

B U D G E T S U M M A R Y

| Category | 2018 Actual | 2019 Actual | 2020 Budget | 2021 Budget | 2021/2020 Variance |
|-----------------------------------|----------------------|----------------------|----------------------|----------------------|--------------------|
| Expenditures | | | | | |
| Personnel Costs | \$1,199,836 | \$1,036,832 | \$1,201,334 | \$1,014,114 | (\$187,220) |
| Operation Costs | \$205,396 | \$187,656 | \$253,549 | \$58,800 | (\$194,749) |
| Debt & Depreciation | \$0 | \$0 | \$0 | \$0 | \$ 0 |
| Capital Outlay | \$0 | \$5,763 | \$0 | \$0 | \$ 0 |
| Interdepartmental. Charges | \$68 | \$633 | \$0 | \$0 | \$ 0 |
| Total Expenditures | \$1,405,300 | \$1,230,884 | \$1,454,883 | \$1,072,914 | (\$381,969) |
| Revenues | | | | | |
| Direct Revenue | \$4,724,988 | \$5,135,578 | \$4,586,500 | \$4,554,500 | (\$32,000) |
| Intergovernmental Revenue | \$0 | \$0 | \$0 | \$0 | \$ 0 |
| Indirect Revenue | \$67,826 | \$0 | \$0 | \$0 | \$ 0 |
| Total Revenues | \$4,792,814 | \$5,135,578 | \$4,586,500 | \$4,554,500 | (\$32,000) |
| Tax Levy | (\$3,387,514) | (\$3,904,694) | (\$3,131,617) | (\$3,481,586) | (\$349,969) |
| Personnel | | | | | |
| Full-Time Pos. (FTE) | 28.0 | 26.0 | 25.0 | 24.0 | (1.0) |
| Seasonal/Hourly/Pool \$ | \$0 | \$0 | \$0 | \$0 | \$0 |
| Overtime \$ | \$43,265 | \$36,919 | \$42,168 | \$0 | (\$42,168) |

Department Mission:

To provide timely, secure, accurate, archival accessible, and cost-effective record systems and services that are delivered in a prompt and courteous manner. The 1848 Wisconsin Constitution established the Register of Deeds (ROD) as a permanent element of the county-level governmental structure. Each county in Wisconsin has a Register of Deeds. The Register of Deeds files, records, and issues instruments and documents of significance both to the community as a whole and to its individual citizens. Vital records document the span of our lives from birth to death. Land records documenting title in Wisconsin are maintained. The filing or recording of other documents with the ROD is a way of putting the world on notice that something important has happened or will happen. The time of the act or transaction is often an important element in rights or relationships. The ROD records the time when, in effect, the public record is established.

Department Description:

The Register of Deeds includes the program areas of Administration, Real Estate Services, Vital Statistics, Document Examining and Tax Listing Services. The Register of Deeds office operates under WI State Statute 59.43 (Register of deeds; duties, fees, deputies) and WI State Statutes 69.05 and 69.07 (Duties of register of deeds).

REGISTER OF DEEDS (3400) BUDGET

Department: **Register of Deeds**

UNIT NO. **3400**

FUND: **General — 0001**

Major Changes in FY 2021

- 1.0 FTE Document Examiner is abolished.
- The budget for overtime decreases from \$42,168 to \$0.
- Changed credit card vendor resulting in \$10,000 per year savings
- The Book Binding Project (\$60,000) is not funded in 2021 and delayed until 2022.
- Revenue increases \$85,000 for indexed data no longer being held as credit by vendor
- Telephone expenses increase \$1,500 for additional language line services to assist customers whose primary language is not English.

