

BOARD OF COMMISSIONERS OF UTAH COUNTY, UTAH
PUBLIC BUDGET WORK SESSION – Recorder’s Office
October 13, 2020
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PUBLIC NOTICE IS HEREBY GIVEN THAT THE

BOARD OF COMMISSIONERS OF UTAH COUNTY, UTAH

WILL HOLD A PUBLIC WORK SESSION
IN THE COMMISSION CHAMBERS – ROOM 1400
OF THE UTAH COUNTY ADMINISTRATION BUILDING
100 East Center Street, Provo, Utah
October 13, 2020 – 9:00 A.M.

Members may participate electronically at will, with the anchor location as stated above.

In accordance with the Orange level guidelines instituted by the State Department of Health in the City of Provo, members of the public are strongly encouraged to participate electronically. Physical attendance will be limited to 20 people (including staff) at the anchor location. Once the room has reached capacity the doors will be locked, and additional attendees will be invited to participate online. All individuals in attendance must comply with Provo City Code 9.25 requiring face coverings in indoor spaces where social distancing is not possible with certain exemptions.

The public may participate electronically by joining via zoom at the following link: <https://zoom.us/j/9938818466> or calling (346) 248-7799 or (669) 900-6833, meeting ID: 9938818466. Comments will be limited to three (3) minutes per individual unless otherwise approved by the Board. Please state your name at the beginning of the comment. Please no foul or abusive language.

If a member of the public is unable to provide comment electronically then they may contact the commission clerk to submit written comments for the record by emailing commissionclerk@utahcounty.gov or by calling 801-851-8111

~BUDGET WORK SESSION MINUTES~

Commissioner Ainge (Chair), Commissioner Ivie and Commissioner Lee in Attendance

(Meeting Began: 11:00 A.M)


WORK SESSION

1. WORK SESSION RELATED TO THE 2021 UTAH COUNTY BUDGET

UTAH COUNTY RECORDER’S OFFICE

Jeff Smith, Utah County Recorder –

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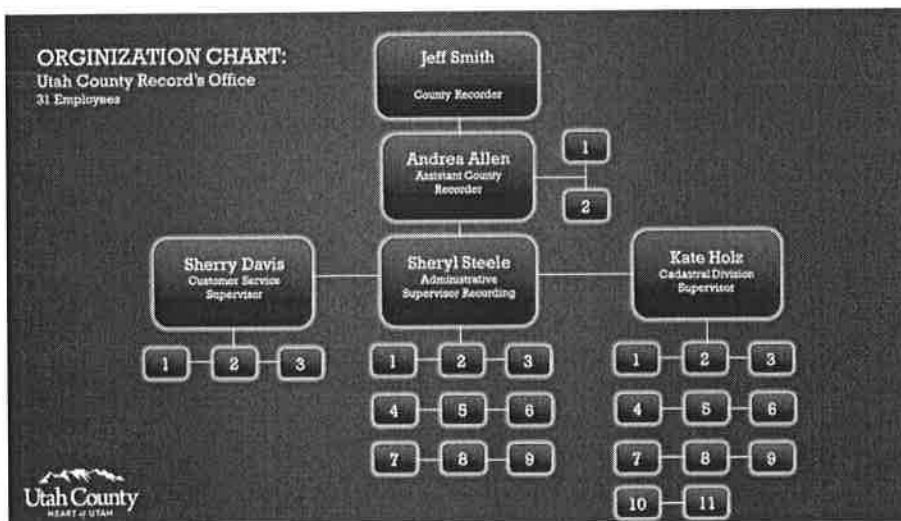

UTAH COUNTY RECORDER'S OFFICE

2021 Budget Presentation

October 13, 2020

Department Mission Statement

To provide the citizens of Utah County protection and preservation of recorded documents pertaining to real property.




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4 Main Job Functions

- Recording Function**
 - Recording Associate I
 - Recording Associate II
 - Recording Associate III
 - Recording Associate LEAD
- Mapping Function**
 - Cadastral Mapper I
 - Cadastral Mapper II
 - Cadastral Mapper III
 - Cadastral Mapper LEAD
- Customer Service Function**
 - Customer Service Associate I
 - Customer Service Associate II
 - Customer Service Associate III
- Office Management Function**
 - Office Manager
 - Recording Quality Control Analyst
 - Mapping Quality Control Analyst




2020 Overview

- 2020 COVID effects
- Hiring 
- Work from home 



Budget Overview for 2020

- Just over 3 Million Dollars annually
- YTD in 2020 we have collected \$6,324,297 in recording fees
 - 2 months left in the year to continue collecting recording fees
 - Projected to collect over 7.5 Million Dollars by the end of 2020



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Utah County Recorder
 Report Start: 01/01/2015
 Report End: 12/31/2020
 Date: 10/12/2020
 Time: 12:30:30

Yearly Status of Documents Recorded

Year	Number of Documents	Pages	Fees
2015	117,349	544,942	\$2,208,227
2016	132,883	654,452	\$2,468,996
2017	130,193	625,364	\$2,405,547
2018	122,895	588,471	\$2,263,355
2019	139,988	709,041	\$4,676,259
2020	158,900	938,623	\$6,330,217
Totals:	801,688	4,118,893	\$20,350,601

Utah County HEART of UTAH

Goals, Anticipated Outcomes & Actual Results

Goal:
 Meet Statutory deadlines per Utah State Code.

