

ALASKA LEGISLATURE COMMITTEE FILES 1997-1998 8672

9254 HOUSE LABOR & COMMERCE

MOTZNIK COMPUTER SERVICES, INC.

8301 BRIARWOOD STREET, SUITE 100

ANCHORAGE, ALASKA 99518-3332

(907)344-6254 (907)344-1759 FAX

SUMMARY of FILE CONTENTS and UPDATE FREQUENCY

The files are statewide and include name and address except where noted.

Aviation Files: Aircraft Owners file and Pilot Licenses file. Selection can be made by owner name, pilot name or 'N' number of plane. Manufacturer/model numbers are on the Owners file. These files are updated semiannually.

Bankruptcy File: Contains all cases filed since 1986. Social Security number, type of bankruptcy and case disposition is contained on this file. The file is updated monthly.

Business License File: Contains current licenses. Select on business name or principal name. A license is valid for two years. The file is updated bimonthly.

Civil & Criminal State Court Case Files (Statewide): Contains Anchorage cases since 1977. Selection can be made by defendant or plaintiff. Case number, date filed and type of case are on the file. The file is updated monthly.

Commercial Fishing Permit File: Contains permits since 1989. Phone number, permit type, and (if a boat associated with the permit name) the boat name, size and home port. The file is updated monthly.

Commercial Fishing Vessel File: Contains permit area, type of permits, type of gear, vessel name, vessel description, home port and ADFG number. File can be accessed by owner name, vessel name or ADFG number. The file contains vessels since 1989. The file is updated monthly.

Corporations File: Contains current corporations (some dissolved corporations remain on the file for up to a year). Access is by the corporation name, incorporator, stockholder, officer name, or registered agent. The file is updated monthly.

Fish and Game File: Contains resident hunting, fishing and crew member licenses for 1984 thru 1993. Non-Resident licenses for 1992 & 1993. Birth date is in most records. Social security number is in most 1984 & 1987 records. The file is updated annually.

Motor Vehicle File: Contains all registered owner(s) residence and mailing addresses, lienholder name and address, vehicle model, year, and registration date. Access is by owner name, plate number or serial number. Expired plates remain on the file for approximately four years. The file is updated monthly.

U.S. Merchant Vessel File: Contains all merchant vessels in the U.S. and includes registered owner name & address, home port, boat name, & dimensions. File updated annually.

Occupational and Contractor License Files: Contains licenses for accountants, architects, engineers, real estate agents, and medical occupations. DBA's, date of birth and license expiration dates are included on the file. Active licenses before 1987 contain social security number. Expired licenses are retained if social security number is in the record. File is updated bimonthly.

Real Property Tax Files (M.O.A., Mat-Su, Juneau, Kenai Peninsula, & Fairbanks Boroughs): Contains all parcels and their assessed values. Files contain legal description, taxpayer name, lot size and dwelling size. There are subdivision and tax i.d. searches for Mat-Su and Anchorage. M.O.A. file is updated monthly. Others are updated annually.

Recorders Office File: Contains all documents recorded since 1972. Offices in Anchorage, Fairbanks, Juneau, Palmer, Bethel, Nome, Sitka, Homer, Kenai and Ketchikan enter recordings online directly into our system so that you may access them immediately. Included in the record is book-page, date and time of filing, type of document, grantee and grantor. There are no addresses in this file. Document examples include deeds, deeds of trust, liens, judgments, leases, and mining claims.

Permanent Fund Applicant File: Contains the name and mailing addresses for 1991 thru 1994 applicants. The file is updated annually.

U.C.C. Office File: Contains filings since October 20, 1986. Prior filings are not included if they were closed by that date. Searches are by debtor name, secured party name or serial number. There is a brief description of the items financed. The UCC office enters the indexing information directly into our system, therefore information is current each day.

Voters File: Contains all registered voters. A name is purged from the file by the State if a voter has not voted in 2 years. A voter may request an address change with the elections office, but usually the address is updated when a voter votes. Mailing and residence addresses, voting history, gender and party affiliation is contained on the file. The file is updated monthly.

08-04-97A10:23 RCVD

TO ALL LEGISLATORS:

DURING THE LAST LEGISLATIVE SESSION, THE LABOR & COMMERCE COMMITTEE HELD AN OVERSIGHT HEARING ON THE RECORDER'S OFFICE OPERATIONS AND OUR PROPOSED SYSTEM ENHANCEMENTS TO IMPROVE CUSTOMER SERVICES. AT THAT TIME DNR COMMITTED TO UNDERTAKING A PROCESS TO WORK WITH THE STATE'S RECORDING SYSTEM CUSTOMERS TO DEFINE AND CONFIRM THEIR INFORMATION AND BUSINESS PROCESSING REQUIREMENTS. OVER THE NEXT SIX WEEK PERIOD, WE WILL BE CONDUCTING A SERIES OF MEETINGS THROUGHOUT THE STATE TO FOCUS ON OUR CUSTOMER REQUIREMENTS. WE WILL BE USING A FACILITATOR AND HAVE OUR INDEXING SERVICE PROVIDER, ROBERT MOTZNIK, PARTICIPATE. FOR YOUR INFORMATION, ENCLOSED IS A COPY OF THE CUSTOMER INVITATION LETTERS AND AGENDA. FOLLOWING THE MEETINGS, A SUMMARY WILL BE PROVIDED TO EACH LEGISLATOR AND ADDITIONAL MEETINGS MAY BE SCHEDULED WITH YOU TO DISCUSS THE RESULTS OF THE CUSTOMER MEETINGS. YOU ARE WELCOME TO ATTEND THE CUSTOMER MEETINGS AS AN OBSERVER. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT THE STATE RECORDER, SHARON YOUNG, AT 269-8882.

STATE OF ALASKA

TONY KNOWLES, GOVERNOR

DEPARTMENT OF NATURAL RESOURCES SUPPORT SERVICES DIVISION

State Recorder's Office
3601 "C" Street, Suite 1180
Anchorage, AK 99503-5947
Ph: (907) 269-8882
Fax: (907) 269-8912

July 30, 1997

08-04-97A10:23 RCVD

Dear Customer:

In order to facilitate a better understanding of your business requirements, the Department of Natural Resources is planning a series of public meetings throughout the state. These meetings will provide a public forum for state recording system customers to confirm their information and processing requirements and to define additional necessary requirements. We hope that you, or a designee, will attend and actively participate in this public process.

A proposed agenda for these meetings is attached. Although the purpose of the meetings is to define your information requirements, there will be an opportunity for you to identify "other areas of concern" which will enable the Recorder's Office to look for opportunities to better serve you.

The public meeting for your area is scheduled in Anchorage on Wednesday September 10, 1997. This meeting will be held at Z.J. Loussac Library, Public Conference Room, 3600 Denali, beginning at 1 p.m. and will last approximately three hours. If you or your representative are unable to attend, please ask to be included in a statewide teleconference addressing the same issues on September 17, 1997, at 1 p.m. We also invite your written statements. Direct written comments to the above address: Attn: Brian Sonner.

To help us prepare for the meeting, please RSVP to the State Recorder's Office at (907) 269-8882 prior to August 15, 1997.

Sincerely,

Sharon Young
State Recorder

Enclosure

Motznik Computer Services, Inc.

8301 Briarwood Street, Suite 100
Anchorage, Alaska 99518-3332
(907) 344-6254 (907) 344-1759 FAX

August 28, 1997

Hans N. Rokeberg
Hans N. Rokeberg
6534 Lakeway Drive
Anchorage, AK 99502

Motznik Computer Services, Inc. has provided online access to public files since 1985. We have performed the processing for the State of Alaska Records Office since 1986 at no cost to the State. In addition to the Records Office Index there are 23 Alaska files on our Public Information Access System.

This comprehensive information research tool can be used to find addresses, assets, litigation history, criminal history, tax liens, UCC filings, business interests and occupations. Birthdate and social security numbers are in some records.

ASSETS:

Real Property	Vehicles	Partnerships
Businesses	Aircraft	UCC Filings
Comm'l Fishing Permits	Comm'l Fishing Vessels	Permanent Fund Applicants

HISTORY:

Tax Liens	Judgments	Bankruptcies
Foreclosures	Civil Case Index	Criminal Case Index

The enclosed summary lists the files, its contents and update frequency.

Upon receipt of the initial account activation fee of \$50, you are billed only for the time you are connected. Connection time is measured in seconds and prorated at a rate of \$75 per hour. There is no minimum monthly charge or annual membership fee. The system is available 24 hours a day except for a 30 minute maintenance period at 7:00 AM each weekday.

The system can be accessed via the Internet or by dialing direct into our network using your PC, modem and communications software.

Please call if you have any questions.

Sincerely,



Melina Motznik

DAVID H. BUNDY, P.C.
CABOT CHRISTIANSON, P.C.
MICHELLE L. BOUTIN
GARY A. SPRAKER

LAW OFFICE OF
BUNDY & CHRISTIANSON
AN ASSOCIATION OF PROFESSIONAL CORPORATIONS
911 WEST 8TH AVENUE, SUITE 302
ANCHORAGE, ALASKA 99501

03-28-97 11:43 AM

TELEPHONE: (907) 258-6016
FAX: (907) 258-2026

August 26, 1997

House Labor & Commerce Committee
716 W. 4th Ave., Rm 640
Anchorage, AK 99501

Re: Public Comment
Recording/UCC office information system
Our File No. 1805

Dear House Labor & Commerce Committee,

I understand that there are some public hearings scheduled in August and September regarding how the Recording/UCC Office information system operates. I will not be able to attend those hearings and so am putting my thoughts in writing.

If there is one theme that the committee should adopt, it is that Motznik Computer Services, Inc. (MCS) knows what it is doing and its comments regarding the manner in which public documents are indexed for recording should be entitled to tremendous deference. I use MCS extensively in my law practice, and am continually impressed with MCS's capability. My practice requires me to access the public records of other states, and I don't know of any other state that has a computer retrieval system as good as MCS's. Alaska has a jewel in MCS, and I hope that the committee appreciates that fact.

The recorder's office has changed its previous policy and is unwilling to enter collateral descriptions in UCC-1 filings. I am completely baffled as to why the recorder's office should take this position. The question should be not: is this the absolute minimum the statute requires? Instead, the question should be: how can we index public records so that they are the most useful?

The recorder's office enters leading punctuation marks, so that in order to find the UCC-1 you have to know to start with a quotation mark or whatever. This may be precise, but it is less usable.

As with any endeavor, there is always room for improvement. I suggest that the committee authorize an audit of the recorder's office: e.g., pulling a random sample of indexed documents and then analyze their indexing for accuracy and usability.

House Labor & Commerce Committee
August 26, 1997
Page 2

Thank you very much.

Very truly yours,

BUNDY & CHRISTIANSON

By 
Cabot Christianson

CC:sb

cc: Brian Sonner, 400 Willoughby Ave., Juneau, AK 99801-1796
Motznik Computer Services, Inc.

H:\1805\LTR\HOUSEL&C.COM

TO: 5370 100 100
September 12, 1997

Dear Sirs:

I believe that spelling errors in names/words/descriptions on documents should not be tolerated at the Recorders Office. But because we are only human with tendency to make mistakes, spelling errors must be kept at a low level.

It is of utmost importance, for recording purposes, that names/words/descriptions on documents be input into the system as accurate as possible.

Documents, filed for recording, should be reviewed thoroughly (for names/words/descriptions) to catch and correct obvious errors in spelling so they may be entered for indexing purposes accurately into the system. Errors created at the Recorders Office must and should be addressed promptly.

It is quite difficult to locate a document with a misspelled name index.

However, if it is too late and the error had been entered (for example, JONHSON was entered) there should be a corrected name index (under JOHNSON) and cross referenced to the misspelled name, describing the error made.

Documents with obvious errors (words such as given on the attachment) should be rejected for input until it is corrected. It is not an excuse to enter/input/index a misspelled name/word/description just because it is misspelled on the document.

The Recorders Office has to index names/words/descriptions the way people spell their names and how regular, normal words are spelled.

It is my experience when researching to locate names/words/descriptions with their correct spelling. I also research names/words/descriptions by how it might be indexed, as in MCMULLIN/MC_MULLIN or CORPORATION/CORP. However, I do not research names/ words/descriptions by how they might have been misspelled.

MUNICIPALITY OF ANCHORAGE
TREASURY DIVISION (LRU)
P.O. BOX 196650
ANCHORAGE, AK 99519-6650

Lani Lauver
Lani Lauver

MOTZNIK COMPUTER SERVICES, INC.

8301 BRIARWOOD STREET, SUITE 100
ANCHORAGE, ALASKA 99518-3332
(907) 344-6254 FAX (907) 344-1759

F A C S I M I L E T R A N S M I T T A L

COMPANY: *Rep Norm Rokberg*

DATE: *8/14/97*

ATTN: *Shirley*

FROM: *Bob Motznik*

FAXED TO: *258-2916*

MESSAGE: *Shirley this is what we mailed to our customers*

NUMBER OF PAGES TRANSMITTED IS . INCLUDING THIS COVER SHEET.
IF ALL PAGES NOT WELL RECEIVED, PLEASE CALL OUR NUMBER ABOVE.

*** OUR FAX NUMBER IS (907) 344-1759 ***

08-14-97A10:27 RCVD

Motznik Computer Services, Inc.

8301 Briarwood, Suite 100 Anchorage, Alaska 99518
(907) 344-6254 FAX (907) 344-1759

Page 1

August 12, 1997

Dear Customer:

The Department of Natural Resources, Records Office Section (DNR) has scheduled stakeholder meetings around the State. The purpose of this letter is to make you aware of some problems that should be discussed at these meetings.

1. UCC COLLATERAL DESCRIPTIONS

The UCC Office has always entered the collateral description on the name index even when the index was handwritten. In December 96 the State Recorder instructed her staff to stop entering that field. I have not been able to convince her to reverse that position. She is adamant that she is not going to enter collateral because there is no statute requiring it. She says no one else has complained. If the collateral field was useful to you, please express your dissatisfaction.

2. RECORDERS OFFICE INDEX SPELLING ERRORS

When you use the name index you will notice a lot of spelling errors in names and in document descriptions. Attached is a report showing that the occurrence of some sample spelling errors is now many times greater than it was prior to 1995. Part of the increase is because they now spend a lot of time making sure a misspelled name on the document is also misspelled on the index. But most of the errors are created at the Records Office. When the Records Office enters JONHSON instead of JOHNSON, you may miss a document, which could cost you a lot of money. And you cannot sue the State to recover your loss. I need help to convince the State Recorder that there is an accuracy problem in her office.

3. LEADING PUNCTUATION ON NAMES

Data entry staff have been instructed to enter names exactly as they appear on the document. If a name starts with leading punctuation such as 'A' STREET AUTO, they enter the quotes and you will not be able to find the document unless you look under quote.