Strategic Program Area 1: Administration

Service Provision: Mandated

| How We Do It: Program Budget Summary | | | | | |
|---|--------------------|--------------------|--------------------|--------------------|---------------------------|
| Category | 2018 Actual | 2019 Actual | 2020 Budget | 2021 Budget | 2021/2020 Variance |
| Expenditures | \$315,735 | \$321,717 | \$343,841 | \$280,984 | (\$62,857) |
| Revenues | \$95 | \$35 | \$0 | \$0 | \$ 0 |
| Tax Levy | \$315,640 | \$321,682 | \$343,841 | \$280,984 | (\$62,857) |
| FTE Positions | 4.0 | 4.0 | 4.0 | 4.0 | 0.0 |

| What We Do With It: Activity Data | | | | |
|--|--------------------|--------------------|--------------------|--------------------|
| Activity | 2018 Actual | 2019 Actual | 2020 Target | 2021 Target |
| How we compare to other offices? | | | | |
| *Much Better | N/A | 26% | 35% | 40% |
| *Better | N/A | 22% | 30% | 30% |
| *Same | N/A | 12% | 5% | 0% |
| *No Opinion | N/A | 40% | 30% | 30% |
| Population served in person | | | | |
| *Black | N/A | 39% | | |
| *White | N/A | 39% | | |
| *Latinx | N/A | 10% | | |
| *Other | N/A | 12% | | |

| How Well We Do It: Performance Measures | | | | |
|---|--------------------|--------------------|--------------------|--------------------|
| Performance Measure | 2018 Actual | 2019 Actual | 2020 Target | 2021 Target |
| Level of Customer Service - Excellent | N/A | 80% | 90% | 90% |
| Overall experience with service - Satisfied; met expectations | N/A | 97% | 100% | 100% |
| How long was the wait? Not too long (5-10 minutes) | N/A | 77% | 85% | 90% |

Strategic Overview:

The administration program area provides leadership and oversight for the operations of the Register of Deeds Office. Staffing levels for this program area remain unchanged.

REGISTER OF DEEDS (3400) BUDGET

Department: **Register of Deeds**

UNIT NO. **3400**

FUND: **General — 0001**

Strategic Implementation:

Our goal is to achieve excellence in customer service. In October 2019, the Register of Deeds Office established a customer service survey program. Being helpful, responsive, and friendly to county residents and our industry partners are ROD's goals.

Strategic Program Area 2: Real Estate Services

Service Provision: **Mandated**

| How We Do It: Program Budget Summary | | | | | |
|---|--------------------|--------------------|--------------------|--------------------|---------------------------|
| Category | 2018 Actual | 2019 Actual | 2020 Budget | 2021 Budget | 2021/2020 Variance |
| Expenditures | \$385,874 | \$328,165 | \$378,528 | \$177,804 | (\$200,724) |
| Revenues | \$4,385,462 | \$4,790,493 | \$4,286,000 | \$4,254,000 | (\$32,000) |
| Tax Levy | (\$3,999,588) | (\$4,462,328) | (\$3,907,472) | (\$4,076,196) | (\$168,724) |
| FTE Positions | 6.0 | 5.0 | 5.0 | 5.0 | 0.0 |

| What We Do With It: Activity Data | | | | |
|--|--------------------|--------------------|--------------------|--------------------|
| Activity | 2018 Actual | 2019 Actual | 2020 Target | 2021 Target |
| Requester: | | | | |
| Individuals | 264 | 235 | 240 | 200 |
| Law Firms | 95 | 67 | 110 | 70 |
| Financial Institutions | 47 | 70 | 60 | 65 |
| Title Insurers/Researchers | 160 | 246 | 170 | 250 |
| Others (Utilities, outside govt) | 14 | 19 | 20 | 20 |
| Total Mail/Phone Searches | 580 | 637 | 600 | 605 |
| Follow up Required from Requester | 37 | 7 | 40 | 20 |
| Document Types Requested | | | | |
| Mortgage | 57 | 92 | 75 | 90 |
| Deed | 465 | 586 | 400 | 500 |
| Assignments | 20 | 24 | 60 | 50 |
| Releases | 64 | 79 | 80 | 80 |
| LisPendens | 38 | 29 | 30 | 30 |
| *Other | 138 | 255 | 100 | 200 |
| Total Documents | 782 | 1065 | 745 | 950 |