Goal:
 Recording & Entry

Goal:
 Proofing

Goal:
 Mapping

Goal:
 Auditing work process

Anticipated:
 Re-structure office & meet state code statutes

Anticipated:
 Close the gap by completing 100 docs/day/person.

Anticipated:
 Be within 48 hours of entry.

Anticipated:
 Complete within 2 weeks of proofing.

Anticipated:
 Groups checked, complete & accurate to Assessor.

Actual Results:
 Added quality control analysis prior to COVID-19 but didn't fully re-structure.

Actual Results:
 Increased completion docs/day/person but with record high recordings & lack of restructure, didn't average out to 100 docs/day/person.

Actual Results:
 Increased completion but with record high recordings & lack of restructure, didn't average out to be within 48 hours of entry.

Actual Results:
 Several team members met this goal and have maintained, but others still working towards this standard.

Actual Results:
 Mapping has met this goal having work complete and daily transferred to Assessor with no backlog of groups waiting to be checked.



Utah County Recorder
 Report Start: 01/01/2015
 Report End: 12/31/2020
 Date: 10/12/2020
 Time: 12:30:30

Monthly Status of Documents Recorded

Month	Number of Documents	Pages	Fees
01/2015	8,753	39,141	\$150,501
02/2015	8,005	38,279	\$144,409
03/2015	8,816	42,958	\$173,252
04/2015	19,236	90,547	\$362,239
05/2015	11,691	62,572	\$248,031
06/2015	15,122	81,487	\$324,107
07/2015	12,119	71,158	\$283,596
08/2015	12,783	78,872	\$304,798
09/2015	12,898	81,888	\$320,723
10/2015	14,619	80,625	\$324,579
11/2015	12,051	71,916	\$285,963
12/2015	13,406	76,124	\$291,330
Totals:	139,988	709,041	\$4,676,259

Utah County HEART of UTAH

Utah County Recorder
 Report Start: 01/01/2020
 Report End: 10/31/2020
 Date: 10/12/2020
 Time: 11:01:44

Monthly Status of Documents Recorded

Month	Number of Documents	Pages	Fees
01/2020	13,561	63,892	\$254,100
02/2020	13,143	62,961	\$250,788
03/2020	15,183	70,987	\$284,109
04/2020	16,419	79,049	\$310,122
05/2020	16,423	80,132	\$312,584
06/2020	16,376	79,001	\$312,495
07/2020	19,453	91,964	\$364,676
08/2020	20,354	99,621	\$393,538
09/2020	19,763	96,118	\$381,112
10/2020	6,817	32,553	\$128,338
Totals:	158,900	938,623	\$6,330,217

Utah County HEART of UTAH

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Document Work as of October 10, 2020 14:05:54

Doc #	Monday, Oct 26	Tuesday, Oct 27	Wednesday, Oct 28	Thursday, Oct 29	Friday, Oct 30	Totals	
Complete	Pct	Complete	Pct	Complete	Pct	Complete	Pct
Document(s) created	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	
15/00020	34 4%	10 0%	17 0%	41 0%	0 0%	92 0%	
16/00020	0 0%	40 0%	28 0%	43 0%	0 0%	111 0%	
18/00020	157 20%	67 0%	90 12%	54 0%	0 0%	368 17%	
19/00020	187 24%	0 0%	30 0%	240 28%	0 0%	457 21%	
20/00020	0 0%	0 0%	0 0%	21 0%	0 0%	21 0%	
21/00020	51 0%	0 0%	0 0%	110 12%	0 0%	161 0%	
22/00020	129 16%	111 13%	238 26%	112 12%	0 0%	690 31%	
23/00020	205 26%	151 18%	218 23%	74 0%	0 0%	648 29%	
24/00020	21 0%	15 0%	10 0%	22 0%	0 0%	68 0%	
Completed	788	489	793	871	0	2841	
Assigned	1,120	1,183	806	827	0	4,036	
Document(s) re-processed	123 16%	140 17%	116 13%	175 19%	0 0%	554 25%	
19/00020	10 0%	0 0%	0 0%	0 0%	0 0%	10 0%	
20/00020	2 0%	0 0%	0 0%	0 0%	0 0%	2 0%	
21/00020	0 0%	0 0%	140 14%	131 14%	0 0%	271 12%	
22/00020	134 16%	17 0%	110 12%	138 15%	0 0%	399 18%	
23/00020	2 0%	1 0%	0 0%	0 0%	0 0%	3 0%	
24/00020	2 0%	0 0%	1 0%	0 0%	0 0%	3 0%	
25/00020	113 14%	101 12%	122 13%	165 18%	0 0%	401 18%	
26/00020	1 0%	0 0%	0 0%	0 0%	0 0%	1 0%	
27/00020	129 16%	41 4%	170 18%	74 8%	0 0%	414 18%	
28/00020	0 0%	1 0%	2 0%	1 0%	0 0%	4 0%	
29/00020	0 0%	0 0%	22 0%	62 0%	0 0%	84 0%	
30/00020	104 13%	52 6%	204 22%	253 27%	0 0%	613 27%	