In our negotiations for a new cooperative agreement, the State Recorder has agreed to solve other problems but the above mentioned still remain.

Since July 1, 1986 the State Recorders/UCC Office index data has been keyed directly into the MCS system. MCS has not charged for programming or processing. This has saved the State the cost of creating and operating a duplicate system. MCS has no special rights to the data. Each weeknight we send a backup copy of that days transactions to the State Data Center. The State can then provide copies of the data to our competitors. In 1991 and again in 1996 the State conducted 'Requests for Information' to see if anyone else wanted to provide this service for free. There were no takers.

This spring DNR conducted a campaign to gain support for a \$1.2 million funding request for a new indexing system. They were not interested in paying to enhance the current system. The legislature denied the funding request. DNR sent us a letter stating they would no longer be using the MCS system as of July 1, 1997. In a press release they stated that even without funding they were going to attempt to create an interim system on the State mainframe. The press release urged users "to make their concerns known to their legislators as soon as possible to help mitigate this potential crisis situation". The House Labor and Commerce Committee conducted an oversight hearing the last week of the session and asked DNR why they were creating an unneeded crisis and did they have enough surplus money in their operating budget to create and operate a major system without funding. As a result of the oversight hearing DNR agreed to negotiate a new no cost agreement with MCS and to conduct meetings with the Recorders/UCC Office customers for future direction. We are still negotiating the agreement.

DNR has scheduled meetings as follows to find out how you, the users of Recording/UCC Office information, would like to see the system operate.

Juneau: Thursday August 21, Centennial Hall - Egan Room, 101 Eagan Dr.

Fairbanks: Wednesday September 3, DNR Building, 3700 Airport Way

Anchorage: Wednesday September 10, Z.J.Loussac Library, Public Conference Rm.

Elsewhere: Wednesday September 17, call-in conference to Anchorage

All meetings are scheduled for 1:00 PM. If you intend to participate, the Recorders Office would like you to RSVP to Brian Sonner at 907-465-2400.

I would urge you to participate in these meetings if you can. DNR has invited legislators to attend but not participate in these meetings. Regardless of what happens at these meetings, I expect DNR to again request funding for their own system. Your comments will be useful to the legislators who attend.

If you put your comments in writing, address them to:

House Labor & Commerce Committee
716 W 4th Ave Rm 640
Anchorage, Ak 99501

A copy of your letter should be sent to:

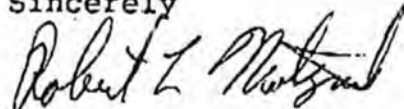
Brian Sonner
400 Willoughby Ave
Juneau, Ak 99801-1796

Regardless of whether MCS continues processing the index or if DNR succeeds in bringing the processing into their budget, these meetings will give you an opportunity to express opinions about the what functions the Recorders Office should perform and how they should perform them.

Attached is a list of additional topics that I think could be discussed.

Thank you for your time. Please call me if you would like to discuss this further. Let us know if we should be contacting someone else in your office for future announcements.

Sincerely



Robert L. Motznik

ATTACHMENT

TOPICS FOR DISCUSSION

1. SHOULD ERRONEOUS DOCUMENTS BE ACCEPTED FOR RECORDING?

The Recorders Office recently changed the requirements that a document must meet before it can be recorded. This saves the Recorders Office time in the document review process, but it allows documents to be recorded that have some glaring errors. There are several documents per day where the recording office does not index the document by property description and enters a comment 'incomplete legal description'. You cannot find these documents by property description. Individuals sometimes record documents in the wrong Recording Office because they do not know the document is meaningless unless its recorded in the recording district the property is in. Should the Recorders Office let people know that they have possibly made a major error?

The current system could give edit errors such as: NO SUCH LOT-BLOCK IN THIS SUBDIVISION or NO SUCH PLAT NUMBER IN THIS RECORDING DISTRICT, but the Recorders Offices does not care about such errors because they have already accepted the document for recording.

2. SHOULD TITLE COMPANIES, IRS, ETC. BE ALLOWED TO PRE-ENTER INDEX INFORMATION?

In the current system we could allow large volume companies to pre-enter index data into the Recorders Office input/verify file manually or via computer transfer. In this case editing errors such as those mentioned above could be caught and corrected before the document is recorded. Plus the index data would be more accurate. When the document is recorded the Recorders Office would verify the index data and change it if they desired. Much of the Recorders Office data entry time would be saved and it would be appropriate to give those companies a lower recording fee.

3. SHOULD THE RECORDERS OFFICE ENTER THE LOCAL TAX ID?

Many property descriptions (even in downtown Anchorage) are hard to interpret. Such as the east half of the middle third of the north half of lot 1, block 15, Mountain View Subdivision. This same property could also be referred to by its 11 digit local tax id number. Should the Recorders Office enter the tax id number if it is on the document? Should it be required that documents show property tax id numbers?

4. SHOULD THE RECORDERS OFFICE PROVIDE SERVICES ALREADY PROVIDED BY THE PRIVATE SECTOR?

In the campaign that the Recorders Office conducted last spring to gain support for their \$1.2 million funding request they told banks that they should be writing letters of support because the Recorders Office would be giving free services that they now pay Motznik for. Should government use tax money to compete with private enterprise?

5. SHOULD ONE EMPLOYEE RECORDERS OFFICES HAVE A BACKUP EMPLOYEE?

In a one employee office, the office is closed when the employee is sick or on vacation. This can be very costly to someone who flies to Nome to research title and the office is closed unexpectedly. Is it possible to cross-train an employee from another State department or contract with a private agency for backup?

THIS REPORT IS AN ATTEMPT AT SHOWING THE RELATIVE OCCURRENCE OF SPELLING ERRORS NOW VS PRIOR YEARS
 BELOW IS A COUNT BY YEAR OF THE NUMBER OF DOCUMENTS THAT ARE INDEXED WITH AT LEAST ONE OF THE FOLLOWING SPELLING ERRORS.

ALASA	ALASAK	ALASK	ALASKKAN	ALASKS	ALASKSA	ALASLA	ALASLKA
ALASTA	ALSAKA	AMEERICA	AMERICAN	AMEIRCA	AMEIRICA	AMERIVAN	AMERICAN
AMERIC	AMEICN	AMERICIAN	AMERICAN	AMERICIAN	AMERICAN	AMERICNA	AMERICAN
AMERIFAN	AMERIVAN	AMERICIAN	AMERCIA	AMEROCO	AMERICAM	AMERICANT	AMERIAA
AMERIACAN	AMERICNA	AMETRCAN	AMITCA	ANCHOARAGE	ANCHORAE	ANCHORAG	ANCHOAGE
ANCHORAAAGE	ANCHORAGAE	ANCHORAGES	ANCHORAGRE	ANCHORGAE	ANCHORGE	BNAK	BNAKS
LANK	BUREA	CREDIT	CORPORATION	CORPORATON	CORPORRATION	CORPORTION	CORPRDATION
COROPRATION	CORPOMATION	COPORATION	DIVISOIN	DIVISON	DIVISION	OIVIVISON	ECPRESS
EMPLOYHNET	EMPLYMENT	ENFOCEMENT	ENFORCMENT	ENFORCEMENT	ENFOREMENT	ENFORCMENT	ENFOREMENT
EMFORCEMENT	FEDELASKA	FEDERA	FEOERAK	FEDERDEPOSIT	FEDRAL	FEDREAL	FRIST
FIST	FIANACIAL	FIANANCIAL	FIANCIAL	FIANCNAIL	FIANCNIAL	FIANNCIAL	FINAANCAIL
FINACIAL	FINACNIAL	FINANACIAL	FINANCAIL	FINANCAL	FINANCIALAK	FINANCIALK	FINANCILA
FINANCIAL	FINANCNAIL	FINANIAL	FINANICAL	FINANNCIAL	FININCIAL	INSURACE	INSURACNE
IINSURANCE	INSURANNC	INSURNACE	INLEL	INTENAL	INTERAL	MAMAGEMENT	MANAGMENT
MANGEMENT	MATANSUAK	MATANSUKA	MATANUSAK	MATANUSAKA	MCKINELY	MCKINLELY	MCKINLET
MCKINLY	MCKINLYE	MORTGAGE	MORGAGE	MORTGAE	MOTGAGE	MROTGAGE	MORTGAAGE
MORTGAE	NORTGAGE	NATINAL	NATIONANL	NEIGHBOTOOD	PETROLEM	REVNEUE	RENEUEUE
REVNEUE	REVNEUE	RIGION	SECURTIY	SECUTIRY	SERCURITY	SERVICIE	SNIHT
SIMTH	SOLOOTNA	STEWAY	STWEWART	STWART	SWEART	STWEWART	SUPORT
TRANSAKASJA	TRANSALAKA	TRANSALAKSA	TRANSALAKSKA	TRANSALASK	TRANSALASKAS	TRANSALASKE	TRANSALSAKA
TRANSALSKA	TRANSAMERCIA	TRANSAMERIA	TRANSAMERIC	TRANSPORATION	TRANSPORTAIOON	TITEL	TITILE
TTILE	TILTE	TITEL	UNIED	UNITE	UNINTED	UNITES	UNITIED
VETARAN	VETERN	VETERNANS	VETERNS	VETRAN	VETRANS	VETERNS	VETERNANS

1972	1973	1974	1975	1976	1977	1978	1979	1980	1981	1982	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	JAN-JUL
	1	2	3	13	16	18	38	20	27	29	25	18	4	26	50	51	47	26	17	30	12	35	86	177	204	

STATE OF ALASKA

TONY KNOWLES, GOVERNOR

**DEPARTMENT OF NATURAL RESOURCES
SUPPORT SERVICES DIVISION**

State Recorder's Office
3601 "C" Street, Suite 1180
Anchorage, AK 99503-5947
Ph: (907) 269-8882
Fax: (907) 269-8912

August 12, 1997

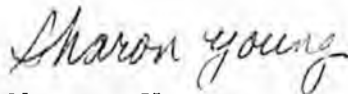
Shirley Armstrong
Office of Representative Norman Rokeberg
716 W 4th Ave, Ste 640
Anchorage, AK 99501-2133

Dear Shirley:

Thank you for making time in your busy schedule to tour our Anchorage recording facilities last Thursday. I hope you gained a new perspective of the recording system and its key role in the state's economy. The state's recording system and its related services are used by tens of thousands of Alaskans each year. As you observed, there are certain inherent inefficiencies in the recording process as a result of extensive manual sequential processing steps and duplicative data entry to feed information into multiple non-interfacing systems. We want to work with the legislature to find solutions to these problems.

Please contact me if you have any followup questions about our component's operations.

Sincerely,



Sharon Young
State Recorder

STATE OF ALASKA

DEPARTMENT OF NATURAL RESOURCES

OFFICE OF THE COMMISSIONER

TONY KNOWLES, GOVERNOR

400 WILLOUGHBY AVENUE
JUNEAU, ALASKA 99801-1796
PHONE: (907) 465-2400
FAX: (907) 465-3886

3601 C STREET, SUITE 1210
ANCHORAGE, ALASKA 99503-5921
PHONE: (907) 269-8431
FAX: (907) 269-8918

October 7, 1997

Dear Legislator:

Enclosed is the cover letter and final report associated with the Department of Natural Resources sponsored public meetings concerning the Recorder's Office database design and information systems. Each participant received a copy.

Should you have comments or questions concerning the issue please don't hesitate to give me a call (907-465-2401).

Sincerely,



Brian Sonner
Special Assistant

cc: Mr. Bob Motznik

"Develop, Conserve and Enhance Natural Resources for Present and Future Alaskans"

October 6, 1997

Dear,

Attached is the final report associated with the Department of Natural Resources sponsored public meetings concerning the Recorder's Office database design and information systems. As indicated by the agenda provided before and at each of the meetings, the purpose of this series of meetings was to provide customers of the Recorder's Office databases a public forum (1) to confirm the necessity of existing data collected and information available from the systems, and (2) to identify additional requirements for the data collected or information available from the systems.

The insight you provided in this public process has confirmed the necessity to make some changes to the data collected in order to better support your business requirements. The Department will explore methods of accomplishing the changes you have identified.

At the end of each meeting, you were offered an opportunity to identify "other issues" of concern related to the Recorder's Office. Since the purpose of the meetings was to collect information and not a problem solving session, I captured the issues which you identified and provided them to the Recorder's Office. They will create an Action Plan to address these issues.

Although I taped the meetings, the quality of the recordings was not wonderful. As you review this document, please notify me if there are errors of omission or in the clarity of the information I captured. I will forward your input to the Recorder's Office. If additional "other issues" come to mind, please forward them directly to the State Recorder. Thank you for taking the time out of your busy schedules to participate in this important series of public meetings.

Sincerely,

Brian Sonner
Special Assistant

MEMORANDUM

STATE OF ALASKA

DEPARTMENT OF NATURAL RESOURCES

OFFICE OF THE COMMISSIONER

TO: Marty Rutherford
Deputy Commissioner

DATE: 22 September 1997

FILE NO.:

PHONE: 465-2401

FROM: Brian C Sonner
Special Assistant



SUBJECT: Meetings Requested by the
Department to Determine
Customer Requirements
for the Recorder's Office
Data Systems

The attached report is the final document providing summary information gathered through public meetings held in Juneau, Fairbanks, and Anchorage. An additional teleconference was scheduled to enable individuals who could not attend the meetings to provide input. Three letters were received from customers.

The report includes:

- Project Definition, Desired Outcomes, Methodology, and Conclusions
- Agenda and Detailed Results of Public Meetings
- Copy of Public Notice Posted in Recorder's Offices Statewide, Copy of Letters Sent to Customers, and a Copy of the Mailing List for the Letters.

A copy of this final report will be mailed to each individual who attended meetings, teleconferenced or wrote letters providing input to the process. In general, the customers were interested and open with comments which provided insight into areas requiring additional "data and information" important to their business communities. Several attendees articulated a desire that public dialogue continue in this subject area so that they are made aware of the future of the "data and information" requirements.

STATE OF ALASKA

TONY KNOWLES, GOVERNOR

DEPARTMENT OF NATURAL RESOURCES SUPPORT SERVICES DIVISION

State Recorder's Office
3601 "C" Street, Suite 1180
Anchorage, AK 99503-5947
Ph: (907) 269-8882
Fax: (907) 269-8912

October 15, 1997

Ms. Shirley L. Armstrong
Office of Rep Norman Rokeberg
716 W 4th Ave, Ste 640
Anchorage, AK 99501-2133

Dear Customer:

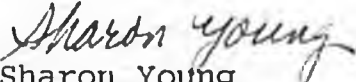
As a participant in the Recorder's Office stakeholder meetings, you were recently provided with a summary of the meeting results by the facilitator. Thank you for participating in those meetings and for identifying additional data requirements, reporting requirements, and other issues of concern that you have with the recording function.