*Other is defined as Easements, Plats, Weatherization Compliance, Affidavits, Leases, Certified Survey Maps, Federal Tax Liens, Land Contracts, Judgements, Resolutions, Articles of Incorporation, and UCC Forms

| How Well We Do It: Performance Measures | | | | |
|---|--------------------|--------------------|--------------------|--------------------|
| Performance Measure | 2018 Actual | 2019 Actual | 2020 Target | 2021 Target |
| Percent of time recorded paper documents are scanned into the imaging system within 2 business days after recorded date | 100% | 100% | 100% | 100% |
| Percent of document data INDEXED within 4 business days after the recorded date | 86.5% | 94% | 100% | 100% |
| Percent of indexed data VERIFIED within 10 business days after the indexed date | 96% | 97% | 97% | 98% |

Strategic Overview:

Real Estate Services is responsible for compliance with State Statutes (SS 59.43) regarding the indexing and scanning of all public real estate indices.

- Digitizing document images into the database
- Scanning of plats
- Digitizing of microfilm images when needed to improve quality
- Printing a document image from film for a customer
- Auditing Indexed Data
- Assisting the public who visit Room G-6 with their inquiries for information about recorded documents and plat maps. Assist in showing them how to use the public access computer system
- Responding to phone calls, email and mail inquiries regarding documents, and plat maps, etc.
- Selling copies of documents to the public
- Communicating and quality control with the indexing vendor performing Day Forward indexing of real estate documents
- Creating and selling real estate data reports to the public and industry partners

Strategic Implementation:

The Register of Deeds indexes key fields of information found in real estate documents, such as grantor, grantee, legal description, parcel ID number, associated doc number, etc. Indexed data is necessary to allow title searchers and the general public to successfully search for a recorded document. Staff may then audit the indexed documents. This is the process whereby the staff corrects any indexing errors.

Strategic Program Area 3: Vital Statistics

Service Provision: Mandated

| How We Do It: Program Budget Summary | | | | | |
|---|--------------------|--------------------|--------------------|--------------------|---------------------------|
| Category | 2018 Actual | 2019 Actual | 2020 Budget | 2021 Budget | 2021/2020 Variance |
| Expenditures | \$344,027 | \$260,228 | \$276,308 | \$256,614 | (\$19,694) |
| Revenues | \$402,113 | \$340,428 | \$296,000 | \$296,000 | \$ 0 |
| Tax Levy | (\$58,086) | (\$80,200) | (\$19,692) | (\$39,386) | (\$19,694) |
| FTE Positions | 7.0 | 7.0 | 6.0 | 6.0 | 0.0 |

| What We Do With It: Activity Data | | | | |
|---|--------------------|--------------------|--------------------|--------------------|
| Activity | 2018 Actual | 2019 Actual | 2020 Target | 2021 Target |
| Vital Records Placed on File | 30,966 | 28,620 | 26,000 | 26,000 |
| Cert Copies: Birth, Death, Marriage Records | 75,219 | 75,216 | 58,000 | 65,000 |
| Vital Records Correction, No Fee | 6,805 | 2,095 | 5,000 | 5,000 |
| Vital Records No Fee – Veterans Office Use Only | 270 | 431 | 300 | 300 |
| Marriage Registration | 4,592 | 4,220 | 2,000 | 3,000 |
| Genealogy – Records Reviewed | 249 | 212 | 50 | 150 |

| How Well We Do It: Performance Measures | | | | |
|---|--------------------|--------------------|--------------------|--------------------|
| Performance Measure | 2018 Actual | 2019 Actual | 2020 Target | 2021 Target |
| Percent of death records and marriage records examined and processed within 1 business | 100% | 100% | 100% | 100% |
| Percent of mail requests for the purchase of vital records sent out within 2 business days of receipt | 100% | 100% | 100% | 100% |

Strategic Overview:

Vital Statistics maintains files on birth, death and marriage records, declarations of domestic partnerships, and change of name orders according to State Statute 69.05 and 69.07. Records are updated and changed at the request of County residents and/or Court Orders and the Judicial System

Strategic Implementation:

Certified copies of vital records are sold to the general public. Genealogical Research - the public may research birth records from the 1850's to present, death records from 1872 to present, and marriage records from the 1830's to present.

