Our Mission: To provide and protect the integrity of the official county repository for Real estate records and Vital records. To provide safe archival storage and convenient access to these public records. To implement statutory changes, system modernization, program and procedure evaluation and staff development to assure a high level of timely service for our citizen-customers.
The ROD Team

- Heather Schwersenska, Register of Deeds
- Michelle Wedde, Deputy
- Alisa Kuerschner, Deputy
Who uses ROD Records?

- Other County Departments
- Banks
- Title Companies
- Attorneys
- Surveyors
- Appraisers
- Real Estate Agents
- Builders
- Developers
- Planning Companies
- Plumbers
- Residents/Citizens and more
Customer Expectations:
- Responsive
- Adaptable
- Accessible
- Convenience
- Flexibility
• ...the most important person in our business. Without customers, there would be no need for us.
• ...not a cold program statistic, but a flesh and blood human being with needs, feelings and emotions like our own.
• ...not someone to be tolerated so that we can do our thing – they ARE our thing!
• ...not dependent on us, rather, we are dependent on them.
• ...not an interruption of our work, but the PURPOSE of it. We are not doing them a favor by serving them. They are doing us a favor by giving us an opportunity to do so.

Our Customer Is...
3 Products

- AVID
  - Use by ROD office to record, index & retrieve records.
  - Eliminated paper shuffling.
- Laredo
  - A subscription only option for users that spend a significant amount of time searching data.
  - Also used by other County Departments.
  - 2015 Revenue = $25,303
- Tapestry
  - A pay as you go option for the occasional user.
  - 2015 Revenue = $4,858

- Work smarter, not harder!
- Conversion Clean Up
  - Subdivision Lists
- Scheduled Reports
  - Escrow Statements sent on 15th
  - Laredo Billings sent on 1st
    - Deducted from Escrow Account
    - Pay by Check (5)
- eRecordings
  - Come directly into AVID queue
    - vs. Vendors website (3)
- Back Index Groups
  - Prioritize Back Index Projects
  - NO VOL, OLD RECORDS, MISC, CORP, LP, etc.
  - All unrestricted docs available in Laredo & Tapestry
The Recording Process

- Pre-recording Review
  - Verify legals & parcel #s match
  - Verify all state statutes are met

- PREP Queue
  - Paper docs are scanned, basic data is indexed, fees are collected & document # is assigned
    - Laredo users can access recorded doc
  - Rejections
    - No document # is assigned; Transaction ID
    - Letter is generated

- PROCESS Queue
  - Rest of data is indexed (Gor/Gee, Legals, etc.)

- AUDIT Queue
  - Review of daily recorded documents
  - Cannot review docs you Processed
Other Fidlar Perks

- **ROD Advocates**
  - State Statutes
  - Software focused

- **Life Cycle**
  - Higher annual fees
  - FREE land record modules & updates
    - SWIFT - $5,000
    - Anchor - $5,000
    - IRIS - $5,000
    - iNSPECT – Coming Soon!!
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Land Records Recorded</td>
<td>4,996</td>
<td>5,328</td>
<td>2,062</td>
<td>2,085</td>
</tr>
<tr>
<td>ROD Fees Collected</td>
<td>$87,225</td>
<td>$102,982</td>
<td>$40,272</td>
<td>$39,356</td>
</tr>
<tr>
<td>State Transfer Fees Collected (20% to County)</td>
<td>$50,869</td>
<td>$60,140</td>
<td>$19,672</td>
<td>$17,605</td>
</tr>
<tr>
<td>Redaction Fees Collected</td>
<td>$25,360</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Vital Records Requested</td>
<td>738</td>
<td>682</td>
<td>270</td>
<td>268</td>
</tr>
<tr>
<td>Vital Record Fees Collected</td>
<td>$11,517</td>
<td>$13,054</td>
<td>$5,414</td>
<td>4,661</td>
</tr>
<tr>
<td>Warranty Deeds Recorded</td>
<td>711</td>
<td>747</td>
<td>248</td>
<td>260</td>
</tr>
<tr>
<td>Lis Pendens Recorded</td>
<td>85</td>
<td>73</td>
<td>33</td>
<td>32</td>
</tr>
<tr>
<td>Sheriffs Deeds Recorded</td>
<td>52</td>
<td>42</td>
<td>16</td>
<td>14</td>
</tr>
</tbody>
</table>
### Other Revenues/Fees Collected

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ROD Online Revenues</td>
<td>$22,149</td>
<td>$30,161</td>
<td>$11,000</td>
<td>$14,376</td>
</tr>
<tr>
<td>Land Records Modernization</td>
<td>$31,564</td>
<td>$31,968</td>
<td>$11,940</td>
<td>$16,680</td>
</tr>
<tr>
<td>Land Records Internet Project</td>
<td>$9,838</td>
<td>$10,656</td>
<td>$3,980</td>
<td>Combined w/ Land Records Modernization</td>
</tr>
</tbody>
</table>
• **eRecordings Continue to Increase Recording Efficiencies**
  - Waushara County
    - 2012 – 4.8%
    - 2013 – 13.5%
    - 2014 – 19.9%
    - 2015 – 26.5%
    - 2016 (YTD) – 28.3%
  - Statewide – 93% or 67 out of 72 counties
    - 2011 – 16% of docs were eRecorded
    - 2012 – 21% of docs were eRecorded
    - 2013 – 24% of docs were eRecorded
    - 2014 – 28% of docs were eRecorded
    - 2015 – 35% of docs were eRecorded

• **Property Fraud Alert**
  - 2014 – 100
  - 2015 - 190
  - 2016 (YTD) - 9
• Completed Indexing Tract Book Indexes*
  ◦ Increases the value of our online resources & Generates additional revenues

• Completed 3 Imaging Projects*
  ◦ CSM, Plat & Tract Index books
  ◦ Miscellaneous books
  ◦ Lis Pendens, Corporate & Military Discharge books

• Back Indexing Real Estate Records*
  ◦ 2013 – 5,000 docs @ .70 = $3,500
  ◦ 2014 - 10,869 docs @ .70 = $7,608
  ◦ 2015 – 20,912 docs @ .70 = $14,638
  ◦ 2016 (YTD) – 4,383 docs @ .70 = $3,068
  ◦ 175,000 + to go 😊

*Increase the value of our online resources & generates additional revenues.
What has the ROD been up to?

- **Half-a-Million Document**
  - Recorded November 5, 2015

- **Active in WRDA**
  - Elected to 3rd Vice President

- **Fidlar Educational Symposium (May 2016)**
  - The Race to the Courthouse, The Cost of Rejections, Around the Nation, The Effects of TRID, Industry Updates by Mark Ladd

- **Certified Public Manager program offered through UW Madison**