Recorder Document Work Analysis
 For Document Year 2020 - Tax Year 2021

Assigned To	Assigned # of Docs	Routed Docs	Completed	Completed %	Assigned To Someone Else	Docs To Work	Defunct Doc To Work	Defunct Doc Rec'd
4153	1709	1827	276	17	17	203	12045	0/04/2020
1122	407	5137	3	0	414	51	13811	0/10/2020
1823	117	1437	20	0	566	0	12329	0/10/2020
1622	811	1718	21	0	78	124	13619	0/10/2020
1081	194	2790	18	0	41	91	13567	0/10/2020
30571	0	0	88349	0	651	0	13213	0/10/2020
5115	37	4805	2	0	42	62	11884	0/10/2020
1134	75	1295	10	0	30	61	13434	0/10/2020
11481	103	8074	143	0	62	1809	11820	0/10/2020
3	2	1	0	0	0	0	0	0/10/2020
2869	82	2488	11	0	38	246	11213	0/10/2020
11445	119	18016	10	0	128	183	13210	0/10/2020
2431	35	1164	18	0	11	465	11771	0/10/2020
Total	150151	30816	46322	30.97%	954	1122	11889	0/04/2020

COMMISSIONER AINGE – (referring to above slide) WHAT ARE THESE DIFFERENT ROWS? DO THEY REPRESENT DIFFERENT INDIVIDUALS?

JEFF SMITH – YES.

COMMISSIONER AINGE – IF ONE INDIVIDUAL WAS ASSIGNED (LOOKING AT THE TOP LINE) 4153 DOCUMENTS AND ROUTED MEANS BEEN ASSIGNED TO THEM BUT THEY HAVEN'T DONE ANYTHING IS THAT RIGHT?

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JEFF SMITH - IT MEANS THEY RECEIVED THEM ROUTING OR THEY ALSO ROUTED DOCUMENTS THAT WEREN'T IN THEIR AREA.

COMMISSIONER AINGE - THIS IS REALLY HELPFUL DATA. I WAS A LITTLE BIT SURPRISED. THE THING THAT LOOKS LOW TO ME IS THIS 'DOCS TO WORK'. I THINK I'M MISUNDERSTANDING THE SECOND COLUMN BECAUSE YOU WOULD THINK THAT THE 'WORK STILL TO DO' WOULD BE HIGHER BASED ON THE NUMBER OF COMPLETED DOCUMENTS.

ANDREA ALLEN, ASSISTANT COUNTY RECORDER - THE 'ASSIGNED DOCUMENTS' ARE DOCUMENTS THAT ARE ASSIGNED BY ENTRY SO AS SOON AS THE FRONT-END STAFF DOES THEIR ENTRY WHICH IS THE 100 DOCUMENTS PER DAY GOAL, THOSE GO OUT TO THE INDIVIDUAL MAPPERS AND TO A CATEGORY WE CALL 'FODDER'. SO THAT ONE THAT'S THE 91,312, THOSE DOCUMENTS THAT ARE NON-CONVEYING TYPE DOCUMENTS. THEY ARE MORTGAGE DOCUMENTS, UCC FILINGS, FORECLOSURES, JUDGEMENTS FROM THE COURTS. THOSE ARE DOCUMENTS THAT TYPICALLY THE MAPPERS DO NOT LOOK AT AND SO IT'S CONSIDERED A FODDER GROUP. THAT WHY THAT NUMBER IS SO HIGH AND WHY THERE IS NOTHING ROUTED OR COMPLETED BECAUSE THERE'S NOT AN INDIVIDUAL. THAT GROUP OF DOCUMENTS IS DISTRIBUTED TO THE CUSTOMER SERVICE TEAM. THOSE AREN'T SEEN BY THE MAPPERS AT ALL.