Strategic Program Area 4: Document Examination & Cashier Services

Service Provision: **Mandated**

| How We Do It: Program Budget Summary | | | | | |
|---|--------------------|--------------------|--------------------|--------------------|---------------------------|
| Category | 2018 Actual | 2019 Actual | 2020 Budget | 2021 Budget | 2021/2020 Variance |
| Expenditures | \$230,004 | \$196,028 | \$312,576 | \$209,360 | (\$103,216) |
| Revenues | \$210 | (\$600) | \$0 | \$0 | \$ 0 |
| Tax Levy | \$229,794 | \$196,628 | \$312,576 | \$209,360 | (\$103,216) |
| FTE Positions | 7.0 | 7.0 | 7.0 | 6.0 | (1.0) |

| What We Do With It: Activity Data | | | | |
|--|--------------------|--------------------|--------------------|--------------------|
| Activity | 2018 Actual | 2019 Actual | 2020 Target | 2021 Target |
| Recordings | 97,437 | 101,165 | 90,000 | 90,000 |
| Transfer Tax Collected | 16,705 | 16,678 | 13,000 | 13,000 |

| How Well We Do It: Performance Measures | | | | |
|---|--------------------|--------------------|--------------------|--------------------|
| Performance Measure | 2018 Actual | 2019 Actual | 2020 Target | 2021 Target |
| Percent of electronic documents recorded within 2 business days of receipt (1 day for | 100% | 100% | 100% | 100% |
| Percent of paper documents recorded within 2 business days of receipt | 80% | 97% | 90% | 97% |

Strategic Overview:

Document Examining & Cashier Services is responsible for receiving all monies as required by the ROD office and is responsible for determining if real estate documents submitted for recording meet statutory requirements (SS 59.43); This area reviews Wisconsin Department of Revenue Real Estate Transfer data; provides written and verbal explanations to title companies, lawyers and the general public as to why documents are rejected for recording, and processes documents submitted electronically.

Strategic Implementation:

Document examiners are required to record electronic documents within a 24-hour period and paper/mailed documents within a 48-hour period. Notice of rejected documents is provided the same day.

Strategic Program Area 5: Tax Listing

Service Provision: Mandated

| How We Do It: Program Budget Summary | | | | | |
|---|--------------------|--------------------|--------------------|--------------------|---------------------------|
| Category | 2018 Actual | 2019 Actual | 2020 Budget | 2021 Budget | 2021/2020 Variance |
| Expenditures | \$129,659 | \$125,585 | \$143,630 | \$148,152 | \$4,522 |
| Revenues | \$4,934 | \$5,222 | \$4,500 | \$4,500 | \$ 0 |
| Tax Levy | \$124,725 | \$120,363 | \$139,130 | \$143,652 | \$4,522 |
| FTE Positions | 3.0 | 3.0 | 3.0 | 3.0 | 0.0 |

| What We Do With It: Activity Data | | | | |
|--|--------------------|--------------------|--------------------|--------------------|
| Activity | 2018 Actual | 2019 Actual | 2020 Target | 2021 Target |
| To Be Determined | 0 | 0 | 0 | 0 |

| How Well We Do It: Performance Measures | | | | |
|--|--------------------|--------------------|--------------------|--------------------|
| Performance Measure | 2018 Actual | 2019 Actual | 2020 Target | 2021 Target |
| Number of times when previous month's assessor information sent to each municipality by the 25th of each month (20 days in for 2018) | All 12 months | All 12 months | All 12 months | All 12 months |

Strategic Overview:

Tax Listing Services is responsible for reviewing tax descriptions; assigning new tax key numbers due to real estate boundary changes; maintaining plat books and property records; assisting in preparation of petitions for foreclosure action; and providing copies of real estate document recordings to local assessors. Staffing in this program area remains unchanged.

Strategic Implementation:

To provide timely tax listings to municipalities and local tax assessors. Respond to inquiries from municipalities, local tax assessors, and Milwaukee County residents