

**North Carolina Association of County Commissioners  
2007-08 Ralph W. Ketner Employee Productivity Awards Application**

**County:** Johnston      **Employee:** Craig Olive      **Email:** craig.olive@johnstonnc.com

**County Department:** Register of Deeds      **Employee Title:** Register of Deeds

**County Phone:** 919 989-5160      **County mailing Address:** Post Box 118      Smithfield NC 27577

**Is this project being submitted on behalf of two or more employees?**      **NO**       **YES**

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 a team):**

<b>1.</b>	<b>Productivity Improvement Title:</b>	eRecords for Electronic Business Recording
<b>2.</b>	<b>Implementation Date (must be between January 1, 2007 and December 31, 2007):</b>	May 24, 2007
<b>3.</b>	<b>Please describe the productivity improvement. (Please limit response to these 2 pages.)</b>	
Johnston county under the leadership of Register of Deeds, Craig Olive is deserving of the prestigious Ketner Productivity Award due to the fact that Mr. Olive has started an ambitious program to allow businesses to submit documents for recording electronically.		
This revolutionary practice saves the taxpayers money, allows for more efficient service to the public, allows business to benefit from new technology while saving time and money and it also allows for county workers to be more responsive and to serve the public in a more efficient fashion.		
Johnston county was among the very first counties to adopt electronic recording and was the first to record an electronic record that had been electronically notarized in North Carolina by an eNotary.		
In addition, this new form of recording also provides for greater security and saves time and money for companies who no longer will need to make daily trips to the court house to record documents thereby allowing them to save on gas & money and use their time more efficiently.		
The ability that Johnston county has provided its constituents with to eRecord documents saving time and money and creating the opportunity to take better advantage of time is certainly worthy for consideration of this award.		
This pioneering effort is having and will continue to have a significant impact on North Carolina as more and more business will opt to transact business electronically which will provide them with a competitive advantage in our increasingly global market place.		
Additionally, Several other counties both large and small have since followed Johnston counties lead into eRecording including Wake, Yancey, Pender, Madison and Guilford with others on the way.		
Craig Olive and his staff are certainly deserving of recognition for his vision to bring electronic recording to Johnston county in addition to helping other Registers of Deeds throughout the state feel more confident in the process by making his bold first steps to embrace the new eRecording laws and		

Standards to make eRecording a reality and help North Carolina solidify her place as a technology leader among the states.

**4. Please describe why this project was initiated or what problem it addressed:**

There was a need to provide an easier way to record documents in our Register of Deeds Office. Customers were driving long distances to record documents. Some customers paid carriers to bring documents to our office. With the soaring price of gas and not paying a carrier to bring documents to the office, this has saved time and money for everyone. (Taxpayers and professionals) As our county continues to grow, we would have to hire additional personnel to accommodate the increase of recordings. Also, we are running out of space in our office, this cuts down the traffic in our office. People have a hard time with parking with limited space around the courthouse. Now documents are on line instant from customers to view them. Documents are not lying around and a chance to misplace any.

**5. Please quantify the improvement's results in terms of cost savings, cost avoidance and/or a higher level of services provided.**

*(Please indicate what resources were used to achieve your results, and what was done with the time savings, if any accrued).*

With the escalating cost of gasoline, having to pay a delivery person to bring documents that needed to be recorded in our office, Now the lenders, lawyers and professionals can send documents via email from their offices. Homeowners can close deals from a lawyer's office and be in their new homes instantly instead of waiting for weeks. **Streamline Operations** - Increase staff productivity and eliminate paper-handling processes and errors. **Increase Document Security** - Filing electronically increases document security. **Save Time and Money** - eRecording speeds round-trip recording and is more economical than using a runner, express mail or courier service. eRecording will also save the taxpayers by reducing the need for more employees in the Register of Deeds office. **Quick Turnaround** - Documents are recorded and then returned to the submitter for their review in a matter of seconds. Documents are on line instantly, instead of days. Prevent from having piles of documents lying in the Register of Deeds Offices. **Environmentally Friendly** - By eliminating paper Registers, submitters, and notaries will be supporting environmental initiatives related to the saving of trees and the energy that is expended to convert them to paper.

**6. Please provide any other descriptive information you would like to be considered by the review committee.**

Since 2002, we have worked hard to streamline our operations here in the Register of Deeds office. We selected a recording software, Aptitude Solutions and now are saving over \$300,000.00 over a 5 year period. We are a pro-active office and always looking for ways to save the money for the citizens of Johnston County and North Carolina. I hope that the committee will take our submission in consideration.

Craig Olive—Register of Deeds (Team Leader)	Pauline Sanders—Deputy Register of Deeds
Jeff Wilson -- Computer Systems Analysis (Team Leader)	Melody Stone—Deputy Register of Deeds
Peggy Ingram-- Deputy Register of Deeds	Clarry Gathers—Assistant Register of Deeds
Joan Plowman—Deputy Register of Deeds	Edna McLamb—Deputy Register of Deeds
Donna Stallings—Deputy Register of Deeds	
Gail Sievert—Administrator Assistant	

<b>County Manager's Name:</b>	Rick J Hester	<b>Supervisor's Name:</b>	Craig Olive
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Return by June 2, 2008 via email to ncacc@ncacc.org.