The Department has carefully examined each element or issue raised at the meetings. We have identified where possible the operational concerns related to each item and have outlined the additional resources and/or system modifications that would be necessary. The attached matrix is a summary of that effort. (Items on the matrix are presented in the same order they were discussed at the statewide meetings, as included in the prior packet of materials distributed by the facilitator last week.)

As you will observe from reviewing the matrix, some of the items raised in the public meetings are within the Department's direct control and can be implemented with minimal additional resources and funding. In some cases, solutions would reduce employee time to provide the service and speed up your activities. For most items, however, we face technological constraints. In these cases, alternatives will have to be identified and costs defined before solutions can be pursued, and full support by our user groups will be critical.

Our desire is to provide the best possible service to you with the resources currently available to us. The public comment process was the first step in defining changes desired by our customers. The next step will involve working with you to more fully understand the problems and explore possible solutions. We will be contacting you to discuss some of our options. Again, thank you for participating in the stakeholder meetings.

Sincerely,


Sharon Young
State Recorder

Encl.

DRAFT

State of Alaska
DEPARTMENT OF NATURAL RESOURCES
Support Services Division
RECORDER'S/UCC SECTION

OVERVIEW OF STAKEHOLDER MEETINGS

This document is intended to be a working document and is being distributed in draft format. Subsequent meetings with recording system users will serve to refine and modify action plans as additional information becomes available.

The following tables address the points raised in the stakeholder meetings conducted in August and September. All comments in these tables are based on the capabilities afforded by the current system within DNR offices only. Some items, such as additional reporting functions, can perhaps be purchased for a fee direct from the current contractor without being available to recording facilities. It should be noted that the recording database and the UCC database do not connect. Information displayed in one database does not reflect in the other and each database must be reviewed separately. Impact of each item must be multiplied times the percentage of documents taken statewide which would be impacted. Each of the items identified in Group I are unique data elements which would affect a fluctuating portion of all recordings. Unique items which are not common to all documents recorded have an increased likelihood of error or omission because they are not consistently applied to all recordings and would also slow down the indexing process if index criteria was expanded to include a high number of unique elements in addition to the standard elements currently being keyed. Time studies already demonstrate that procedural anomalies have a higher percentage of processing errors despite existing manual and labor intensive cross checks intended to catch them. Several of the items suggested in the first group go beyond tracking basic index information in order to access the document for further review. The document represents the public record, and the index is only an access tool. The agency supports efforts that focus on exploring methods to make the document itself more accessible to users.

*NOTE: The state operates the statewide recording system and the Uniform Commercial Code central file system, including all recordation, indexing, filming and library functions and processes. The private third party contractor (Motznik Computer Services, Inc.) performs data processing and maintains an automated indexing system for the state. Resources to implement user desired changes could impact any or all of these functions. Table references to "Program Revisions" in column five (5) pertain to system changes by the private contractor which are not within the state's direct control.

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GROUP I: ADDITIONAL SUGGESTED DATA ELEMENTS FOR THE RECORDER'S OFFICE DATABASE					
a.	Name of Agent/Attorney Involved	<p>Costly and labor intensive to identify and include in the existing indexing system. Would require recording staff to read and interpret the document for applicable information. Consistency in such a process extremely difficult to establish. Possible negative impact to Agent/Attorney if indexed as a grantor/grantee on a lien document.</p> <p>ACTION PLAN: Work with users to clarify this request and the documents it would affect.</p>	Agent/Attorney could be keyed as a grantor/grantee under existing system format	Additional staff to perform data entry.	Yes, without additional indexing or document review. Customer could immediately review document image for information they desire without recording staff involvement. Search capabilities would also allow for identification of one or more document parameters for tailored customer search capability as broad or as narrow as you desire.
b.	Marital Status of Grantor/Grantee	<p>Requires additional staff time to key information, relies on staff ability to key in and verify accurately, information not used consistently on all document, no system ability to cross check accuracy.</p> <p>ACTION PLAN: Work with users to clarify this request and the documents it would affect.</p>	None. No existing fields could be utilized except the comments field which is not searchable.	Program revision. Addle data entry staff	Yes, without additional indexing or document review. Customer could immediately review document image for information they desire without recording staff involvement. Search capabilities would also allow for identification of one or more document parameters for tailored customer search capability as broad or as narrow as you desire.
c.	Interest Information (% fractions)	<p>Costly and labor intensive to identify and include in the existing indexing system. Would require recording staff to read and interpret the document for applicable information. Consistency in such a process extremely difficult to establish.</p> <p>ACTION PLAN: Work with users to determine how to implement and whether a searchable field is required.</p>	None. No existing fields could be utilized except the comments field which is not searchable	Program revision. Addle data entry staff	Yes, without additional indexing or document review. Customer could immediately review document image for information they desire without recording staff involvement. Search capabilities would also allow for identification of one or more document parameters for tailored customer search capability as broad or as narrow as you desire.
d.	Estate File Number (court file #)	<p>Requires additional staff time to key information, relies on staff ability to key in and verify accurately, information not used consistently on all documents, no system ability to cross check accuracy.</p> <p>ACTION PLAN: Work with users to determine whether a searchable field is required and which document types would be affected.</p>	None. No existing fields could be utilized except the comments field which is not searchable	Program revision. Addle data entry staff	Yes, without additional indexing or document review. Customer could immediately review document image for information they desire without recording staff involvement. Search capabilities would also allow for identification of one or more document parameters for tailored customer search capability as broad or as narrow as you desire.
e.	Deed Restrictions/Limitations	<p>Impractical to try and identify and enter into one dedicated searchable field. Information will vary from document to document.</p> <p>ACTION PLAN: Work with users to clarify this request and the scope of information it would cover.</p>	None. No existing fields could be utilized except the comments field which is not searchable	Program revision. Addle data entry staff	Yes, without additional indexing or document review. Customer could immediately review document image for information they desire without recording staff involvement. Search capabilities would also allow for identification of one or more document parameters for tailored customer search capability as broad or as narrow as you desire.
f.	Power of Attorney Agent/Backup	<p>Costly and labor intensive to identify and include in the existing indexing system. Would require recording staff to read and interpret the document for applicable information. Consistency in such a process extremely difficult to establish. Possible negative impact to Attorney Agent/Backup if indexed as a grantor/grantee on a lien document</p> <p>ACTION PLAN: Work with users to clarify this request and the documents it would affect.</p>	Attorney Agent/Backup could be keyed as a grantor/grantee under existing system format or as a nonsearchable comment	Program revision and/or additional data entry staff	Yes, without additional indexing or document review. Customer could immediately review document image for information they desire without recording staff involvement. Search capabilities would also allow for identification of one or more document parameters for tailored customer search capability as broad or as narrow as you desire.
g.	SSN of Grantor/Grantee	<p>Requires additional staff time to key information, relies on staff ability to key in and verify accurately, information not used consistently on all documents, no system ability to cross check accuracy.</p> <p>ACTION PLAN: Review legal issues, including privacy issues. Determine whether statutory revision is necessary and work with users to determine which document types would be affected if implemented.</p>	None. No existing fields could be utilized except the comments field which is not searchable	Program revision. Addle data entry staff	Yes, without additional indexing or document review. Customer could immediately review document image for information they desire without recording staff involvement. Search capabilities would also allow for identification of one or more document parameters for tailored customer search capability as broad or as narrow as you desire.

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h.	Standardize entry of aliquot parts in the legal description	<p>Can be readily accomplished and is currently being implemented. This change will be on a go forward basis unless data conversion is undertaken to standardize historical information. This change will not make searching the database any easier as there is currently no means to request a description below the section level without program changes.</p> <p>ACTION PLAN: Agency will develop internal procedures to address consistency of aliquot part data entry and implement prior to 1/1/98.</p>	Data entry will be standardized.	Program revision needed to search at aliquot parts level	Yes, without additional indexing or document review. Customer could immediately review document image for information they desire without recording staff involvement. Search capabilities would also allow for identification of one or more document parameters for tailored customer search capability as broad or as narrow as you desire.
i.	MTRS minimum for mining documents. Index creek, stream or river name as necessary.	<p>Mendian Township Range Section is entered on all documents which reflect this information. Current system will not allow partial information to be keyed into searchable fields. If incomplete information is present on the document the partial information is entered into a nonsearchable comments field. Waterways would also have to be entered as a comment.</p> <p>ACTION PLAN: Research need for statutory/regulatory revision to require MTRS on mining documents. Work with users to determine when creek, stream or river names are necessary for indexing and whether a searchable field is needed.</p>	None. No existing fields could be utilized for partial information except the comments field which is not searchable.	Program revision and addle data entry staff	Yes, without additional indexing or document review. Customer could immediately review document image for information they desire without recording staff involvement. Search capabilities would also allow for identification of one or more document parameters for tailored customer search capability as broad or as narrow as you desire. Maps which are included as part of a document would also be displayed as submitted without staff interpretation. Search parameters could stay at the MTRS level or go down to approximately four levels of aliquot parts definition
j.	Require subdivision code and name as part of the legal.	<p>This would require statutory and/or regulatory revision before being implemented. Current system will only accept subdivision codes in the searchable data entry fields and recording staff must manually convert the information presented on the document to the required data entry format. This is a subjective process that is prone to error. Subdivision names can be entered as a comment, but are not retrievable.</p> <p>ACTION PLAN: Work with users to determine if an acceptable method of cross reference for subdivision name and code can be accomplished and made available for use statewide.</p>	None. No existing fields could be utilized except the comments field which is not searchable.	Program revision and addle data entry staff.	Yes, without additional indexing or document review. Customer could immediately review document image for information they desire without recording staff involvement. Search capabilities would also allow for identification of one or more document parameters for tailored customer search capability as broad or as narrow as you desire. Currently available industry software has the ability to cross reference the subdivision name and code, so both pieces of information would not be mandatory. Either would allow the system to perform a full database search.
k.	Stated amount of lien on property	<p>This information has historically been keyed into the system at the end of other dedicated fields where extra space existed or in the comments field. The overall result is inconsistent index creation with no search capability.</p> <p>ACTION PLAN: Work with users to determine whether a separate searchable field is required and which document types would be affected.</p>	None. No existing fields could be utilized except the comments field which is not searchable	Program revision	Yes, without additional indexing or document review. Customer could immediately review document image for information they desire without recording staff involvement. Search capabilities would also allow for identification of one or more document parameters for tailored customer search capability as broad or as narrow as you desire.
l.	Establish search capability by subdivision name.	<p>The existing system allows you to look up a subdivision name and see all the plat number or subdivision code choices for that name. The plat number or subdivision code must then be entered into the limited search parameters available. You cannot search from the name itself nor will the search function cross reference against subdivision names entered into comments fields.</p> <p>ACTION PLAN: Address this enhancement as a workplan item under the cooperative agreement with the private contractor.</p>	None	Program revision	Yes, without additional indexing or document review. Customer could immediately re-view document image for information they desire without recording staff involvement. Search capabilities would also allow for identification of one or more document parameters for tailored customer search capability as broad or as narrow as you desire. Searches can be requested against either subdivision names or codes and will pull information from both groups for customer review by utilizing an internal cross reference capability.
m.	Establish potential to identify multiple document functions	<p>The existing system cannot accommodate long document titles nor does it offer a field which would indicate multiple functions to alert the customer. Staff don't have the ability to consistently identify where the title for one function ends and another begins in all document types nor should they be placed in the position of interpreting what information is applicable. Long titles could be continued on a comments line, but would not be searchable.</p> <p>ACTION PLAN: Continue current procedure which defaults to recording and indexing a multi-function document under first function only unless customer instructs otherwise. Work with users to clarify the request and how it would be implemented consistently statewide.</p>	None.	Program revision and addle data entry staff.	Yes, without additional indexing or document review. Customer could immediately review document image for information they desire without recording staff involvement. Search capabilities would also allow for identification of one or more document parameters for tailored customer search capability as broad or as narrow as you desire. Data entry has very few limits on field sizes, so virtually all long titles would be accepted and fully displayed for customer review and interpretation. Additionally, the software would allow recording personnel to designate customized data entry fields not built into the basic package for their immediate use.

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n.	Add a physical address location of property field as a companion to the legal description.	<p>This item represents a significant amount of additional data entry and goes beyond basic index information recording staff have keyed to date. The existing system has no dedicated field for this type of information. The comments field could be used, but the information would not be searchable</p> <p>ACTION PLAN: Work with users to clarify this request and the documents it would affect.</p>	None. No existing fields could be utilized except the comments field which is not searchable.	Program revision and addle data entry staff.	Yes, without additional indexing or document review. Customer could immediately review document image for information they desire without recording staff involvement. Search capabilities would also allow for identification of one or more document parameters for tailored customer search capability as broad or as narrow as you desire.
o.	Standardize aliquot parts entry as minimums for legal description.	<p>This would require statutory and/or regulatory change before being implemented. It would also be problematic as documents are recorded which encompass entire sections of land. Current procedure is that aliquot parts are entered as a continuation line for each legal they affect. Current query capabilities do not allow the user to restrict their search criteria to the aliquot parts level so users must pan through voluminous entries against that Meridian Township Range Section entry to look for variations which might be of help to them.</p> <p>ACTION PLAN: Work with users to clarify this request and the documents it would affect.</p>	None.	Program revision	Yes, without additional indexing or document review. Customer could immediately review document image for information they desire without recording staff involvement. Search capabilities would also allow for identification of one or more document parameters for tailored customer search capability as broad or as narrow as you desire. Location query capabilities allow for one or more pieces of search criteria. The system will pull all information against a meridian down through approximately four levels of aliquot parts description. The results are automatically compiled into a reception book type of format at the customers request.

