

**North Carolina Association of County Commissioners  
2004-05 Ralph W. Ketner Employee Productivity Awards Application**

<b>County:</b>	<b>Union</b>	<b>Employee:</b>	<b>Sou Moua</b>	<b>Email:</b>	<b>soumoua@co.union.nc.us</b>
<b>County Department:</b>	<b>Tax Administration</b>	<b>Employee Title:</b>	<b>GIS Technician</b>		
<b>County Phone:</b>	<b>704-283-3851</b>	<b>County Mailing Address:</b>	<b>PO BOX 97, Monroe, NC 28111-0097</b>		
<b>Is this project being submitted on behalf of two or more employees?</b>		<b>No</b>	<input checked="" type="checkbox"/>	<b>Yes</b>	<input type="checkbox"/>

If yes, please provide below a listing of all project employees in Number 6. Employee & title as listed above should be for lead team member.

Fair Labors Standards Act Designation: In order for your project to be eligible, you MUST indicate one of the following. If you do not know, please contact your personnel director

**EXEMPT:**       **NON-EXEMPT:**       **BOTH (if applicable to team):**

<b>1.</b>	<b>Productivity Improvement Title:</b>	<b>Digital Conversion, Manipulation, and Storage of Real Estate Deeds</b>
<b>2.</b>	<b>Implementation Date (must be between January 1, 2004 and December 31, 2004)</b>	<b>August 02, 2004</b>
<b>3.</b>	<b>Please describe the productivity improvement. (Please limit response to these 2 pages.)</b>	
<p>Productivity Improvement tool: Adobe Acrobat 5.0 (Full Version) - A simple but powerful software.</p> <p>I configured Adobe Acrobat to create a link between the Tax Office and the Register of Deeds' Office. By doing so, Tax Office individuals can convert deed images from the Register of Deeds' database into a "PDF" format and annotate them onscreen. The annotation was also customized according to each user's preference so that deeds are easily recognized by the individual who processed it.</p> <p>The introduction of Adobe Acrobat has made life easier within the Tax Office. Before Acrobat, deeds were printed onto paper, annotated by hand, then fed back into a scanner to be posted in the computer. This was such a redundant and archaic means of work; considering the fact that the Tax Office processes several thousand deeds a year. Adobe Acrobat eliminated the need to print, write on, and scan deeds; three time consuming steps. The elimination of the scanning step alone saved the County over \$266,667, not to mention increasing productivity and streamlining the deed process.</p> <p>Advantages with Adobe Acrobat:</p> <ul style="list-style-type: none"> <li>• The owner verification process is quick, easy, and independent from the computer system. Before, Tax Office individuals relied heavily on the computer system for verifying ownership. However, due to the sheer volume of deeds processed, it is difficult to keep the computer system up-to-date with the most current owner. By using Adobe Acrobat, ownership and other parcel information are easily verified using Adobe's cataloging system, hence severing our dependency on the computer system.</li> <li>• Enhanced legibility. Annotations are typed, not handwritten.</li> <li>• Accessibility: deeds are accessible by anyone on the network and searchable by several attributes, such as Parcel Number, Parent &amp; Child Parcels, Deed Year and other Associated Parcels, not just Deed Book and Page.</li> <li>• No more lost or missing deeds. The chance of losing a deed while it is being shuffled between offices is eliminated. Processed deeds are stored on the network and can be located in seconds.</li> <li>• Less paper and printer toner consumption.</li> </ul>		

<b>4.</b>	<b>Please describe why this project was initiated or what problem it addressed:</b>		
<p>The Tax Office is in charge of updating tax parcel information, including verifying current owners, parcel size, and addresses based on recorded deeds. The current process is complex and crude. Traditionally, deeds are printed from one office, handed to another office for ownership verification and transferability, sent to another office to be entered into the computer system, and finally shipped to a scanning station to be scanned. It may take several months for a deed to complete this process. On many occasions, properties are sold several times over before the first owners are ever posted in the computer system; leaving one wondering whose the real property owner. Another problem is that these huge stacks of deeds travel from office to office, leaving numerous opportunities for misplacing or losing a deed. In addition, it is very frustrating and unproductive to search through stacks of paperwork looking for a processed deed. Sometime processed deeds are never found whereas other times, duplicate deeds are found-meaning that the same work was completed twice. Adobe Acrobat addressed all of these issues.</p> <p>With Adobe Acrobat, the deed transfer process is streamlined, deed verification is not dependent on the computer system, sources of errors are expunged, chances of losing, misplacing, or duplicating deeds are minimized, and paper and toner consumption are reduced.</p> <p>Adobe addressed three major issues: Deed scanning; Lost, misplaced, and duplicated deeds; paper consumption.</p> <ul style="list-style-type: none"> <li>• Deed Scanning: Since deeds are processed digitally, there is no need for scanning. We still have boxes of deeds from the previous year waiting to be scanned. If Adobe was implemented earlier, this situation will never occur.</li> <li>• Lost, misplaced, and duplicated deeds: It is virtually impossible to lose, misplace, or duplicate a deed because all processed deeds are stored on the network. If by chance a paper deed is lost or misplaced, the digital copy is always readily available. Deeds can never be duplicated because of the naming convention.</li> <li>• Paper consumption: During the 2003 year, the Tax Office processed approximately 4000 deeds. With an average of 2.5 sheets per deed, 10,000 sheets of paper were printed that year. In 2004, almost 9,000 deeds passed through this office. This equates to 22,500 sheets of paper, all of which will be thrown away after scanning. Acrobat minimizes the amount of paper wasted because it requires just the first page of the deed to be printed.</li> <li>• An inherited trait of using Acrobat is enhanced legibility. Because all deeds are process digitally, handwriting does not have to be interpreted.</li> </ul>			
<b>5.</b>	<b>Please quantify the improvement's results in terms of cost savings, cost avoidance and/or a higher level of services provided.</b>		
<i>(Please indicate what resources were used to achieve your results, and what was done with the time savings, if any accrued).</i>			
<ul style="list-style-type: none"> <li>• Over \$266,667 in cost savings by eliminating the entire scanning process. <ul style="list-style-type: none"> <li>• Assuming: <ul style="list-style-type: none"> <li>• \$8/hour pay rate to hire a Temp to scan deeds, 20 hour of work/week, working 50 weeks/year = \$8000/year cost of scanning deeds</li> <li>• 3% inflation/discount rate</li> </ul> </li> </ul> </li> <li>• Elimination of time spent searching for processed deeds that are "in-between" offices because they aren't entered yet. Thus increased productivity.</li> <li>• Reduced paper and toner consumption. Thus reducing cost.</li> </ul>			
<b>6.</b>	<b>Please provide any other descriptive information you would like to be considered by the review committee.</b>		
<ul style="list-style-type: none"> <li>• Mike Smith from Logan Systems Inc (a Greensboro, NC software company specializing in deed recordation) said, "What you've created is ingenious. You've created a working system that several other counties in North Carolina are wishing for." <ul style="list-style-type: none"> <li>• I believe that this system will benefit many counties in North Carolina because Logan Systems work with many County Registries to digitize paper deeds. This system is simple to implement and the savings are instantaneous.</li> <li>• A paperless system can be implemented depending on one's deed procedure.</li> </ul> </li> </ul>			
<b>County Manager's Name:</b>	Mike Shaliti	<b>Supervisor's Name:</b>	Gus Nichols

**Return by JUNE 1, 2005 via email Rebecca.Troutman@ncacc.org or fax to (919) 733-1065**