

Overview

Government to Government (G2G) is a component which was developed and added to the department's electronic recording system (SECURE) to give government agencies the ability to submit document recordings electronically to any participating County using a single computer from anywhere.

Challenge

Prior to the development and implementation of the G2G component to our SECURE system, government agencies who wished to record documents at the department's offices did so the traditional way. Agencies such as the State Franchise Board would have to print a hard copy of the document being recorded, place the document in an envelope, place a stamp on the envelope and then place the envelope in the mail box and get it to our offices using the U.S. Postal Service. Other local government entities such as the City of Anaheim would take a trip to the closest Clerk-Recorder office to have the documents submitted for recording at the public counter. Sometimes the city would use a courier service to have the documents delivered for recording. These old methods of delivering documents to get recorded were not efficient and at times could get costly. The cost of materials such as paper, postage and envelopes can add up. Also, in the case of government entities who would deliver the documents in person incurred additional cost such as staff time to deliver documents, the cost of a courier services and fuel charges. The Clerk-Recorder Department currently records about 67% of submitted documents electronically using SECURE. This electronic recording and delivery system was only available to title companies, financial institutions and others involved in the real estate industry. SECURE is regulated by the State and anyone wishing to use it must pass a stringent certification process conducted by the State Attorney General's office. This included the vetting of individual users of the system. Government agencies interested in SECURE were not willing to go through the same vetting process as the private sector since they already had their own vetting processes in place.

Innovative Solutions

The Clerk-Recorder believed that less red tape was the solution to getting government agencies and entities onboard electronic recording. To eliminate the certification process for government entities a separate portal

(G2G) was created and implemented in 2015 allowing government agencies/entities to access SECURE.

Through this portal, only government agencies would have the ability to submit documents electronically to participating counties through one computer at their office location.

Originality

The creation of the G2G portal is unique in that even though there now exist two portals, they access the same electronic delivery system (SECURE). There was no need to create a second parallel delivery system which would have been cost prohibitive.

Results

As a result of the implementation of G2G, government agencies are now able to submit recordings electronically via the department's SECURE system. To date, 29 cities and other government agencies are using G2G and the department is working with 22 additional government agencies to come onboard. As of March 2018, approximately 282,000 documents have been electronically recorded through G2G since its implementation in June of 2015. The cost saving benefits of G2G includes the elimination of document transportation costs to get the documents to our office (courier, mail, etc.) and the reduced chance of multiple trips through the use of the same day correction feature. Other benefits include shorter turnaround times for recording of documents due to electronic delivery, improved communication through system notes/memos and improved work flow with real-time tracking by users and submitters. Estimated annual savings for SECURE G2G owner counties includes reduced postage of \$500,000, mailroom labor costs of \$100,000 and in-house scanning costs of \$300,000. In the short term, the department and its customers benefit from the efficiency and cost savings electronic document delivery offers. No need for postage, envelopes and transportation costs thus reducing overall costs to the tax payers and waste from the environment.

Program Contact

Billy Le, Community Outreach Advisor at the Orange County Clerk-Recorder Department

Phone: (714) 834-2096

E-mail: Billy.Le@rec.ocgov.com