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GROUP II. INCREASED REPORTING INFORMATION SUGGESTIONS					
2 a.	Search capability on Associated Number Field.	<p>Existing system will not allow group reporting on any field except the grantor/gantee and some location text. Associated documents will only be displayed under this format if they reflect one or more of the same names or same property descriptions as the original filing.</p> <p>ACTION PLAN: Work with users to clarify this request and identify whether this capability should be pursued as a workplan item to the existing cooperative agreement with the private contractor.</p>	None. No customized reporting features are available to the Recording database through DNR facilities. The vendor may be able to accommodate for a fee.	Program revision	Yes, without additional indexing or document review. Customer could immediately review document image for information they desire without recording staff involvement. Search capabilities would also allow for identification of one or more document parameters for customized customer search capability as broad or as narrow as you desire. Any query information will generate a list of associated document numbers if they exist. Once these numbers are identified they can be selected to display the document they represent or an image of the same.
b.	Larger screen fields to view all of legal description data	<p>In order to be accepted by the current system, legal descriptions must be keyed in specific combinations (i.e. lot, block, plat number, section, township, range, meridian). Descriptions which do not fit the required parameters can only be keyed as a comments field which does not report in a location search. Current display screens have insufficient space to see all of the detailed information keyed by staff when the index is created. The user is unable to determine without reviewing every entry, if the item applies to their research or not.</p> <p>ACTION PLAN: Work with users to clarify this request and identify whether this capability should be pursued as a workplan item to the existing cooperative agreement with the private contractor.</p>	None. Existing query features already do not fully utilize the information keyed by staff.	Program revision	Yes, without additional indexing or document review. Customer could immediately review document image for information they desire without recording staff involvement. Search capabilities would also allow for identification of one or more document parameters for customized customer search capability as broad or as narrow as you desire. Location query capabilities allow for one or more pieces of search criteria. The currently available integrated system software can pull all information against a meridian down through approximately four levels of aliquot parts description. The results are automatically compiled into a reception book type of format at the customers request.
c.	Ability to cross reference between DEC and recorder's office database	<p>The ability to establish online linkages with other state agencies is highly desirable from a user standpoint and also represents a significant time savings for numerous state agencies like the Division of Mining, DOT, Child Support Enforcement, etc. in the execution of their regular duties. This does not mean that the databases would be merged, each would remain separate in its own right, but users could travel between different sites easily online. Currently, no such option is available and each of these agencies must pay a subscription fee to review the recording database.</p> <p>ACTION PLAN: Work with users to clarify this request and determine scope of information required.</p>	None.	Program revision, possible telecommunications revisions and establish access agreements with the vendor.	Yes. The desired technology is an open architecture design that will communicate with a variety of systems in use in other locations. Once installed, any user, can access the system via Internet capability or as an additional user on the Wide Area Network.
d.	Search capability by spouse name or business name	<p>Currently, the user must be prepared to identify, enter and search on every variation of the name they are seeking. In the case of individuals this may require knowing the name of both the husband and wife, which can be complicated if divorce or remarriage has occurred.</p> <p>ACTION PLAN: Address this enhancement as a workplan item under the cooperative agreement with the private contractor.</p>	Review all existing index files to identify the husband and wife entries which must be converted from one entry to two. Husbands and wives have been keyed separately since the early 1990's.	Request a program extraction to identify and convert problem entries. This would alleviate the problem of "hidden" names only.	Yes. The currently available software can operate more intuitively to identify and compile a report of entries for user review. Entering one character of information will produce the broadest report of all documents or you can specify a list of criteria to search against, such as document type, time frame, district, etc. Such software is also capable of searching "married" entries using more of a FIND function approach and does not rely on a direct match in order to furnish a report.
e.	Report of Market Share by Title Co., Lending Co., etc.	<p>The existing system can only display a document keyed on a specific name. DNR has no ability to customize any search format to a specific time frame, dollar amount, etc. beyond the three search keys currently available (serial number, grantor/grantee name or location description.).</p> <p>ACTION PLAN: Work with users to clarify this request and determine scope of information required.</p>	None.	Program revisions through the vendor or create a second layer of programs within the department and run two systems.	Yes. This type of capability is part of the basis comprehensive system package that users could access and utilize from their own locations or at any DNR recording facility as a simple search and print feature. It could also be established as a regular report which could be distributed by the recorder's office to regular interested users.
f.	UCC - By week/by community	<p>The existing system cannot produce this type of customized report.</p> <p>ACTION PLAN: Work with users to clarify this request and determine scope of information required.</p>	None.	Program revisions through the vendor or create a second layer of programs within the department and run two systems.	Yes. Producing a report of UCC transactions for a specific time frame in a specific district is a standard request capability. To go further within districts to identify communities would require a more refined search ability that could be requested during the bid process.

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g.	Corporate computer online search of UCC database by debtor.	<p>The recorder's office supports this type of remote access, but is currently prohibited from offering this option under terms of the cooperative agreement with the private vendor who maintains the indexing system.</p> <p>ACTION PLAN: Work with users to define the scope of request and possible future options to provide broader dissemination of public information.</p>	None.	Modify agreement with private vendor, develop state programs/network to accommodate. Additional funding to cover increased chargeback costs.	Yes. Utilizing remote Internet access is a basic feature of currently available software. Customers can pay for the service via pre-defined account numbers or they can furnish credit card information when they are reviewing online.
h.	Ability to print single page or selected pages from corporate computer	<p>The recorder's office supports this type of remote access, but is currently prohibited from offering this option under terms of the cooperative agreement with the private vendor who maintains the indexing system. The existing index can only be used to identify the film location of specific documents. The film must then be retrieved and a copy made. Adding this service under the current agreement would negatively impact operations by adding yet another processing layer</p> <p>ACTION PLAN: Work with users to define the scope of request and possible future options to provide broader dissemination of public information.</p>	None.	Modify agreement with private vendor, negotiate program revisions, purchase equipment, upgrade network to support image transfer and add staff.	Yes. Documents taken on a daily basis would be scanned into the system and would be available for public review immediately or on a short delay basis from any location in the state. Once the image is available, users can either establish accounts or provide credit information to print document copies in their own locations.

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GROUP III: OTHER ISSUES					
a.	File UCC transactions with UCC Central only.	<p>The recorder's office is in favor of simplifying the UCC filing process for the users and staff. Statutory and regulatory change would be required in order to go forward with this item.</p> <p>ACTION PLAN: Research UCC programs in other jurisdictions, communicate with Uniform Laws Commission on the status of proposed national code revisions. Work with users to define the scope of request and evaluate user support for legislative change.</p>	None.	User study group and input into the drafting process of the statutory and regulatory language package	The currently available industry package software is capable of supporting any type of UCC filing structure including electronic filings if desired. Conversion to electronic filing has been implemented in numerous jurisdictions nationwide.
b.	Include the public in the change process for the recorder's office.	<p>The recorder's office regularly seeks public input with regard to issues involving statewide changes with public impact.</p> <p>ACTION PLAN: Continue to work with users on desired changes in the recording system.</p>	The stakeholder process was the first step in what we hope will be ongoing public participation in improving recording/filing services offered statewide.	Public participation in statutory/regulatory processes and ongoing meetings with users to identify and clarify changes requested.	Public participation would be critical in planning technological improvements.
c.	Problems with accuracy of data entry.	<p>As noted in the stakeholder meetings, database errors can result from errors in the source document as well as errors in the input process. Recording staff are not at liberty to make assumptions about the accuracy of what is submitted on the source document. Effort is made to check and recheck the data which is added to the permanent database, but existing system limitations result in relying on virtually a manual item by item checking process which is extremely labor intensive and costly.</p> <p>ACTION PLAN: Utilize a re-verification process and work with user groups to explore alternative means of presenting index information. Address this enhancement as a workplan item to identify errors in frequently misspelled common words.</p>	The recorder's office has implemented ongoing periodic re-verification processes to identify and correct data entry errors not contained within the source document.	Program revisions to provide spell check capability on common words such as National, First, Bank, Mortgage, etc. would provide partial relief and some improvement in database accuracy.	Not 100%, but the intelligence of the currently available software would allow for a dramatic reduction in the number of errors which would get through. Examples include having currently available software compare the data entry of the input operator with the verifier's data
d.	Return of original documents is too slow	<p>Before the original documents can be released, recording staff must be certain acceptable archival film quality is captured. Documents are routinely ready for return approximately 3 weeks after recording, but they are frequently held longer because incoming daily work must take priority over processed document mailback. This perpetual backlog situation is one of the reasons the recorder's office wishes to pursue new technology.</p> <p>ACTION PLAN: The recorder's office has hired several nonperm employees to provide temporary relief for the current mailout backlogs statewide. Work with users to explore alternative options available to expedite this process under the existing system.</p>	None. The recorder's office has streamlined its processing measures as much as it can under the constraints of operating three separate systems (physical recording, receipting and index creation).	Program revisions to the existing index system would afford some relief, but would not result in the kind of comprehensive processing improvements needed to eliminate any of the three systems being used.	Yes. The opportunities a combined recording, indexing, cashiering and indexing system offers are significant. Workflow software would allow each piece of information to be dispersed through all parts of the system wherever it is needed rather than staff having to rekey them numerous times into separate systems. Such a savings would have immediate positive impact on the amount of time needed to process incoming work each day. If imaging is incorporated, it is possible to scan the document and rely on the scanned image for backup if there are any problems with the creation of the archival film. Documents could be returned immediately over the counter in locations that are equipped with a scanner or returned within days of recording from areas which must route their documents to a scanner.
e.	Date Stamp and other data is not readable.	<p>Twenty-two of the thirty-four recording districts still record documents manually by hand stamping a blank recording format and filling in all pertinent information (serial number, district, date, time, requesting party and price). Seven of the remaining twelve districts are using machine stamps that are more than 25 years of age. Replacement parts on these units are difficult to come by and their failure rate is increasing rapidly. Staff must watch each number as it is assigned to be sure the serial number, date and time wheels are advancing properly without skipping or sticking.</p> <p>ACTION PLAN: Pursue replacement of failing timestamps as funding is available. Work with users to determine if document formatting requirements should be considered.</p>	A new stamping machine is being tested in five locations. The units must be customized to reflect all the information we need and the format is significantly larger than the older machines. Because of the increased stamp size, it is frequently necessary to attach blank pages to documents for recording purposes.	Replacing older failing timestamps would afford some temporary relief with legibility, but the volume of documents processed annually takes a rapid toll on impression units of this kind. Units would be phased in over time as funds allow.	Yes. Currently available computerized software utilizes adhesive labels and bar codes to record documents. Labels are generated on a laser printer for maximum speed and clarity. Machine stamps would be eliminated as would instances of sequencing errors which must currently be manually tracked for the majority of districts. Scanning the bar code would automatically create part of the index and link the image to the index file for rapid retrieval. Duplicative data entry would be eliminated and workflow software would ensure that all documents are accounted for and complete each day according to the management parameters requested.

Item No.	Item Requested	Recorder's/UCC Comments & Action Plans	Existing Options to Accommodate	Resources Needed to Succeed Under the CURRENT State/Private System*	Could Item be Accomplished With Currently Available Industry Package Software that Combines Recording, Indexing, Cashiering and Imaging Functions?
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f.	Online access to document images, ability to request fax copies online	<p>Both of these capabilities represent expansions in customer service the recorder's office supports. The existing system could be modified to add an additional processing layer to the existing three processing systems so document images could be captured, but this would be a costly and cumbersome way of approaching new technology. Access would likely be limited to within each DNR office only or via paid vendor subscription.</p> <p>ACTION PLAN: Work with users to define the scope of request and possible future options to provide broader dissemination of public information.</p>	None. To work effectively, imaging technology requires a telecommunications network with high speed full duplex transmission capability and PC workstations to host and display the images.	Additional staff, program revisions and scanning equipment	Yes. Utilizing remote Internet access is a basic feature of currently available software. Customers can pay for the service via pre-defined account numbers or they can furnish credit card information when they are reviewing online.
g.	Some customers may prefer working with a private vendor rather than state government.	<p>Copies of this state owned database are available upon request according to established fees or the cost of duplication. Customers can continue to work with the vendor of their choice if that vendor expresses an interest in and continues to receive ongoing updates of the recording information.</p> <p>ACTION PLAN: Continue to make information available on request.</p>	Procedures are already in place to distribute copies of all public information on request.	None.	Yes. Any vendor can continue to receive complete copies of recording information. In addition to data tapes, customers could request electronic transmission or CD format.
h.	Update records which predate 1992 and ensure uniform conventions are applied to the existing database/new entries.	<p>How information is keyed into the system has changed over the years, usually to offer more information rather than less. The existing system offers the ability to make corrections to the database, but these methods of laborious and time-consuming. Corrections to the "current" file (approximately the past two years) are applied to the file each night. Corrections to the remainder of the 26 year file, or "base updates" are accumulated in a holding tank and do not reflect in the public database until a base file rollover is done approximately every 3-6 months. In order to make historical changes, staff must view film records or make paper copies to compare to the online index. There are insufficient staff resources to accommodate this type of long term update process.</p> <p>ACTION PLAN: Work with users to identify how this item should be prioritized within the framework of the existing cooperative agreement.</p>	<p>Review database entries against film one by one.</p> <p>Request database extractions for specific time frames against specific criteria (for example, list all names in 1991 with the & symbol to locate "married up" entries which need to be keyed as two separate names.</p>	<p>Additional staff and computer equipment.</p> <p>Additional staff, program revisions and computer equipment.</p>	Yes. As part of a backfile conversion, the entire recording database could be transferred and corrected according to the parameters we specify. Married up entries could be separated, number entries could be double keyed as numbers and words, etc. Our research has indicated that most conversions have been completed within one month to a year of the time the new system was installed depending upon the complexity of what was requested in the conversion process.
i.	Enter records which predate 1970 in the automated system.	<p>This is a highly desirable improvement the recorder's office favors. However, the existing system does not leave sufficient staff resources to accomplish a project of this type without compromising our ability to handle the incoming daily work. Linking this item to technological improvements would be the fastest and most economical means of addressing this request.</p> <p>ACTION PLAN: Work with users to identify how this item should be prioritized. This item cannot be accomplished with existing staff and resources.</p>	Poor quality 35mm microfilm and the original books with inadequate indices are the only two sources of this information at the present time available for public access to pre-1970 records.	Additional staff and computer equipment.	Scanning the original books would be the easiest and fastest way of accomplishing this backfile conversion. If staff had the ability to index the historical documents under an integrated comprehensive system from images, the speed of the project would be significantly faster and workflow software would ensure that the project was always available online by switching between windows or batches rather than having fragile original vault books out in circulation being handled on a regular basis.
j.	Provide access to the reception report at the time office opens.	<p>The recorder's office strives to accomplish this goal on a daily basis. Unfortunately, the production limitations associated with processing documents under three separate labor intensive systems is substantial. At a minimum, offices close half an hour before the end of their workday in an effort to ensure the reception report is ready. This buffer is clearly inadequate if there is any type of increase in daily recording activity.</p> <p>ACTION PLAN: Have at all times either reception reports (both verified and unverified) or document copies in each office available to the public at the opening of business.</p>	Divert staff from recording and over to indexing earlier in the day. Indexing will start earlier in the day, but recording will slow down and customer assistance will suffer.	Additional staff and computer equipment.	Yes. Eliminating duplicative and redundant steps will simplify the recording process overall. Currently available intuitive software allows supervisory personnel to identify the workflow settings which will most benefit their office workload and staffing volumes. Such a system can provide regular reporting feedback on the status of the day's work, alerting the supervisor to slow areas or bottlenecks which can be rerouted or avoided. Reception reports accumulate throughout the day automatically and can be electronically transmitted to users or printed out in paper form as they are created. Customers would no longer have to wait until the following business morning to receive their completed reception report.

