

## LGFCU Excellence in Innovation Award Project Evaluation

<b>Project ID</b>	GG-7
<b>Title of Program</b>	Plat Workflow using Laserfiche
<b>Program Category</b>	General Government
<b>Submission Date</b>	6/17/2016 9:57:33 AM
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<b>Implementation Date</b>	8/5/2015
<b>FLSA Designation</b>	Exempt
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### Description of Productivity Improvement

Plats that are received by our Register of Deeds office are now able to be processed by multiple county departments electronically, without the need to print numerous copies. Each plat can be tracked to determine where it lies in the process.

Before the project was implemented:

The Register of Deeds accepted plats presented for recording. On a monthly basis, the Register of Deeds provided printed copies of plats to the Tax Office Land Records department.

The Tax Office Land Records department researched each plat in order to assist in the mapping of the plat. The parcels on the plat were assigned Tax Office Record numbers, and notes were made on the plat to assist the GIS Analyst.

The GIS Analyst received the plat from the Tax Office Land Records department by email, with a scanned copy of the plat. The GIS Analyst printed off the scanned image, and used the printout to update the GIS layers.

There was limited communication and follow up between departments, and mapping errors were not addressed in a timely manner. Some plats were lost in the process, and many weeks later would still remain unmapped.

After the project was implemented:

The Register of Deeds accepts plats for recording. On a weekly basis, the Register of Deeds provides an electronic copy to the Tax Office Land Records department as part of their posting to their website. The electronic copy populates the initial Laserfiche queue, labeled "Incoming", and alerts the Tax Office Land Records department by email that new plats have been received.

The Tax Office Land Records department researches each plat in order to assist in the mapping of the new document. The parcels on the plat are assigned Tax Office Record numbers, and electronic notes are added to the plat to assist the GIS Analyst. Once the electronic notes are added, the plat is moved using Laserfiche to a second queue, labeled "Awaiting Mapping". The queue alerts the GIS Analyst via email that a new plat is ready for mapping.

The GIS Analyst receives the plat from the Tax Office Land Records department by Laserfiche, which now includes an electronic copy of the plat and all necessary electronic notes. The GIS Analyst updates the GIS layers to represent the new plat. Once the GIS Analyst has updated the GIS layers, the plat is again moved using Laserfiche to a another queue, labeled "Awaiting Approval".

The Land Records department receives notification by email that the plat has been mapped, and compares the plat with the GIS layer for accuracy. At this point, the Land Records department can move the document to several queues. The available queues include "Awaiting Corrections" if edits are needed, or "Awaiting Final Approval" if the Land Records department agrees that the plat is mapped correctly.

The process continues until the plat is accepted by the Tax Office Appraisal staff. Other queues are available if any staff notices a error that needs attention.

### **Description of why this project was initiated**

This project was initiated to improve the workflow process of changing records due to new plats being recorded. The problems addressed included the initial delay in plats moving from the Register of Deeds to the Land Records department, the unknown status of the plat as it moved between multiple departments, and the lack of immediate review of mapping changes to insure accuracy.

### **Quantifiable results (sustainability, cost savings, cost avoidance and/or a higher level of service).**

#### **Indication of what resources were used and what was done with any accrued time savings**

Plats are moving through all departments in a much shorter time frame. Many plats are finished within the first week. Each department can see the workflow to determine what plats are waiting for processing.

Staff at all levels are able to view a plat in each queue and determine how far along in the process the plat has moved.

Bottle necks are easily identified.

Paper copies are no longer needed, as the project allows for electronic sharing of documents. Documents are not misplaced, since paper is not involved. Since paper is not involved, storage will not be an issue in the future as more plats are recorded.

### **Other descriptive information**

This project is unique in that it involved 4 departments, located in 3 different locations. Laserfiche licenses were already owned by the county, so there were no new costs incurred for the project, other than staff time. Our maps are now updated in a fraction of the time that it used to take, and errors are spotted faster. The tax office employees can perform their jobs faster and better with the continuously updated and accurate parcel layer. The public is better served, since they can now see an accurate representation of the new plat online much sooner.