THESE OTHER DOCUMENTS THAT ARE ROUTING, WE'VE JUST REDACTED THEIR NAMES SO EACH OF THOSE LINES APPLIES TO A SPECIFIC MAPPER. THERE ARE SOME LINES ON THERE FOR MAPPERS WHO HAVE LEFT OUR EMPLOYMENT IN 2020 BUT THEY STILL DID SOME WORK, SO YOU'LL SEE THAT SOME OF THOSE NUMBERS ARE LOW BECAUSE OF THAT. MY LINE IS THE TOP LINE AND I GET A LOT OF DOCUMENTS THAT I'M ROUTED IN WITH MULTIPLE PEOPLE. SOME OF THEM I WORK AND SOME OF THEM I JUST TAKE MYSELF OUT OF THE ROUTING. ALL OF THE SUBDIVISION MAPS COME TO ME AS WELL AS THE MAPPER WHO IS OVER THAT SUBDIVISION. SO, ON THAT 'ROUTED ONLY' COLUMN, THAT'S IF A DOCUMENT IS ROUTED TO MULTIPLE PEOPLE BECAUSE AT THE TIME OF ENTRY, WE DON'T KNOW EXACTLY WHO WILL END UP WORKING IT. IT COULD BE A MAPPER THAT DOES SUBDIVISIONS, OR IT COULD BE A MAPPER THAT DOES SECTION GROUND. THEY HAVE TO ACTUALLY LOOK AT THE DOCUMENT TO DETERMINE WHO WORKS IT. IF IT GETS ROUTED TO ME AND YOU, COMMISSIONER AINGE, AND YOU'RE THE ONE WHO WORKS IT, I'LL TAKE MYSELF OUT. IF YOU'RE NOT THE ONE WHO WORKS IT AND IT'S ME, YOU WOULD TAKE YOURSELF OUT. SO THAT'S THE ROUTED ONLY COLUMN. THE COMPLETED COLUMN IS AS OF THE DATE OF THIS REPORT WHICH THIS ONE WAS LAST FRIDAY, THAT'S HOW MANY OF THOSE ASSIGNED DOCUMENTS, THAT WERE NOT ROUTED, WERE COMPLETED OR COMPLETED BY SOMEONE ELSE. SOMETIMES WE HAVE TO ROUTE IT TO SOMEONE WHO WAS NOT IN THE ROUTING BECAUSE OF THE WAY IT WAS ENTERED SO THERE'S A LOT OF BACK DATA THAT GOES TO THESE NUMBERS. THE 'DOCUMENTS TO WORK' COLUMN - THAT'S JUST SAYING HOW MANY IN MY QUEUE I HAVE LEFT TO WORK BASED ON THAT DATE.

SO, ON 10/10 I HAD 299 DOCUMENTS IN MY QUEUE UP TO THE DATE OF ENTRY AND PROOFING TO WORK.

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COMMISSIONER AINGE - SO IT LOOKS LIKE IN GENERAL, THEY ADD UP BUT THE NUMBER OF ASSIGNED IS NOT SUPPOSED TO ADD UP TO ALL OF THOSE OTHER COLUMNS BECAUSE THERE'S SOME CHANGES THAT HAPPEN ALONG THE WAY IN ASSIGNMENTS AND RESPONSIBILITIES.

ANDREA ALLEN – CORRECT. SO, THE UPPER PORTION THAT YOU CAN ONLY SEE A FEW LINES - THE SCREEN ROLLS SO THAT'S JUST THE BOTTOM PORTION OF THE WORK ANALYSIS THAT GOES TO THE ASSESSOR'S OFFICE. SO, THE FIRST LINE IS THE TOTAL NUMBER OF GROUPS CUMULATIVE BY ALL OF THE MAPPERS. THE SECOND ONE IS THE TOTAL OF PARENTS THAT HAVE BEEN KILLED. PARENTS, ONCE WE WORK A DOCUMENT OUR HIERARCHY IS PARENTS, CHILDREN, REMAINDERS AND SAMES. PARENTS ALWAYS STOP BEING TAXABLE FOR THE NEXT TAX YEAR. THE CHILDREN ARE WHAT COME FROM THAT PARENT. SO OFTENTIMES THERE ARE MULTIPLE PARENTS THAT WILL GO TO ONE CHILD AND SOMETIMES THERE'S ON PARENT AND IT GOES TO MULTIPLE CHILDREN, SO THOSE NUMBERS ARE JUST THE NUMBER OF PARENTS.

THE THIRD ONE IS THE NUMBER OF CHILDREN.

THE FOURTH COLUMN IS THE NUMBER OF SAMES. THAT IS SOMETHING THAT HAPPENS IN A BOUNDARY LINE AGREEMENT. LIKE MY BOUNDARY IS REALLY GOOD BUT MY NEIGHBORS ARE NOT. THERE'S EITHER A GAP OR THEY'RE OVERLAPPING ON MINE. BUT MINE JUST STAYS THE SAME BUT I'M INVOLVED IN THAT DOCUMENT SO I NEED TO HAVE THAT DOCUMENT ABSTRACTED TO MY PROPERTY SO PEOPLE CAN SEE THAT I ENTERED INTO THIS AGREEMENT EVEN THOUGH MINE DIDN'T CHANGE. SAMES ALSO HAPPEN WITH AN ANNEXATION. SO, WHEN PROPERTY IS ANNEXED AND THE BOUNDARY DOESN'T CHANGE FOR THE PROPERTY, JUST THE TAXING ENTITY CHANGES. THOSE ARE ALSO SAMES.

THE NEXT COLUMN IS REDRAWS WHICH ARE PARCELS. UP IN THE TOP IT'S THE COLUMN THAT 400 AND 65. AS WE'RE WORKING IN AN AREA, IF WE SEE THAT THERE ARE PROBLEMS ON THE MAP OR THERE HAS MAYBE BEEN AN ERROR IN THE WAY THE DESCRIPTION WAS ENTERED INTO, THE CODE FILE SYSTEM WILL DO A REDRAW. A REDRAW DOESN'T CHANGE ACREAGE. WELL SOMETIMES IT'LL CHANGE ACREAGE BUT MINIMALLY. IT'S MORE OF A CLEANUP MECHANISM.

THE NEXT COLUMN IS THE TOTAL OF PARCELS.