Item No.	Item Requested	Recorder's/UCC Comments & Action Plans	Existing Options to Accommodate	Resources Needed to Succeed Under the CURRENT State/Private System*	Could Item be Accomplished With Currently Available Industry Package Software that Combines Recording, Indexing, Cashiering and Imaging Functions?
k.	Explore methods to avoid folding and damaging original documents.	<p>The entire current recording process is characterized by repetitive handling of documents which may or may not necessitate folding the document. Stamping equipment utilized by the recorder's office frequently requires that documents be folded in order to properly affix the recording information. Additionally, virtually all of the 200,000 original documents recorded annually are returned by regular first class mail making cost of postage and envelopes is a significant budget factor. Recording staff do fold documents, but we have a very low document damage rate while documents are in our custody.</p> <p>ACTION PLAN: Work with users to determine alternative means of processing documents to minimize document damage.</p>	<p>Mailback procedure could be modified to keep all unfolded documents flat in a manila envelope or a pick up option could be offered. This results in special handling of sorts and would slow down the mail back procedure.</p>	<p>Additional staff and postage funds.</p> <p>Possible regulatory change to require SASE inclusion at the time of document submittal.</p>	<p>Yes, partially. Offices equipped with scanners would be able to scan the original and return it immediately to the submitting party if presented in person. Items submitted unfolded through the mail would need a modified mail back procedure to ensure they were returned the same way. The extra expense of special handling could more easily be absorbed if a high percentage of documents were being returned over the counter at the time of recording.</p>
l.	Develop a fact sheet about the indexing or recording changes which have influenced the database.	<p>Each of the offices have unique circumstances related to their databases which staff should have available or posted in each office. However, identifying changes in the historic database is difficult because little or no documentation exists relative to changes prior to 1992. Indexing changes implemented since then have been consistently applied to all offices. The current system is limited in how it accepts, reads and reports against data entry putting the burden for completeness and accuracy entirely on recording staff.</p> <p>ACTION PLAN: Develop general search guidelines for use in recording library facilities by 1/1/98.</p>	<p>Prepare additional detailed handouts which must be taken into account so users can modify how and what they ask from the current system.</p>	<p>Time to compile into handout form all known changes to the indexing procedure.</p>	<p>Yes. The currently available software under this integrated comprehensive system is constantly working with and filtering all data keyed in. Workflow shortcuts make it possible to key in minimal information and have the system duplicate and distribute the data as necessary for repetitive names, married spouses, similar documents, etc. This is markedly different from the current system which requires each name to be rekeyed in full with no ability to compare data from one document to the next and no shortcuts to speed the process along.</p>
m.	Waive small fees to improve operational efficiencies.	<p>The recorder's offices supports waiving fees for amounts too small to justify staff time to receipt and collect them.</p> <p>ACTION PLAN: Identify the cutoff amount and implement in all offices by 12/1/97.</p>	<p>Identify the appropriate amount and implement a procedural change.</p>	<p>None. The State Recorder has the authority to make this change.</p>	<p>The currently available software under an integrated system has the ability to honor this type of procedural modification should it be established before a new system is installed.</p>
n.	Notification of office closures or backup coverage online for all offices.	<p>Closure information is always available through recorder managers and in non-emergency situations is also stated on each office's message machine. Additionally, the recorder's office is in the process of designing a web page where closure information could be posted. This information would be available to remote users with Internet access, but would not be available in each recording location until all offices are equipped with PC units and converted to the state's TCP/IP network. Currently, the majority of staff terminals as well as all public access terminals are dumb and have no Internet capability.</p> <p>ACTION PLAN: Develop an Internet web page for the recorder's office site. Explore possibility of implementing an 800 number statewide to provide current information to users about closures.</p>	<p>A web page can be created for display on the Internet with no internal use capability.</p>	<p>None. The department has the ability to create this website and the Recorder's/UCC section management can access the site to enter updates.</p>	<p>Yes. The currently available software under an integrated system is fully Internet capable and each office would have the ability to enter updates as needed for immediate customer review on and off site.</p>
o.	Record documents for other districts at any office or merge all districts into one.	<p>The recorder's office has considered this possibility and its internal operational benefits, but recognizes that this is a substantial change which requires extensive public input.</p> <p>ACTION PLAN: None at this time. Continue to work with users to identify ways to improve recording operations statewide.</p>	<p>Conduct public meetings if the concept is supported by the users. Identify the statutory and/or regulatory changes which need to be made.</p>	<p>Public participation and support.</p>	<p>Yes. The currently available software under an integrated system is capable of supporting one or hundreds of number series. Under the current 34 recording district structure, the comprehensive system could track serial numbers quickly and successfully enough to assign sequential serial numbers for a particular district from different locations without duplicating or skipping numbers. This would enable a customer in Nome, for example to record, a document in Anchorage without leaving the city of Nome and the image of the document could potentially be available immediately online.</p>

Item No.	Item Requested	Recorder's/UCC Comments & Action Plans	Existing Options to Accommodate	Resources Needed to Succeed Under the CURRENT State/Private System*	Could Item be Accomplished With Currently Available Industry Package Software that Combines Recording, Indexing, Cashiering and Imaging Functions?
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p.	Expand payment options to include credit, prepaid accounts, etc.	<p>The recorder's office supports these kinds of customer service expansions. The department is looking into implementing credit card payments now. Accounts are more challenging as they would require an additional layer of tracking and accounting that recording personnel don't have the time available to accommodate.</p> <p>ACTION PLAN: Work with users to clarify the request and coordinate implementation with the department's financial services section.</p>	<p>Statutory and/or regulatory change. Establish an accounting structure to support accounts and generate bills and statements.</p>	<p>Additional staff and computer equipment.</p>	<p>Yes. The accounting portion of this currently available software under an integrated system is already formatted to accommodate customer accounts and credit card payments. Reports are generated daily, weekly monthly, or as often as you choose to track and summarize accounting information cumulatively or as you specify.</p>
q.	Conduct a benchmark study of recording techniques or systems already in use to reengineer Alaska's recording system.	<p>The recorder's office has been gathering data from the Lower 48 for approximately the past 5 years on recording technology. We have learned a great deal about what works and doesn't work from the efforts of other recorders. We believe it is critical to pursue a system that combines all aspects of the recording process under one system. Open architecture is also vital to ensure the most suitable equipment for each phase of the operation and avoid proprietary technology which can become costly and difficult to maintain.</p> <p>ACTION PLAN: Continue to work with national organizations and other jurisdictions to gather information relative to recording and UCC systems used elsewhere and keep users informed. Work with users to identify scope of proposed benchmark study and implement only with their support and participation.</p>	<p>We have conducted extensive research in other jurisdictions and the systems they have used and would be happy to discuss the merits of an integrated comprehensive system and what it can accomplish for the recorder's office and our users.</p>	<p>Public participation and support.</p>	<p>Preservation of the historic public record is the driving force behind this effort to modernize. An Ombudsman's report in 1992 had numerous criticisms of the recorder's office for the manner in which historic records are handled and stored. We have made little progress in resolving these issues with minimal funding and look to this new system to free up existing resources to tackle these preservation concerns before it is too late.</p>

Data Elements Suggested for Addition to the Uniform Commercial Code Database

Item No.	Item Requested	Recorder's/UCC Comment & Action Plan	Existing Options to Accommodate	Resources Needed to Succeed Under the CURRENT State/Private System*	Could Item be Accomplished With Currently Available Industry Package Software that Combines Recording, Indexing, Cashiering and Imaging Functions?
1.	Index Serial No/VIN No. of Collateral Item	<p>This is the kind of index expansion the recorder's office does not favor. Document preparation is inconsistent making it difficult to locate and identify this information. Additionally, multiple serial or VIN numbers would be problematic to enter into a single field and indexing this level of detail takes the index beyond an access tool to a document substitute which is not our objective. The document is the public record and should be relied upon for reviewing information of this nature.</p> <p>ACTION PLAN: Work with users to clarify this request and identify the documents which would be affected. Additionally, gather information from other jurisdictions and national organizations/publications relative to current practices regarding indexing of collateral.</p>	None.	Program revision and additional staff.	Yes from the standpoint that documents would be accessible for review as soon as they were scanned. You could not search fields which have not been indexed.
2.	General Classification of Collateral Item.	<p>Having recording staff summarize and classify collateral type has been a controversial issue. Recorder's are trained not to read and make value judgments on the content of documents, nor is there any assurance that any two employees would arrive at the decision for what is the most important collateral heading. Staff focus their attention on scanning UCC documents for the minimum criteria needed to accept and index as they do all other documents.</p> <p>ACTION PLAN: Work with users to clarify this request and identify the documents which would be affected. Additionally, gather information from other jurisdictions and national organizations/publications relative to current practices regarding indexing of collateral.</p>	None. Statutory and/or regulatory revisions could be considered which would require indexing cover sheets that identify the collateral entry the user would like to see keyed into the system.	Public participation and support. Program revision and additional staff.	Yes. See comment 1 above.
3.	Location of Collateral and filing expiration date.	<p>Again, this level of indexing goes beyond creating an access index. To key this type of data is to risk relying on the index for information the document should furnish. We recognize that this type of information would be highly useful, but feel the public would be better served by using the document image rather a rekeyed translation which could be erroneous.</p> <p>ACTION PLAN: Work with users to clarify this request and identify the documents which would be affected.</p>	None. Statutory and/or regulatory revisions could be considered which would require these fields to be indexed and identified on an indexing cover sheet by the submitting party.	Program revision and statutory review/change, additional staff.	Yes. See comment 1 above.
4.	Verbal collateral descriptions or description categories furnished by submitting party.	<p>If something uniform could be established, the recorder's office could work with these type of parameters. Establishing a rule which will cover all documents prepared could be extremely difficult. A contingency would have to be established for those documents which don't fit the agreed upon codes. The use of codes would also mean conversion time when indexing and when researching which is not particularly user friendly.</p> <p>ACTION PLAN: Work with users to clarify this request. Contact the few jurisdictions using collateral code systems for more information.</p>	None. Statutory and/or regulatory revisions could be considered which would support the use of collateral codes for indexing purposes. The problem with lists is that new categories emerge regularly that are not covered by the list.	Program revision and statutory review/change, additional staff.	Yes. See comment 1 above.

STATE OF ALASKA

TONY KNOWLES, GOVERNOR

**DEPARTMENT OF NATURAL RESOURCES
SUPPORT SERVICES DIVISION**

State Recorder's Office
3601 "C" Street, Suite 1180
Anchorage, AK 99503-5947
Ph: (907) 269-8882
Fax: (907) 269-8912

August 14, 1997

Shirley Armstrong
Office of Rep. Norman Rokeberg
716 W. 4th Ave., Suite 640
Anchorage, AK 99501-2133

03-13-97P02:43 DNY

Dear Shirley:

Thank you for your followup inquiry regarding the Recorder's Office and the customer survey that was implemented in our offices statewide two years ago.

The results of this survey were initially documented in a summary report that the Office of Management and Budget prepared in conjunction with their Management Audit Report No. 10-49 dated May 1996. A copy of that summary report is enclosed. Additionally, I am enclosing copies of the customer survey questionnaire and the OMB audit report which discusses the survey results on Page 18.

Most of the questionnaires were returned by customers in the first few weeks that they were made available in our recording offices and those are documented in the OMB summary report. Since that time, we have continued to make the questionnaires available in all locations and we continue to receive completed surveys on a regular basis. If you are interested in reviewing the original survey forms, please let me know.

Sincerely,

Sharon Young

Sharon Young
State Recorder

Enclosures

Customer Survey
Recorder's/UCC Section
DEPARTMENT OF NATURAL RESOURCES

Office Location: _____

(Please complete and return Survey)

1. What brought you to the Recorder's or UCC Office? Record/File Documents Research Other- _____
2. Did you obtain the information or service you came for? Yes No If No, why? _____
3. Did you have to wait to get the assistance you needed? Yes No If Yes, how long? _____
Why did you have to wait? _____
4. Was the assistance you received courteous? Yes No If No, why? _____
5. Were employees able to answer your questions? Yes No
Please rate: Excellent Good Fair Poor
6. How would you rate employee assistance? Very helpful Somewhat helpful Adequate Fair to Poor
7. Overall, how would you rate the service you received at this office? Excellent Good Average Fair Poor
If you rated our service less than excellent, please offer some ways in which we may improve: _____
8. Was the office neat, clean and organized? Yes No
9. Were the records easy to locate and interpret? Yes No Suggestions? _____
10. How often do you use the services of the Recorder's UCC office? Daily or Weekly Several times annually Occasionally
11. Are parking facilities adequate? Yes No If not, why? _____
12. Any other comments? We'd like to hear from you. _____

Thank you very much for taking the time to complete this survey. Your comments and opinions are important in helping us evaluate our service. If you would like to make any additional comments or suggestions, please call or write the Regional Manager for your location:

Southcentral Region, Vicky Backus, 762-2456, 3601 C Street, Suite 1140, Anchorage, AK 99503

(Anchorage, UCC Central, Palmer, Kenai, Homer, Kodiak)

Southern & Northern Regions, Kelly Farmer, 465-3425, 400 Willoughby, 3rd Floor, Juneau, AK 99801

(Juneau, Ketchikan, Sitka, Fairbanks, Bethel, Nome)

Department of Natural Resources
 Recorder's/UCC Section
 Customer Survey
 Analysis of Results
 041096

The following analysis of the survey results is based on the aggregated results from the nine recorder's offices that responded. Respondents frequently left questions unanswered, and sometimes provided answers that were coded outside the parameters of the allowable answers. These responses were treated as blank for purposes of this analysis. Those completing the survey sometimes gave two or more answers for the first question. These answers were all counted, thus the total number of *responses* tabulated (8642) exceeds the product of the number of respondents and the number of questions (8580)

1. What brought you to the Recorder's or UCC office?

<u>Answer</u>	<u>Number</u>	<u>Percentage of Total</u>
Record/File Documents	537	75
Research	125	17
Other	46	6
Blank	14	2
Total Responses	722	

2. Did you obtain the information or service you came for? If no, Why?

<u>Answer</u>	<u>Number</u>	<u>Percentage of Total</u>
Yes	613	93
No	24	4
Blank	23	3
Total Responses	660	

NOTE: The few who answered the "why" question generally stated that the information they were seeking was not available at the office.

