers options for payment.	James Behrend Rob Dunn	Q3, 2017
Update self-service options for customers.	James Behrend Beth Zimmermann T9 LEAN Team	Q3, 2018