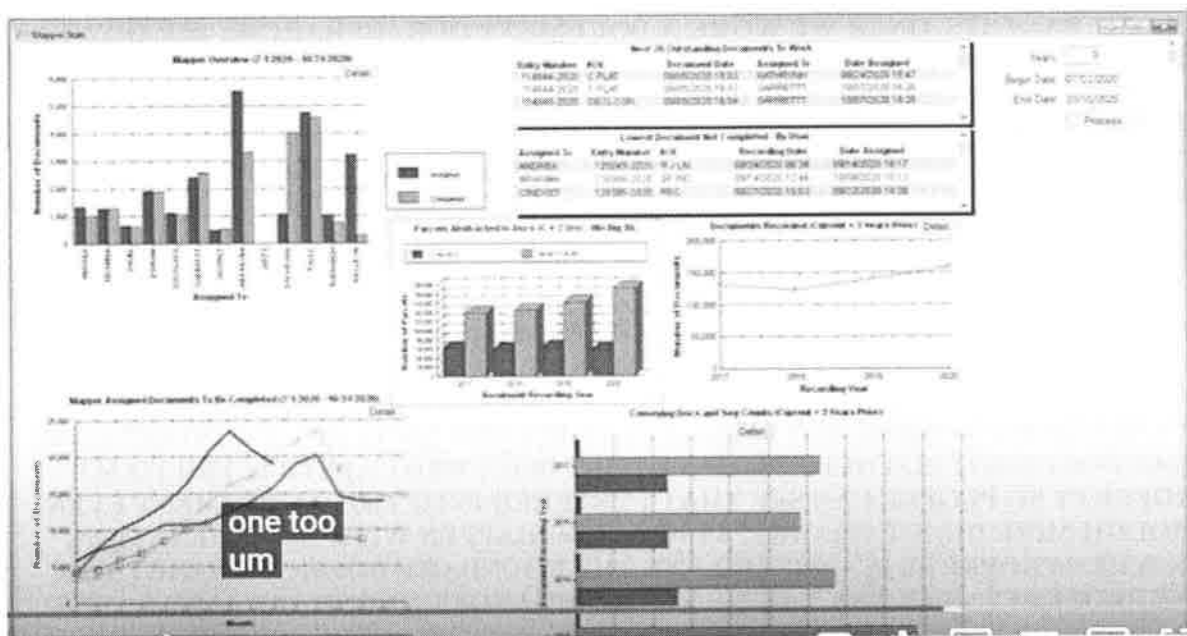
THEN WHEN YOU GET OVER TO THE OTHER SIDE, THE LAST 3 COLUMNS ARE GREEN BELT WORK THAT NEEDS TO HAPPEN IN THE ASSESSOR'S OFFICE AND THE COLUMNS BEFORE THAT ARE GROUPS THAT ARE SENT TO THE ASSESSOR'S OFFICE. THEY'RE IN CHECK STATUS AND THEY'RE WAITING TO BE WORKED BY THE ASSESSOR'S OFFICE.

THE 4TH COLUMN OVER IS WHERE THE ASSESSOR HAS ACCEPTED THOSE GROUPS THAT WE HAVE SENT OVER AND IT'S WAITING TO BE PROCESSED BY THE ASSESSOR'S OFFICE. THIS IS THE ONE AREA WHERE OUR ADDITION OF THE QUALITY CONTROL ANALYST REALLY SHINED BRIGHTLY BECAUSE HAVING THAT TASK TAKEN FROM MY WORKLOAD REALLY ALLOWED OUR

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DEPARTMENT TO HAVE THIS INFORMATION TO THE ASSESSOR’S OFFICE MORE TIMELY AND TO ALLOW THE ASSESSOR’S OFFICE TO HAVE ACCESS TO THAT INFORMATION MORE TIMELY THAN THEY HAD IN THE PREVIOUS TWO YEARS WHEN WE DIDN’T HAVE SOMEONE HIRED TO REPLACE THE PERSON WHO RETIRED.

THIS IS A TON OF INFORMATION AND IT CHANGES DAILY AND THROUGHOUT THE DAY. IT’S VERY FLUID. ALL OF THESE NUMBERS CHANGE DEPENDING ON WHAT TIME OF THE DAY YOU RUN THE REPORT.



(REFERRING TO ABOVE SLIDE) THIS SCREENSHOT IS OLD DATA BUT AGAIN, YOU CAN SEE THE NEXT 20 DOCUMENTS OUTSTANDING TO WORK. THIS IS JUST SHOWING WHAT MAPPER HAS WHAT DOCUMENT TO WORK, THE ENTRY NUMBER, WHO IT WAS ASSIGNED TO, THE DATE IT WAS ASSIGNED. THESE CHANGE. SOMETIMES A MAPPER WILL BE ASSIGNED A DOCUMENT. IT REALLY DOESN'T GO TO THEM AND THEY'LL HAVE TO ASSIGN IT TO ANOTHER MAPPER, SO THE DATA ASSIGNED KIND OF JUMPS SOMETIMES.