3. Did you have to wait to get assistance you needed? If yes, how long?

<u>Answer</u>	<u>Number</u>	<u>Percentage of Total</u>
Yes	78	12
No	564	85
Blank	18	3
Total Responses	660	

NOTE: Of those who said they had to wait, and who answered the second question, one waited three days due to illness of the single employee, one waited for an hour due to computer failure, and the other 34 respondents waited twenty minutes or less, broken down as follows:

- Five minutes or less 17
- Ten minutes 9
- Fifteen minutes 5
- Twenty minutes 3

NOTE: Several responded by saying "slow help", "very slow", "not long" or "very prompt". Most who said they waited provided a comment explaining that the office was busy, that another title company was recording first, and so forth.

4. Was the assistance you received courteous? If not, why not?

<u>Answer</u>	<u>Number</u>	<u>Percentage of Total</u>
Yes	637	97
No	3	0
Blank	20	3
Total Responses	660	

5. Were employees able to answer your questions?

<u>Answer</u>	<u>Number</u>	<u>Percentage of Total</u>
Yes	617	94
No	8	1
Blank	35	5
Total Responses	660	

5 (cont.). Please rate __Excellent__ Good__ Fair__ Poor

<u>Answer</u>	<u>Number</u>	<u>Percentage of Total</u>
Excellent	522	79
Good	65	10
Fair	12	2
Poor	3	0
Blank	58	9
Total Responses	660	

6. How would you rate employee assistance?

<u>Answer</u>	<u>Number</u>	<u>Percentage of Total</u>
Very Helpful	599	91
Somewhat Helpful	23	3
Adequate	9	1
Fair to Poor	5	1
Blank	24	4
Total Responses	660	

7. Overall, how would you rate the service you received at this office?

<u>Answer</u>	<u>Number</u>	<u>Percentage of Total</u>
Excellent	540	82
Good	66	10
Average	11	2
Fair	6	1
Poor	1	0
Blank	36	5
Total Responses	660	

8. Was the office neat, clean and organized?

<u>Answer</u>	<u>Number</u>	<u>Percentage of Total</u>
Yes	633	96
No	2	0
Blank	25	4
Total Responses	660	

9. Were the records easy to locate and interpret?

<u>Answer</u>	<u>Number</u>	<u>Percentage of Total</u>
Yes	500	76
No	15	2
Blank	145	22
Total Responses	660	

NOTE: Of the eleven questions asked, more people (145) chose not to answer this question than any other. This was particularly true in Fairbanks, where 62 of 221 (28%) of responses were blank.

10. How often do you use the services of the Recorder's/UCC office?

<u>Answer</u>	<u>Number</u>	<u>Percentage of Total</u>
Daily or Weekly	161	24
Several times annually	175	27
Occasionally	293	44
Blank	31	5
Total Responses	660	

11. Are parking facilities adequate? If not, why?

<u>Answer</u>	<u>Number</u>	<u>Percentage of Total</u>
Yes	452	69
No	167	25
Blank	41	6
Total Responses	660	

NOTE: This question, unlike the others, has more to do with facilities than with customer service. The response varied between offices.

Respondents' Comments. There were 328 written comments. Approximately half of those responding were very positive, expressing appreciation for the staff's professionalism, courteousness, helpfulness, etc. Fifteen respondents expressed specific complaints about staff, most relating to particular incidents. In addition, there were 102 comments and suggestions as to how service might be improved, covering a wide range of interests (vacuuming carpets, better signage for office, more and better equipment such as copiers, cheaper prices, direct access from home computers, and various suggestions on how the records could be improved for better access).

SUMMARY:

In general the respondents gave a positive impression of the recorder's offices and especially of the staff. With a few exceptions, most of the concerns expressed reflect more on the system (data medium, access to records via computer, modernization of equipment, fees, hours of access, location and signing of offices, and parking) than with the employees of the office. Of the eleven questions asked, two (numbers one and ten) were for information and non-judgmental. Of the remaining nine questions, the offices were rated statewide as follows—high to low:

Courteous assistance	97% positive
Office cleanliness and organization	96% positive
Ability to answer questions	94% positive ¹
Employee assistance	94% very or somewhat helpful
Information needed obtained	93% positive
Overall service rating	92% excellent or good ¹
Waiting time for assistance	85% positive
Ease of locating and interpreting records	76% positive
Adequacy of parking	69% positive

¹ When then asked to rate the staff's ability to answer questions on a scale of poor to excellent, 79% answered "excellent" and 10% answered "good".

NOTE TO FILE
041096

General notes and observations about the customer survey results provided to OMB by DNR/SRO:

- The survey was made available to persons visiting the various offices; it was not a random survey.
- The information provided to OMB represents the results as tabulated by the SRO office managers and/or the State Recorder's staff.
- According to the list of recorder offices, there are fourteen actual offices, serving 34 recording districts. The results tabulated are for nine offices, representing 28 districts. Missing from the results, if any, are the Bethel office (representing the Bethel and Kuskokwim recording districts), the Kodiak office (representing the Kodiak district) and the three offices managed by magistrate recorders (Seward, Valdez and Glennallen).
- According to staff in the Anchorage office that provided the data, the data had been "corrupted". (1)
- There are two sets of files, one labeled "excel.xls" and the other labeled "customer".
- Although its difficult to trace, it is fairly obvious that the same persons filled out more than one survey. Comments are sometimes identical or nearly so.
- Underlying the obviously congenial relationship between the staff and their clientele, there seems to be an underlying dissatisfaction with the quality of the records available and the technology available for accessing information. I think it is important that the one question many people did not want to answer is at the heart of the business of the recorder's office—ease of locating and interpreting records. If you look at the comments that are in the nature of constructive criticism and suggestions (of which there are over a hundred), many relate to this issue. Whereas most (75%) of the respondents said they were there to record or file documents, most of the complaints and criticism related to the other side of the office's business—research.

(1) Recorder's office had a bad disk and could not retrieve data from spreadsheet for electronic use. We used hard copy data instead for that portion of the survey info.

Survey Results 041096

TOTAL SURVEY RESPONSE*												TOTAL Number of Responder				
Question	Options	Y	%	N	%	R	%	F	%	RES	%	O	%	E	%	G
Purpose	R, F, RES, O	0	0%	0	0%	446	62%	91	13%	125	17%	46	6%	0	0%	0
Able to obtain information or service?	Y or N	613	93%	24	4%	0	0%	0	0%	0	0%	0	0%	0	0%	0
Waited for assistance? How long?	Y or N	78	12%	564	85%	0	0%	0	0%	0	0%	0	0%	0	0%	0
Was assistance courteous?	Y or N	637	97%	3	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
Employees able to answer questions?	Y or N	617	93%	8	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0
Rate ability to answer questions	E, G, F, P	0	0%	0	0%	0	0%	12	2%	0	0%	0	0%	522	79%	65
Rate employee assistance	V, S, A, F/P	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
Rate the overall service received	E, G, A, F, P	0	0%	0	0%	0	0%	6	1%	0	0%	0	0%	540	82%	66
Office neat, clean, and organized?	Y or N	633	96%	2	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
Records easy to locate and interpret?	Y or N	500	76%	15	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0
How often is office/service utilized?	D/W, S, O	0	0%	0	0%	0	0%	0	0%	0	0%	293	44%	0	0%	0
Adequate parking facilities?	Y or N	452	68%	167	25%	0	0%	0	0%	0	0%	0	0%	0	0%	0
Other comments and suggestions:	Y or N	328	50%	332	50%	0	0%	0	0%	0	0%	0	0%	0	0%	0
*This sheet is an aggregate of the "excel.xls" files provided by DNR electronically and the "customer" files provided in hard copy only.																
**There are a total of 660 respondents tabulated. The number of responses exceeds the product of respondents and questions, due some respondents gave more than one answer to the first question.																

Survey Results 041096

its 660**																	
%	P	%	V	%	S	%	A	%	F/P	%	D/W	%	Y/N	%	Blank	%	TOT RESP
0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	14	2%	722
0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	23	3%	660
0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	18	3%	660
0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	20	3%	660
0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	35	5%	660
10%	3	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	58	9%	660
0%	0	0%	599	91%	23	3%	9	1%	5	1%	0	0%	0	0%	24	4%	660
10%	1	0%	0	0%	0	0%	11	2%	0	0%	0	0%	0	0%	36	5%	660
0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	25	4%	660
0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	145	22%	660
0%	0	0%	0	0%	175	27%	0	0%	0	0%	161	24%	0	0%	31	5%	660
0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	41	6%	660
0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	660
o the fact that																	

Survey Results 041096

TOTAL SURVEY RESPONSE*												TOTAL Number of Responder				
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Able to obtain information or service?	Y or N	613	93%	24	4%	0	0%	0	0%	0	0%	0	0%	0	0%	0
Waited for assistance? How long?	Y or N	78	12%	564	85%	0	0%	0	0%	0	0%	0	0%	0	0%	0
Was assistance courteous?	Y or N	637	97%	3	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
Employees able to answer questions?	Y or N	617	93%	8	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0
Rate ability to answer questions	E, G, F, P	0	0%	0	0%	0	0%	12	2%	0	0%	0	0%	522	79%	65
Rate employee assistance	V, S, A, F/P	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
Rate the overall service received	E, G, A, F, P	0	0%	0	0%	0	0%	6	1%	0	0%	0	0%	540	82%	66
Office neat, clean, and organized?	Y or N	633	96%	2	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
Records easy to locate and interpret?	Y or N	500	76%	15	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0
How often is office/service utilized?	D/W, S, O	0	0%	0	0%	0	0%	0	0%	0	0%	293	44%	0	0%	0
Adequate parking facilities?	Y or N	452	68%	167	25%	0	0%	0	0%	0	0%	0	0%	0	0%	0
Other comments and suggestions:	Y or N	328	50%	332	50%	0	0%	0	0%	0	0%	0	0%	0	0%	0

*This sheet is an aggregate of the "excel.xls" files provided by DNR electronically and the "customer" files provided in hard copy only.

**There are a total of 660 *respondents* tabulated. The number of *responses* exceeds the product of respondents and questions, due some respondents gave more than one answer to the first question.

Survey Results 041096

its 660**																	
%	P	%	V	%	S	%	A	%	F/P	%	D/W	%	Y/N	%	Blank	%	TOT RESP
0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	14	2%	722
0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	23	3%	660
0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	18	3%	660
0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	20	3%	660
0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	35	5%	660
10%	3	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	58	9%	660
0%	0	0%	599	91%	23	3%	9	1%	5	1%	0	0%	0	0%	24	4%	660
10%	1	0%	0	0%	0	0%	11	2%	0	0%	0	0%	0	0%	36	5%	660
0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	25	4%	660
0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	145	22%	660
0%	0	0%	0	0%	175	27%	0	0%	0	0%	161	24%	0	0%	31	5%	660
0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	41	6%	660
0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	660
o the fact that																	

**INFORMATION
PROVIDED BY
MOTZNIK COMPUTER
SERVICES**

Summary of Issues
DNR De-Privatization of State Records Office

Motznik Computer Services, Inc. (MCS) has provided the programming and computer processing of the Recorders Office and UCC Office computer index files since June 1986 at no cost. In the original contract MCS agreed to develop the system to the specifications established by the Recorders Office. The state covered the cost of terminals and communications. MCS covered the cost of computer equipment and system development. The state agreed to cover the cost of system enhancements that may be required after at no cost on a time available basis. In 1991 the zero cost contract was replaced with a "Cooperative Agreement" to make it easier for the state to cover some of the costs of enhancements.

In 1995, the state recorder, Sharon Young, demanded as a condition of renewing ht contract that MCS provide for free a group of enhancements that would have cost MCS over \$100,000. This demand included the statement: " In the event the above conditions are not meant, the state will be free to pursue other alternatives for providing an indexing system for public access". MCS purchased \$30,000 of new equipment to meet the demands and proceeded to design an updated system only to find out that the recorders office had already made a request for \$440,000 to the legislature to develop their own system anyway.

The Cooperative Agreement expired in June 1996. MCS verbally agreed to continue operating the system at no cost until July 1997 to provide some time to find a solution, MCS has offered to continue free service beyond July 1997 as long as the recorders office reverses the trend of incomplete and inaccurate indexing that has occurred over the last year. These indexing errors put the state at great risk and should be addressed anyway.

The DNR solution to this problem is a \$1.2 million funding request to provide a new system. They want to use public money to provide services to the public that are now provided by private enterprise. They have conducted an extensive campaign trying to get people to support their funding request. They have called key people almost daily requesting letters of support, promising free services, and threatening disruption of recording services. John Shively in a press release stated that they will discontinue use of the old system of July 1, 1997 whether or not they get funding and the users should expect a disruption and backlog in recording services.

Topics that need to be resolved:

1. Is there a way to stop DNR from creating a crisis on July 1, 1997
2. How much participation should there be by private enterprise in the recorders office functions? The recorders office wants "none". The other end of the spectrum would be to completely privatize all the recorders office functions.
3. Should the recorders office use public funds to provide free services that are currently provided by private enterprise for a fee?

Motznik Computer Services, Inc.

8301 Briarwood, Suite 100 Anchorage, Alaska 99518
(907) 344-6254 FAX (907) 344-1759 Page 1

*file: Constituent
"M"*

April 7, 1997

TO: Alaska Legislators
State Capitol
Juneau, Alaska 99801

FROM: Bob Motznik
Motznik Computer Services, Inc.
8301 Briarwood, Suite 100
Anchorage, AK 99518

RE: \$1.2 MILLION CAPITAL BUDGET FUNDING REQUEST FOR RECORDERS OFFICE

I am writing to ask that you delete in total the \$1.2 million funding request that is included in the capital budget for a new Recorders Office imaging system.

Currently the distribution of the images of recorded documents is done by Western Microfilm. Motznik Computer Services, Inc. (MCS) distributes the index information. Through these companies the cost of distribution is paid for by the users of the information. The computer processing and programming for the State Recorders Office for the last 11 years has been paid for by the customers of MCS.

The Recorders Office now wants to set up their own business to provide these same services. They want \$1.2 million to start a system in which they will provide free online access to index information and images of documents as well as provide specialized reports. In-other-words the cost of distribution will be shifted from the users of the information to the taxpayer. The State will take over functions now performed by private industry. Essentially a reversal of privatization.

If you allow the Recorders Office to begin this system there will be continued requests for additional funding in subsequent years.

Attached is a document the Recorders Office distributed to gain support for their funding request. It contains several misrepresentations of the current system. For example:

1. Page 1 last paragraph "the State ... cannot manipulate the data in any way and cannot create any customized reports for the public or for its own internal use." This statement is untrue. At the end of each day MCS sends the days transactions to the State Data Center. The State has a complete copy of the file at all times. MCS has no proprietary rights to the data, so the State can write any programs they desire and they can even give the data to any competitor at no cost if they desire.

2. Page 1 last paragraph "the State does not have an operable replacement system of any kind".

The State killed the cooperative agreement by demanding that we provide close to \$100,000 of free service as a condition of renewing the agreement. A copy of the letter is attached where that demand was made. I spent \$30,000 on new equipment and partially designed an updated system before it became obvious that they wanted out of the agreement regardless of what I did. Their unreasonable request was just a way out.

