

2011 NACRC Best Practice Award Application

2011 Land Records Best Practice Application

Name of submitter	Helen Purcell
Title of submitter	Maricopa County Recorder
Street Address	111 S. 3 rd . Avenue
City, State, Zip Code	Phoenix, Arizona 85003
Phone number of submitter	602-506-2825
Email address of submitter	mconnolly@risc.maricopa.gov
Person who would accept the award in Portland	Barbara Frerichs
Phone number for award recipient	602-506-7866
Email address for award recipient	mconnolly@risc.maricopa.gov

1. Title of Best Practice

Maricopa County Recorder's Interactive Recording Kiosk

2. Background/history indicating why you implemented this Best Practice

The Maricopa County Recorder's Office serves the public of the United States' fourth most populous county, recording all instruments authorized or required by law to be recorded. Maricopa County is home to over four million residents and spans a geographic area of 9,222 square miles. For more than 13 years, the Maricopa County Recorder's Office has consistently recorded in excess of 1 million documents per year, recording over 1.9 million documents in 2005.

3. The problem

Maricopa County has seen tremendous growth in recent years. In 2007 the county experienced the largest population increase in the United States, with four municipalities making the *Forbes Top Ten List* for fastest growing cities in America. As the state of Arizona entered into a budget crisis with cuts being necessary at all levels of government, the County Recorder's Office faced the challenge of providing cost effective and timely customer service to these newly developed communities. Due to the geographic size of Maricopa County, many residents of these communities would have to travel in excess of fifty miles, round trip to reach the Recorder's Office in Phoenix, the county seat, with one county border as far as 97 miles away.

In the process of analyzing this problem it became apparent that the population of Maricopa County would be best served by providing services at additional locations throughout the county. After careful consideration of the cost associated with opening and maintaining additional offices, the Recorder's Office began reviewing other options.

4. The description of the solution/Best Practice

In early 1990 Maricopa County departments were asked to project where they envisioned themselves in 2010. The Recorder's Office's vision was to provide the public with same day recording by way of interactive kiosks located at remote locations throughout the valley. In 2008 it was decided that the time had come to implement this goal.

5. Objectives of the solution/Best Practice

Maricopa County Recorder Helen Purcell met with her IT staff as well as her Administrative team to develop a plan. It was decided that the recording kiosk, when developed, would house an easy use touch screen display, a flat bed scanner for document scanning, a printer for cover pages, various cameras to observe use, spill resistant keyboard and roller ball, and would contain an embedded microphone and speakers to allow the customer to communicate directly with an office employee. The recording kiosk would use wireless technology, allowing placement anywhere throughout the county. Once implemented, the Recorder's kiosk would allow a customer to record documents from a remote location, while in direct contact with the Recorder's Office.

6. Plan/timeframe for development and implementation

In late 2008 the Maricopa County Recorder's Office began working with KIOSK Information Systems to design the recording kiosk. The first batch of kiosks was ordered on April 21, 2009 and in July of 2009 the first kiosk was delivered for testing and development.

The kiosk software was developed in-house by the Recorder's development team, and after extensive testing, the first live document was recorded on December 23, 2009. After running through live testing in a pilot program, the kiosk was finally ready for public use.

On March 23, 2010 Maricopa County Recorder Helen Purcell issued a press release and unveiled the first interactive recording kiosk in the nation! The office has since partnered with the Maricopa County Library District and currently the recording kiosk is available to the public at the Northwest Regional Library in Surprise, Arizona. The town of Fountain Hills has requested to partner with the Recorder's Office and future sites will be the city of Goodyear, community of Anthem and the town of Queen Creek.

7. Benefits of the solution/Best Practice

By providing recording services via an interactive kiosk, the Recorder's Office was able to provide a balance between cost savings while still offering efficient services throughout the county to the residents it serves.

Residents of Maricopa County no longer have to travel to the county seat for their recording needs; instead, they have available to them a conveniently located recording kiosk. Recording, using the kiosk, is simple and straight forward, and a Recorder's Office employee is there to walk the customer through every step of the process. As Helen Purcell announced at the unveiling "We envision this as an extension of our front counter. The customer is in constant contact with a live operator."

With air quality continuing to be a focus for Maricopa County, and fuel prices continuing to increase, the public will reap both financial and environmental benefits from the more conveniently located kiosk locations.

The recording kiosk will encompass a smaller footprint than opening an entire satellite office as the Recorder's Office partners with other government agencies to offer this convenience.

8. Technology used

For the creation of the recording kiosk, Maricopa County selected KIOSK Information Systems, a company with over fifteen years of experience creating custom kiosks for a wide assortment of applications. The recording kiosk application was created entirely in-house utilizing Adobe Flash Media Server, Viewcast Capture Cards, and two Panasonic cameras thus allowing the customer constant real time contact with a member of the Recorder's staff. The recording kiosk itself houses a touch screen monitor for ease of use, Dell workstation, printer, and an HP document scanner.

9. Cost of program

Under agreement with KIOSK Information Systems for development and manufacturing of the first three units, the cost per unit was \$8,160.00 for a post development actual cost of \$13,718.00 per unit. With design and development factored into the actual cost per unit, the Recorder's office will see a substantial decrease in cost on consecutive orders. When compared to the operating cost of a fully staffed satellite location, the value and convenience of the recording kiosk is considerable.

10. Results/success of program

In the first quarter following the placement of the first recording kiosk in the city of Surprise, the Recorder's office processed 227 successful kiosk transactions, 285 recordings, and filled 88 copy requests. Due to the kiosk's West valley location, customers were saved an approximate combined 5,100 miles of driving and an approximate 140 hours of drive time translating to a projected yearly decrease of 20,400 miles and 560 hours. As more kiosks are placed, the environmental and financial benefits will increase.

When contacted, 27% of kiosk customers participated in a survey requesting feedback, and the Recorder's Office received 100% positive feedback as well as suggestions for continued improvements to this project.

Following the tremendous success of the first recording kiosk in the city of Surprise, the Maricopa County Recorder plans to place two additional kiosks, before the end of the year, in the nearby town of Fountain Hills and community of Anthem, with future plans to expand to the city of Goodyear and the town of Queen Creek.

Since unveiling the recording kiosk, the Maricopa County Recorder's Office has received positive feedback on this program and is looking forward to partnering with other municipalities to further enhance the success of this program.

More information on the recording kiosk can be found online at recorder.maricopa.gov where customers can view an informational video and provide comments.



The Maricopa County Recorder's Interactive Recording Kiosk