'NOT COMPLETED' JUST SHOWS YOU WHAT DAY THAT SPECIFIC MAPPER IS ON AND THAT'S HIS NEXT DOCUMENT OR HER NEXT DOCUMENT TO WORK. THE BAR GRAPH OVER ON MY LEFT, THE RED AND GREEN, ARE DOCUMENTS THAT ARE ASSIGNED AND THOSE THAT ARE COMPLETED. YOU CAN SEE HOW KATE HAS A REALLY BIG GREEN BAR. SHE IS THE SUPERVISOR SO SHE'S THE ONE WHO'S DOING THE REASSIGNING TO TRY TO MAKE THOSE BARS AND GRAPHS MORE IN LINE WITH EACH OTHER AS SHE TRIES TO MANAGE THE VOLUME OF WORK FOR EACH MAPPER.

COMMISSIONER AINGE – DO YOU PREFER TO MANAGE IT THIS WAY OR DO YOU WISH THAT THERE WAS A WAY THAT ONCE IT'S REASSIGNED, THAT CHANGES THEN THE ASSIGNED COLUMN ON THE DASHBOARD?

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ANDREA ALLEN - THAT'S WHAT WE'RE WORKING ON IS SO WE CAN SEE A LITTLE MORE ACCURATELY BASED OF THIS BAR, WHAT IS HAPPENING. WE HAVE THOSE NUMBERS IN OTHER PLACES BUT IT'S JUST NUMBERS, SO THAT'S PART OF THIS ENHANCEMENT THAT WE'RE WORKING ON.

COMMISSIONER LEE - THIS IS FLUID EVERY DAY. YOU'RE SEEING GOING BACK AND FORTH. I FIND THIS FASCINATING ESPECIALLY ON MEASURING PRODUCTIVITY AND OF COURSE, YOU HAVE YOUR QUALITY CONTROL. THEY'RE ALSO GOING THROUGH AND PROBABLY CHECKING THAT SO SEE IF THE WORK'S GETTING DONE APPROPRIATELY. OVERALL, WITH WORKING FROM HOME AND WORKING IN THE OFFICE, DO YOU SEE DIFFERENCES COMPARABLE DIFFERENCES OR IS IT ABOUT THE SAME?

ANDREA ALLEN - WE ARE ACTUALLY SEEING AN INCREASE IN PRODUCTIVITY. WE HAVE SEEN AN INCREASE NOT HUGE, BUT WE WERE REALLY WORRIED THAT IT WOULD GO DOWN AND IT DIDN'T. PROBABLY BETTER RESULTS WITH THE MAPPERS THAN WITH THE ENTRY. WE DID HAVE MORE OF THE MAPPERS HOME UNTIL ABOUT AUGUST AND THEN WE HAD A FEW MORE COME BACK IN. IT WAS SURPRISING THAT IT DID INCREASE, AND THEY ARE GETTING CLOSER TO CLOSING THE GAPS THAN THEY HAVE BEEN JUST WHEN HERE IN THE OFFICE.

THE BAR GRAPH WHERE YOU SEE THE LINES GOING HORIZONTALLY WITH THE LITTLE BIT OF BLUE, THE GREEN AND THE RED – THOSE ARE CONVEYING DOCUMENTS, NON-CONVEYING DOCUMENTS AND SEGREGATIONS. SO, THE BLUE IS A SEGREGATION - THAT CORRELATES TO THE OTHER PAGE WHERE WE HAD THAT LIST OF SEGREGATIONS. THIS IS JUST LAID OUT SO THAT YOU CAN GET AN IDEA. WE DO A LOT OF NON-CONVEYING DOCUMENTS, SO THESE ARE REFINANCINGS, UCC FILINGS, TAX LIENS AND JUDGMENTS. THERE'S A LOT THAT ARE THE FODDER-TYPE, NON-OWNERSHIP TYPE DOCUMENTS. AGAIN, THIS DATA IS IN FLUX. SO, THEY'RE STILL TRYING TO FIX THAT. THE THING THAT LOOKS KIND OF WEIRD ARE THOSE LINE GRAPHS. THE PURPLE IS DROPPING OFF RIGHT NOW BECAUSE WE'RE ONLY IN OCTOBER SO DOWN AT THE BOTTOM YOU SEE WE'RE IN MONTH 10. THEN WHEN WE HIT MONTH 12 IT DROPS OFF DOWN AGAIN BECAUSE WE START INTO THE NEXT CYCLE. THIS GRAPH ISN'T WORKING QUITE THE WAY WE WANT IT TO BECAUSE IT STARTS OVER WITH JANUARY INSTEAD OF JUST SHOWING A ONE-YEAR CYCLE – IT'S SHOWING MULTIPLE MONTHS AND SO IT GOES UP AND THEN DOWN AND THEN BACK UP SHARPLY. YOU DON'T SEE THAT ON THAT GRAPH BUT THE INCREASE UP TO THE 12 MONTHS IS WHAT WE'RE LOOKING FOR WHEN IT POPS OUT INTO THE DETAILS IT WILL GIVE US AGAIN THE NUMBER OF DOCUMENTS RECORDED, THE NUMBER OF SEGREGATIONS. IT'LL CARRY ALL OF THAT.