3. Three pages of their document compares the new system they have selected to the existing system. Some of their comparisons contain false information; the current system does provide for immediate file updates, it does calculate fees, etc. We made a request to allow public access to unverified documents and the Recorders Office denied the request. Most of the comparisons relate to an imaging system. We have offered to make a proposal to incorporate imaging into the current system, however Sharon Young has stated she is not interested.

4. The last 2 pages include statements that they intend to interface the recording information with other geographic databases and integrate the information with other information databases. In essence, if you allow the Recorders Office to start this glorious system, there may be no turning back to a privatized system.

Attached are some letters to and from Sharon Young to give you an idea of what has transpired. At this juncture I feel we need a mediator.

I understand King County, Washington is currently privatizing their entire recording system. Maybe it is time the State of Alaska considered that option. Imaging is something that will eventually come to the Recorders Office. I have been pricing imaging equipment for the last few years and the price has dropped steadily. Nationally, an extremely small percentage of recording offices utilize imaging systems.

On a similar note, I would recommend that you stop DMV from getting in the KIOSK business. That will blow up into another huge unneeded expenditure. Currently you can renew your DMV plate at IM testing stations to avoid the line at DMV. Why spend a lot of State money for an unattended KIOSK in the Dimond Center Mall when Texaco Express Lube already provides that service in the Dimond Center parking lot? And they provide an attendant that can help the customer at no cost to the State. The charge to the customer is the same \$10.00 fee they would have to pay at DMV.

Thank you for you time and keep up the good work.

Motznik Computer Services, Inc.

8301 Briarwood, Suite 100 Anchorage, Alaska 99518
(907) 344-6254 FAX (907) 344-1759 Page 1

April 7, 1997

TO: Sharon Young
State Recorder's Office
3601 C Street, Suite 1180
Anchorage, AK 99503

FROM: Bob Motznik
Motznik Computer Services, Inc.
8301 Briarwood, Suite 100
Anchorage, AK 99518

RE: Cooperative Agreement Extension

In my 2/24/97 letter to you, I stated that I would continue processing the index system for free after 6/30/97, if you would go back to entering the data as completely and accurately as was done in 1991 when I signed the agreement. In your letter dated 3/17/97, I believe you said 'no'. Your counter proposal seems to be that I continue the processing for free and you continue with any changes you see fit. I do not find that acceptable.

Your proposal that you will not seek any new programming changes is unrealistic. Your statement that you have not asked for additional programming since June 1996 is not true. You have already requested three changes in 1997:

1. January 1997 you had me drop the use of a terminal security table that restricted input/verify functions at each recording office to only terminals that you authorized. Since that was a major change I insisted you put it in writing. A copy of the letter is attached.
2. In Jan-Feb 1997, Sandy Singer requested a change to the automated UCC search program. This was required because you insisted your staff key periods after middle initials in the index. And in some cases you have them indexing the same name twice on the same document. Once with a period after the middle initial and again without the period. I did not make Sandy put the request in writing. It took about 20 hours of programming.
3. In March 1997 you changed your terminal and printer IDS in the Juneau Recorders Office. This required that we reprogram the printer routing.

I have no problem with performing a reasonable amount of programming at no cost. I expect it.

Page two of your letter says: "Your letter suggests that the State had initially agreed to fund your costs of additional disk space and system enhancements, but I can find no such reference in the original agreement." Attached is a copy of the amendment from 1989 where we dropped the requirement for the State to pay for the additional disk space for the file growth each year. Note that the State had paid \$24,000 by then. Also note the requirement for the State to pay for system modifications and batch reports remained.

The reason for making a cooperative agreement in 1991 rather than a State contract was so the State could more easily cover some of the costs. Sharon Barton negotiated the cooperative agreement with me in 1991. The intention was that the State and I would share the costs of enhancements. You are the one that started demanding that I cover all costs of enhancements.

I will restate my position on an interim agreement so that it is very clear:

Last June when the contract expired I stated I would continue to process at no charge until July 1, 1997. After July 1, 1997 you can start paying us for the processing at the same rates you would pay the State Data Center or we will continue to process for free if you will agree to provide an index as complete and accurate as you were in 1991.

To be very specific the second option means you will:

1. Enter collateral descriptions on UCC filings. This includes going back and reindexing the last four months or so since you stopped. Since there are only a few new UCC central filings per day this is not an unreasonable request.
2. Assign some of your staff to clean up the indexing errors. I notice that on the average for the last two weeks you are reindexing 150 to 200 documents per day. You must have finally realized there is a major problem. I suggest that you keep up the effort and make someone a primary contact for us and other users to contact so that all indexing errors can be corrected in a timely, cordial manner.
3. When a document description is too long for the field, let your staff abbreviate a few words so the result is something meaningful. Currently they are just truncating the field. I also want you to allow us to make the field longer so we eliminate the problem. Your change to the document description field caused us, the banks, and the title companies a lot of grief. Especially since you did it without any notice. Had you contacted us in advance we could have made the field longer and avoided the mess that was created.
4. Your decision to stop using the abbreviation table increased the keystrokes your staff makes by 50%. This increases your labor expense and increases the spelling errors. That was your decision to make and I am not asking you to change it. I suggest that you minimize spelling errors. Again, if you had contacted us in advance I would have suggested that you continue to key the abbreviations and allow the expanded name to show on the reports.
5. I would want you to agree that if the State starts performing the system processing, we will be provided with a daily index file and image file. This should be provided free for as many years as we have given you free daily backups.

STATE OF ALASKA
AMENDMENT TO PROFESSIONAL SERVICES CONTRACT

1. Agency Contact Number	10GM001
2. Authority Number	86-0430
3. Optional Renewal? Years remaining <u>one</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
4. Financial Coding	N/A
5. Agency Assigned Encumbrance Number	N/A
6. Amendment No.	three

This agreement is between the State of Alaska,
7. Department of

NATURAL RESOURCES hereafter, the State, and

8. Contractor

MOTZNIK COMPUTER SERVICES, INC. hereafter, the Contractor

Mailing Address Street or P.O. Box City State Zip Code
3701 Mountain View Dr. Anchorage, Alaska 99504

9. Original period of performance FROM: July 1, 1986 TO: June 30, 1989
10. Amended period of performance FROM: 7-1-89 TO: 6-30-90

11. Previous amount of contract to date \$24,000.00	12. This amendment is for 0	13. This amended contract shall not exceed a total of \$24,000.00
--	--------------------------------	--

14. In accordance with the provisions of the above referenced contract, the parties to that contract agree that the services to be performed by the contractor under the contract are amended as follows: All other terms and conditions of the contract remain in effect. (Use reverse for continuation of amended provisions if necessary.)

See Attached Amendments to Appendix C and D

Full consideration of the contractor's performance under and including this amendment, the State shall pay the contractor a new total not to exceed \$ 0.

The period of performance under this contract is increased/decreased by 1 year to June 30, 1990.

IN WITNESS WHEREOF the parties hereto have executed this amendment.

NOTICE! This amendment has no effect until signed by the Head of Contracting Agency, Procurement Officer or designee

15. CONTRACTOR	
Name of Firm <u>MOTZNIK COMPUTER SERVICES, INC.</u>	
Signature of Authorized Representative <i>Robert L. Motznik</i>	Date <u>6/29/89</u>
Typed or Printed Name of Authorized Representative <u>ROBERT MOTZNIK</u>	
Title <u>President</u>	
16. CONTRACTING AGENCY	
Department/Division <u>NATURAL RESOURCES/Management-Recording</u>	
Signature of Project Director <i>Sharon Barton</i>	Date
Typed or Printed Name of Project Director <u>Sharon Barton</u>	
Title <u>Director</u>	

17. CERTIFICATION: I certify that the facts herein and on supporting documents are correct, that this voucher constitutes a legal charge against funds and appropriations cited, that sufficient funds are encumbered to pay this obligation or that there is a sufficient balance in the appropriation cited to cover this obligation. I am aware that to knowingly make or allow false entries or alterations on a public record, or knowingly destroy, mutilate, suppress, conceal, remove or otherwise impair the variety, legibility or availability of a public record constitutes tampering with public records punishable under AS 11.56.815-020. Other disciplinary action may be taken up to and including dismissal.	
Signature of Head of Contracting Agency or Designee <i>Lennie Gorsuch</i>	Date
Typed or Printed Name of Authorizing Official <u>Lennie Gorsuch</u>	
Title <u>Commissioner</u>	
18. APPROVAL BY THE DEPARTMENT (if applicable)	

AMENDMENTS TO APPENDIX D

B. OPERATIONAL COSTS AFTER SYSTEM ACCEPTANCE

1. Motznik will cover the following expenses:

- Online disk storage
- Online processing
- Processing costs of database backups
- Magnetic tapes for on-site backups
- Processing costs of semi-annual/monthly updates
- Cost of disk space increase beyond July 1, 1989

2. The State will cover the following expenses:

- All communication costs
- Cost of magnetic tapes for off-site storage
- The maintenance of all non-Motznik equipment
- The cost for all batch reports except the daily reception report
- System modifications initiated by the State
- [- The cost of disk space increase beginning in the second year of the systems life]
- The cost of disk space for the second and third year only, not to exceed \$24,000.00 already paid as of August 1988

TONY KNOWLES, GOVERNOR

DEPARTMENT OF NATURAL
SUPPORT SERVICES

.CIES

State Recorder's Office
3601 C Street, Suite 1180
Anchorage, AK 99503-5947
Ph(907)269-8882 Fax:(907) 269-8913VIA TELEFAXBob Motznik
Motznik Computer Services Inc.
8301 Briarwood
Anchorage, AK 99518

RE: Terminal ID Security Table

Dear Bob:

A couple of weeks ago, I spoke to you about the problems we were experiencing getting access to your system on a couple of the new networked PC's we installed in Anchorage. You informed me at that time that the security table was preventing us from connecting in to do data entry, and that it would be necessary to either assign an ID range to these terminals or turn off the security table.

I have checked with John Caoy who indicated that it was not possible to identify a range of ID's for these terminals. This letter is to request that you turn off the Terminal ID security table, so that we can utilize the additional terminals for data entry to keep the workflow moving as quickly as possible.

Thanks for your help. Call if you have any questions.

Sandra
Sandra J. Singer
Recorder Manager

cc: Sharon Young, State Recorder

WCC search - drop from motzli

Motznik Computer Services, Inc.

8301 Briarwood, Suite 100 Anchorage, Alaska 99518
(907) 344-6254 FAX (907) 344-1759 Page 1

February 24, 1997

TO: Sharon Young
State Recorder's Office
3601 C Street, Suite 1180
Anchorage, AK 99503

FROM: Bob Motznik
Motznik Computer Services, Inc.
8301 Briarwood, Suite 100
Anchorage, AK 99518

RE: Cooperative Agreement Extension

1. HISTORY

While working for the State of Alaska in 1971, I designed and programmed the first computerized index to recorded documents. Before July 1971 the index was handwritten. In 1972 the State replaced the IBM 1130 with an IBM 360-40 computer. I rewrote the programs to operate on the new computer.

In 1985 Motznik Computer Services, Inc. (which I had started in 1974) began providing online computer access to Recorders Office information. The Recorders Office index system was still operating with the programs I had written in 1972. I made an unsolicited proposal to the State that they drop the old system and key directly into our computer. I would design and write the system to their specifications and process the system at no cost. This resulted in a zero cost contract which took effect in July 1986. Motznik Computer Services, Inc. (MCS) was to have no exclusive rights to the data. Each evening the days transactions were sent to the State and could be made available to anyone. The State was to cover the costs of additional disk space as the file grew. And the State was to cover the costs of system enhancements that they may request after the initial system design. The printed indices were to continue being printed by the State. The State was to enter the index data accurately and in a timely fashion. The more complete and accurate the data was, the easier it would be for MCS to recover its costs by selling the information.

The contract expired as of July 1991. By then the contract had been modified so that the State no longer paid for additional disk space and MCS was providing program enhancements at no cost.

In 1991 DNR requested \$305,000 from the legislature to develop a new system to replace what they had been getting for free. The main complaint with the free system was that MCS could not provide a free hot-site backup and would not provide a free rewrite of the programs to a language the DNR programmers were familiar with. After some legislative scrutiny, a five year cooperative agreement was signed between MCS and DNR. MCS would continue to provide free programming and processing. Items that DNR wanted that MCS could not provide for free would be looked at with the possibility of DNR footing some of those costs. Over the next year MCS requested hot-site backup proposals from two companies and offered to pay half the cost if DNR would pay half. DNR declined and no hot-site backup was established.

The need for printed reports from the State data center was eliminated during this agreement by installing free public terminals in Records Offices plus MCS provided online report generation programs that allowed all index reports to be requested and printed directly at each office. The term of the agreement was five years with optional renewals.

In 1995 Sharon Young requested amendments to the cooperative agreement stating that she intended to renew the agreement subject to MCS providing for free: conversion of programs to COBOL, establish TCPIP communications, develop PC based input programs, establish a hot-site backup, etc.. I agreed to some of these conditions. I purchased some \$25,000 of new equipment for the TCPIP network and started designing an updated system. In the fall of 1995 Sharon Young changed the way document descriptions and bank names had been entered. Her changes caused our bank and title company market share reports to become worthless. Unfortunately, we were not notified of the changes and two months of erroneous reports were produced, distributed and used. While attempting to make new programs to salvage the market share reports we found numerous spelling errors were being made by the Records Office staff. We wrote more programs to document the rapid increase in data entry errors. At this point we also found that Sharon Young had distributed a letter to the title companies suggesting several changes which would require me to start over on the design of an updated system. I was also notified that DNR had requested \$440,000 for developing a system of their own. I stopped work on the updated system and called for a meeting with Nico Bus to determine why they were having me waste my time and money. By the time we had a meeting, the proposed changes had been abandoned due to title company objections. The funding request did not make it to the governor's proposed budget. By this time we were into the 1996 election season and I could not provide the updated system. In June 1996 I notified Nico Bus that I could not provide that much for free in the timeframe they requested and that I would not be renewing the agreement with the last batch of amendments included. I told him I would continue to operate the system for another year at no cost while they studied their options.

2. CURRENT STATUS.

The Cooperative agreement expired in June 1996. MCS is continuing to provide free processing and programming of the system. DNR issued a request for information and found that no one would provide the service for free. DNR programming staff has reviewed the system and determined they would need additional funding to develop a replacement system.

As of January 1, the Records office stopped keying the collateral description on UCC filings. No notice of the change was issued. Spelling and data entry errors made by the Records Office continue to increase.

