



PRESS RELEASE

FOR IMMEDIATE RELEASE
Date: March 2, 2018

Contact: Doug Hansen
Phone: (218) 824-1231

COUNTY REDUCES RECORDING TIME BY 66%

Crow Wing County has improved its document recording process to improve by more than two-thirds the amount of time it takes for property owners and other taxpayers to have their documents legally recorded by the County, Crow Wing County Recorder Mark Liedl has announced.

Liedl, who was elected County Recorder in 2014 said a “top to bottom review” of the County’s recording procedures in 2015 and 2016 resulted in a “new, more efficient recording process” that slashed turnaround time by 66% in 2017. To determine the improvement, the County tracked the average recording time for all documents recorded in 2017 when the changes were fully implemented and compared this to recording times in 2016 before the new procedures were put in place. The result: the 2016 average recording time was reduced from 7.4 days in 2016 to 2.5 days in 2017.

“Any organization – public or private - that can achieve a 66% improvement in its core service in one year is achieving something truly remarkable,” Liedl said. “That we have accomplished this with three fewer staff positions and significant reductions in annual taxpayer levy spending speaks volumes to the hard work and dedication of Land Services staff who are performing this important public service,” he added.

The re-vamped recording process implemented in January of 2017 eliminated redundant tasks and handoffs which contributed to delays in the recording process and the time the original recorded document(s) were returned to the customer. Previously, the recording process was similar to a factory assembly line where each team member had a specific responsibility within the process. In the new process each team member is responsible for all stages of recording from submission by the customer to completion and return to the customer. The team member reviews the document, records the document, indexes information about the document into public records so it can be located, and maintains County ownership records.

“Eliminating these handoffs and streamlining the recording process reflects our ongoing commitment to provide excellent customer service. Our customers can rest assured we will continue to look for ways to continue to create efficiencies and deliver better customer service.” Land Services Director Gary Griffin stated.

According to Doug Hansen, Document Recording Supervisor, in addition to the 66% improvement in turnaround time for recorded documents, Crow Wing County also has seen a 22% increase in the number of documents recorded electronically from a year ago. In 2017, an electronically

Our Vision: Being Minnesota’s favorite place.

Our Mission: Serve well. Deliver value. Drive results.

Our Values: Be responsible. Treat people right. Build a better future.

received document on average was recorded within 2 days of being received. "Nearly 40% of the documents recorded in 2017 have been submitted electronically, which is another example of a service that we offer that has improved our overall efficiency and is more responsive to our customer's needs." said Hansen.

Hansen stated that he is not aware of any county in the state that has implemented a recording process similar to the innovation implemented by Crow Wing County. Historically, County Recorders offices across the state have a "batch process" for recording documents, with Torrens and Abstract divisions and specialized staff in each area, depending on the size of the county. "We believe by training staff to process both Torrens and Abstract documents we have and will continue to improve efficiency and provide better customer service" he noted.

According to Nate Jensen, President of Atlas Abstract & Title, Inc. in Brainerd, "the Recording area within Land Services has gone through some dramatic changes in the past three years. As a result, documents are now recorded much more quickly than they were in years past which is great for us and our customers."

The Land Services Department is committed to providing excellent customer service and responding to all inquiries in an efficient, courteous, and professional manner. Please contact the office at Recorderoffice@crowwing.us or (218) 824-1010 with any questions they may have about the document recording process.

#END#

**Gary Griffin, Director
Land Services Director**
322 Laurel Street, Suite 15
Brainerd, MN 56401

Office: (218) 824-1010
Fax: (218) 824-1126
www.crowwing.us