COMMISSIONER LEE - IT IS CONFUSING PROBABLY BECAUSE YOU DON'T SEE ALL THE KEYS AT THE BOTTOM, BUT IT SAYS, 'TO BE COMPLETED FROM 7/1/2020 TO 10/31'. I WOULD ASSUME THAT WOULD BE THE RANGE BUT YOU'RE SAYING THIS IS THE MONTHS DOWN BELOW FOR THE WHOLE YEAR.

ANDREA ALLEN – RIGHT. THAT UPPER DATE THE 7 TO 10 IS NOT CORRECT FOR THIS GRAPH. LIKE I SAID THEY'RE WORKING ON THESE.

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COMMISSIONER LEE – YOU ANTICIPATE THAT THIS YEARS WILL GO ALL THE WAY DOWN BECAUSE IT LOOKS LIKE EVERYTHING STARTS AT THE 5000 LEVEL IN THE WAY OF DOCUMENTS. DO YOU ANTICIPATE IT WILL DROP ALL THE WAY BACK DOWN TO THAT BY THE END OF THE YEAR?

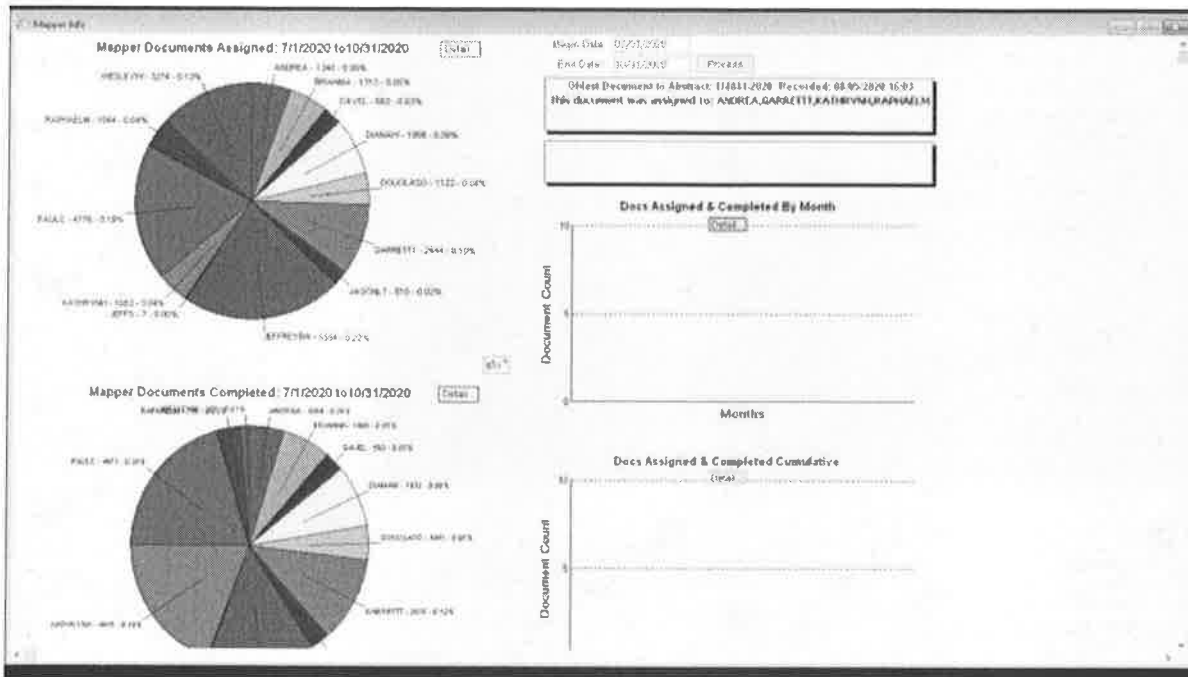
ANDREA ALLEN – NO, WE'RE GOING UP.

JEFF SMITH - INTEREST RATES, SUBDIVISION HAVE BEEN COMING IN A WEEK BEFORE LAST. I THINK WE CREATED 147 NEW LOTS IN ONE WEEK. WE GOT LIKE 27 PLOTS IN AND WE'RE JUST GETTING INUNDATED WITH SUBDIVISIONS. WE ALWAYS SEE A BIG RUSH IN THE FALL AND SPRING. EVERYONE WANTS CEMENT DONE NOW AND THEY WANT IT DONE IN THE SPRING SO THEY CAN MOVE IN DURING THE SUMMER. WE SEE RUSHES LIKE THIS, AND EVERYONE WANTS IT DONE TODAY SO THEY CAN BUILD TOMORROW.

ANDREA ALLEN – WE'RE ALREADY AT 6,800 DOCUMENTS IN THE FIRST 12 DAYS OF OCTOBER VERSUS 14,639 DOCUMENTS FOR ALL OF OCTOBER LAST YEAR AND WE'RE NOT GOING TO SLOW DOWN. AUGUST WAS AN UNBELIEVABLE NUMBER OF DOCUMENTS. THAT IS WHY EIGHT WORKERS IS NEVER GOING TO HAVE US CLOSE THE GAP AND IT'S NOT JUST ENTRY THAT THESE TEAM MEMBERS HAVE TO DO. THEY HAVE TO RECORD THE DOCUMENTS, VERIFY THEM THROUGH SIMPLIFILE. THEY ALSO HAVE MAIL THAT COMES IN, SUBDIVISION PLOTS, PROOFING, ETC. THERE'S A VARIETY OF TASKS THAT GO WITH TRYING TO HIT THAT 100 DOCUMENTS PER DAY GOAL. WE DID BUMP THEM UP TO 150, TRYING TO MAKE SURE THAT WE CAN HAVE THAT GAP CLOSER TO BEING CLOSED BY JANUARY 30TH WHEN WE NEED TO TURN INFORMATION TO THE ASSESSOR. LIKE JEFF SAID, WE HAVE NO CONTROL OVER THE NUMBER OF DOCUMENTS THAT COME IN OR THE NUMBER OF DOCUMENTS THAT DO NOT COME IN. WE'RE AT THE MERCY OF THE PROCESS, THE INTEREST RATES, THE WEATHER. AS YOU MENTIONED IT'S BEEN GREAT WEATHER, SO BUILDING IS GOING LIKE CRAZY.

WE ARE 4 FULL-TIME EMPLOYEES UNDERSTAFFED CURRENTLY FROM OUR STAFFING PLAN FROM 2019. WE HAVE HAD SOME PEOPLE RETIRE AND WITH THE EFFECTS OF COVID AND THE ISSUES THAT CAME UP, TRAINING WHILE WORKING FROM HOME, IT JUST HAS NOT BEEN CONDUCIVE TO HAVE NEW HIRES. WE ARE IN THE PROCESS OF RECRUITING RIGHT NOW. WE ARE TOO SHORT IN ENTRY AND MAPPING. WE CAN'T LOAD REAL HEAVY ON THE FRONT END AND HAVE ALL THOSE DOCUMENTS IN AND PROCESSED AND NOT HAVE ANYBODY ON THE BACK END TO WORK THEM. IT HAS TO STAY PRETTY EVEN. IT DOES NO GOOD TO HAVE ALL OF THE TEAM ON THE BACK-END WAITING FOR WORK IF IT'S SO BUSY ON THE FRONT THAT THEY CAN'T GET THE INFORMATION TO WHERE IT NEEDS TO BE.

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THIS IS JUST ANOTHER ONE OF OUR DASHBOARDS. THIS IS ONE THAT'S IN PROGRESS TOO. THIS IS A PIE CHART VERSION OF THE GRAPHS. THIS IS ASSIGNED AND COMPLETED. IT GIVES A PERCENTAGE OF WHAT WAS ASSIGNED.

COMMISSIONER LEE – THEY'RE NOT ALL EQUAL IN THE AMOUNT OF TIME AND EFFORT YOU PUT INTO IT. SO HOW DO YOU MEASURE THAT?

ANDREA ALLEN – WE LOOK AT SOME OF THOSE ITEMS ON THE REPORTS THAT TELL US WHAT KIND OF DOCUMENTS THEY HAVE BEEN ROUTED. WE KNOW IF YOU ONLY HAD ONE MAP AND YOU HAD MAYBE SEVEN FODDER DOCUMENTS THAT WE KNOW FODDER DOCUMENTS DON'T TAKE THAT MUCH TIME. WHEREAS WITH A NAME CHANGE, YOU HAVE THIS WHOLE DIFFERENT CRITERIA OF WHAT YOU HAVE TO LOOK AT AND ENSURE IS CORRECT BEFORE YOU MAKE THAT NAME CHANGE. YOU HAVE TO MAKE SURE THAT THE DESCRIPTION IS CORRECT. THERE'S A LOT OF DIFFERENT THINGS SO WE KNOW WHAT KIND OF DOCUMENTS YOU'RE GETTING, HOW MANY ARE NAME CHANGES, HOW MANY ARE NON-CONVEYING AND THAT'S WHAT WILL SHOW UP ON SOME OF THESE REPORTS ON THE SIDE HERE.

COMMISSIONER LEE – DO YOU TAKE THIS INTO THEIR ASSESSMENT TO:

ANDREA ALLEN – YES, ALL 4 OF THESE DASHBOARDS ARE USED IN THEIR YEARLY ASSESSMENTS. THE SUPERVISORS HAVE ACCESS TO THESE DASHBOARDS, THE TWO QUALITY CONTROL TEAMS HAVE ACCESS - ONE DOES MAPPING, ONE DOES ENTRY. THEY GIVE INPUT TO THE DIVISION MANAGERS. JEFF AND I HAVE ACCESS AND WE GIVE INPUT BECAUSE WE AUDIT THESE AND MONITOR THESE DAILY.

BOARD OF COMMISSIONERS OF UTAH COUNTY, UTAH
PUBLIC BUDGET WORK SESSION – Recorder’s Office
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PUBLIC COMMENTS

NO PUBLIC COMMENTS

(Meeting Ended: 11:41 am)

In compliance with the Americans With Disabilities Act, individuals needing special accommodations (including auxiliary communicative aids and services) during this meeting should notify Alice Black at (801) 851-8111 at least three days prior to the meeting.

DocuSigned by:

Tanner Ainge

TANNER AINGE
Commission Chair

ATTEST:

DocuSigned by:

Alice Black

Deputy Clerk/Auditor