3. INTERIM AGREEMENT

It is my understanding from our last meeting that DNR has not found any alternative to MCS providing free processing of the Recorders Office and UCC Index systems. Until DNR determines what they want for a long-term solution, I suggest that we go back to the Cooperative agreement as signed in 1991 without the last batch of amendments that put the system beyond my budget. I also feel that the Recorders Office should return to entering index data with the same quality and accuracy as they were at the time the agreement was signed. That means entering the collateral description on UCC filings, use standard abbreviations for the most frequently occurring names, enter meaningful document descriptions, enter suffixes immediately after the last name, don't key names beginning with: ', ", #, etc.

The term of the extension can be whatever DNR desires. I would like a clause inserted limiting the amount of free analysis/programming time that MCS is expected to provide to something like 20 hours per month.

4. OPTIONS FOR LONG TERM SOLUTIONS

a. DNR develops and operates a replacement system.

This is the DNR stated objective and DNR has again requested funds in the coming budget to this end. If this comes about, I have some concerns. The system needs to produce a public file of daily transactions so that I and the other companies that rely on the data can continue to operate. And the system you develop should not become a direct competitor of MCS and other private information dispensing businesses.

b. MCS or another company continues to operate the system for free

This option requires a change in attitude at DNR. We recover the cost of operation from the customers that use the index data. If by accessing the data from their PC over a phone line they can save a trip to the Recorders Office, then we have saved them time and they will happily pay something for that savings. If the data is inaccurate or incomplete and they still need to make the trip, then we have saved them nothing and there is no customer. The reduction in index quality that has occurred makes it harder to recover our costs. We have requested that fields such as court case number on judgements and SSN on tax liens be entered. This would save people from having to go to the Recorders Office to get a copy of the document. Thus we have provided a service that we can bill for and the Recorders Office would not have the cost of serving the customer in their office.

A logical extension of the existing system is to scan the documents and transmit an image of the document to the customer.

c. MCS or another company operates the system for a charge.

DNR has avoided this option. Since MCS has covered the entire cost for the last 11 years, we would obviously be quite happy to operate the system for even half of what DNR would need.

5. MCS PROPOSED SYSTEM CHANGES

We have verbally made several suggestions for enhancements to the Recorders Office procedures. I repeat them here so they are documented and can be reconsidered.

a. Accept index information on IRS tax liens via computer transfer

IRS tax lien documents are computer generated. The IRS computer prints the lien documents. The documents are mailed to the Recorders Offices and Recorders Office staff keys the data. I could put the data directly into the Recorders Office input file. Recorders office staff would then only need to add the recording information: starting serial number, book/page, and date/time recorded. Additional information that is on the tax lien that the Recorders Office does not now key would be available to the public. The information would be more accurate and more complete while saving the Recorders Office the keying cost.

b. Allow title companies to enter index data in advance

Title companies could enter index data into the input file in advance of taking the document in for recording. The Recorders Office entry operator would add the recording information later. The main advantage is data accuracy. Currently I can edit the property description entered by the Recorders Office staff and determine that it is invalid (ie: there is no such lot in this subdivision, or there is no such plat). But the Recorders Office doesn't care. The document has already been recorded and there is no way to unrecord. If the title company was entering the data in advance they can correct the document before it is recorded. Since this would save Recorders Office staff time a reduced recording fee would be appropriate. The Recorders Office staff would still verify the data before it becomes part of the official index.

c. Incorporate imaging into the current system

An imaging system to handle the volume of the Recorders Office would be quite expensive. Private enterprise could foot much of the bill for creating a public image file if its creation could eliminate some of the duplication in effort that currently exists. Currently when a deed is recorded a microfilm copy is made for the Recorders Office, and eventually each title company and the taxing authority ends up storing a copy of that document. An online public image file could eliminate the need for making and storing the copies. Before this is possible, the accuracy of the Recorders Office index would need to be equal to that of a title plant.

Public Information Center, 4/25/97 11:39 AM -0900, Recording Office Press Release

Date: Fri, 25 Apr 97 11:39:05 -0900
From: Public Information Center <pic@dar.state.ak.us>
Subject: Recording Office Press Release
To: journals@alaska.net
X-Priority: 3 (Normal)
Mime-Version: 1.0

Attn: Ingrid Martin

Following is a copy of the press release per your request.

DIVISION OF: SUPPORT SERVICE DIVISION

CONTACT: SHARON YOUNG

RELEASE DATE: FOR IMMEDIATE RELEASE
PHONE: 907-269-8882

SUBJECT: RECORDING OFFICES

Customers of the state's recording offices could face potential disruption of services beginning this July, according to State Recorder Sharon Young, who oversees the recording operations in thirty-four recording districts throughout Alaska. Motznik Computer Services (MCS), a private contractor who has provided data processing services and an indexing system for the state for more than ten years, has announced a planned discontinuance of the existing system effective June 30, 1997. Efforts to establish an interim continuance of the system under mutually acceptable terms have to date been unsuccessful, Ms. Young said.

What terms are in question?

Ms. Young said the state and MCS had a cooperative agreement under which MCS had agreed to maintain the indexing system at (no direct cost to the state in exchange for immediate access) and use of the public data. The agreement expired in June 1996.

What conditions does this refer to?

Ms. Young said the state allowed the agreement to lapse last year after MCS failed to meet certain conditions required for an extension. MCS has stated it would continue to provide the indexing system after June 30 if the state were to begin paying for the previously no cost service. DNR officials noted that the state is precluded from entering into such an agreement as it would violate state procurement laws which require a (competitive bid) process. "We have no alternative but to consider this an emergency and plan accordingly," Ms. Young said.

How much are you asking?

Would you bid on any future contract?

Is this amount necessary? Overkill

The state is seeking funding for a replacement system. Governor Knowles' proposed FY98 capital budget seeks \$1.2 million to fund a comprehensive recording/indexing/cashiering/imaging system. The fate of this proposed system is still unknown as the Legislature enters its final weeks of the session.

Ms. Young said the proposed system would consolidate, automate or eliminate many inefficient, duplicative and manual steps currently required in the recording process. "It also would enable us to add images to the database and expand the number of customer research options currently available in all of our offices," she noted. "Our ultimate goal is to be able to provide document images and the official index to all records in every recording office in the state," she added. Digitized document images would initially be available in all DNR recording offices on a go forward basis after project implementation with historic file images added at a later time. As an example, Ms. Young said that currently the only way for someone in Anchorage to obtain a copy of a Nome document is to write to that office or travel to Nome in person to obtain it. The new system would allow customers

is in any recording office to instantaneously access the entire statewide database and the document images that it covers.

Even if funding for this new technology is approved, a competitive bid process would likely not be completed before July 1, Ms. Young said. Reverting to a totally manual process is unrealistic given the current recording volumes, she added.

DNR Commissioner John Shively announced that the department will attempt to create an interim indexing program as a stopgap measure to allow the recording offices to function until a long term solution can be implemented. "This will be a very bare bones temporary solution," Shively said. "The public should anticipate that there will be some disruptions in service and possible backlogs as a result of having to create an interim system on such short notice." He added that such service disruptions and backlogs would likely increase if the proposed replacement system is not approved this session and the state has to continue an interim system on a longer term basis. He urged recording system users to make their concerns known to their legislators as soon as possible to help mitigate this potential crisis situation.

Some of the benefits of the proposed new technology include faster returns of original documents to customers and the ability to search and retrieve documents from any recording location in the state. The system would also provide the potential for Internet access, according to Ms. Young. She added that a new system would also offer many internal operational efficiencies, enabling the organization to redirect resources to address many critical archival and preservation issues that have plagued the recording offices. "Many of our historic book records are literally crumbling in our hands from the intense acidification and deterioration that has occurred over the past hundred years," Ms. Young noted. "If we do not free up the resources to address these substantive archival problems, a large segment of the state's history could be lost forever."

Tens of thousands of Alaskans utilize the state's recording system each year, placing nearly a quarter of a million of documents into the state's official public record, which consists of some 5.5 million recorded documents dating back to the late 1800's. In addition to the general public, the recording offices serve a wide range of businesses, including title insurance and mortgage companies, financial institutions, and the legal and mining industries. The recording system is a component of the Support Services Division in the Department of Natural Resources. It has offices located in Anchorage, Fairbanks, Juneau, Nome, Bethel, Palmer, Kenai, Homer, Kodiak, Ketchikan and Sitka. It also oversees recording operations in three additional offices staffed by the Alaska Court System in Seward, Valdez and Glennallen, and additionally operates the Uniform Commercial Code central file system in Anchorage.

The department's effort to modernize its records system has received substantial support from the public over the years. "This modernization project would be a giant step into the 21st century," said DNR Commissioner John Shively. "It would definitely improve efficiency for both private and public sector customers," he added.

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STATE OF ALASKA

TONY KNOWLES, GOVERNOR

DEPARTMENT OF NATURAL RESOURCES

SUPPORT SERVICES DIVISION

State Recorder's Office
3601 "C" Street, Suite 1180
Anchorage, Alaska 99503-5947
Tel: (907) 269-8882 Fax: (907) 269-8912

March 12, 1997

Re: New recording system

Dear [REDACTED]

Based on a large number of written and verbal comments from our customers over an extended period of time, it is readily apparent that the current recordation and indexing system in Alaska does not offer the many features that are desired and needed to provide basic services, to improve customer service and to make the system more user friendly. For several years, our office has been exploring a variety of new technologies that have been implemented in other recording offices throughout the United States. The ease of retrieval and flexibility of performance offered by such systems would provide a dimension of service never before seen in Alaska.

The Governor's capital budget for FY98 (House Bill 165) includes a \$1.2 million funding request for a comprehensive new recording, indexing, cashiering and imaging system for all of the state's recording offices. Such a system would have very beneficial impact for the public as well as for our internal operations. A summary of the principal system benefits is enclosed. I encourage your support of this proposed project and I hope you will be able to work with us in determining basic system design specifications and ideas for system improvement.

As you may be aware, the state's existing grantor/grantee index system has been housed since 1986 on the mainframe computer at Motznik Computer Services (MCS). The state does not pay for the operation of this system, cannot manipulate the data in any way and cannot create any customized reports for the public or for its own internal use. Additionally, the system does not interface with other geographic databases maintained by the state. Review is limited to alpha or numerical order only of the entire database. Efforts to make significant enhancements to the contractor's existing proprietary programs have not been successful to date since the state cannot incur costs for improvements under a "no-cost" contract and MCS is unable to make the changes needed without compensation. Perhaps of greatest concern is that the cooperative agreement for the ongoing operation of this system expired in June of 1996 and the state does not have an operable replacement system of any kind. As a courtesy, MCS has offered to continue the existing system on a month to month basis while the state explores

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NOT FILM LEGIBLY BECAUSE OF
THE POOR QUALITY OF THE ORIGINAL**

March 13, 1997

Page 2

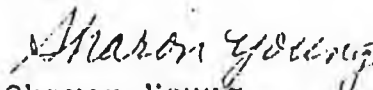
its options. The Governor's FY98 capital budget proposal would protect this critical database and fund the transition to newer technology and a more versatile and user friendly recording system for the public. At the same time a new system would comprehensively address numerous operational issues associated with the current multiple manual and labor intensive processes (largely unchanged in more than 100 years), duplicative data entry processes for indexing, receipting and reporting, and failing or obsolete retrieval equipment in recording offices statewide.

During the past year, the Recorder's office underwent a thorough audit by the Office of Management and Budget. The principal recommendation arising from that audit is that our agency should take immediate steps to acquire imaging technology for the recording function. The audit also recommended that our office continue its efforts to improve the accuracy of information contained in the historical database, and that we work with title agencies to determine whether the duplication of effort by our respective offices could be reduced through the use of new technology.

In September 1996 we initiated a Request for Information in an effort to identify and gather data on the different systems and components now available for a comprehensive recording, indexing, cashiering and imaging system such as we envision. Please take a few moments to review the attached description of some of the features we would like to see incorporated into a new system. Keep in mind that this list compares the proposed system with current system features available in the recorder's offices only. It is not intended to reflect any specific subscription services or customized data extractions available directly from MCS.

We will be discussing these features and many others in the first design workshop to be held Wednesday, March 26 in Suite 336 of the Frontier Building (2601 C Street) in Anchorage at 1:30 p.m. You are cordially invited to attend this meeting and let us know the system features that are important to you. If you are unable to attend the meeting, we would appreciate receiving any written comments you may have to offer. If you have ideas regarding additional features that should be considered, please forward the information to me as soon as possible. We expect to have a Request for Proposals on the street within the next few months and we want to be sure that the system features we are seeking will also cover as many of the enhancements desired by our customers as can be purchased with authorized funding. Your participation will be greatly appreciated.

Sincerely,


Sharon Young
State Recorder

Enclosure

RECORDING SYSTEM FEATURES

DESCRIPTION	CURRENT SYSTEM	PROPOSED SYSTEM
System includes clearly defined on-screen user functions.	No	Yes
System provides user driven inquiry capability.	No	Yes
System assigns serial number, date and time of recording to each document.	No	Yes
System calculates fee due.	No	Yes
System provides bar code with document number.	No	Yes
System issues two receipts, one for customer and one journal.	No	Yes
System generates and controls identification numbers for documents.	No	Yes
System interfaces with other geographic databases maintained by the state.	No	Yes
System allows customers to research unverified records and such records are identified as unverified.	No	Yes
System allows split screen review of document and its related index entries.	No	Yes
System allows user to sort and select by any data element or combination of elements.	Limited	Yes Extensive
System allows unlimited number of grantor, grantee or location field entries per document.	Limited	Yes
System scans documents up to 8.5" x 14" and drawings up to 32" x 36".	No	Yes

System allows user to display a document image, enlarge or reduce image, rotate image, scroll image, advance to next page or return to previous page, advance to any page or return to any page, etc.	No	Yes
System allows user to open several windows or documents simultaneously.	No	Yes
System displays multiple images simultaneously.	No	Yes
System prints entire image file, or any portion.	No	Yes
System allows remote access for customers on line.	No (paid subscription only)	Yes
System allows customers to obtain images on disc or CD-ROM for any recording district.	No	Yes
System allows user to view images of documents recorded in any recording district.	No	Yes
System allows user to view grantor/grantee index of documents recorded in any recording district.	Yes (verified data only)	Yes verified or unverified
System produces automated UCC searches for UCC Central or any recording district.	Yes (UCC Central only)	Yes (UCC Central or any dist.)
System allows user to sort and select by any data element or combination of data elements, such as document type, date ranges, grantor or grantee, legal description, etc.	Limited (by grantor or grantee name; by location with limitations)	Yes
System provides on-line help screens.	No	Yes
System allows user to request copies of documents from public terminals. System calculates fees and informs customer of charges on screen.	No	Yes

System permits remote access via modem and fax with proper security protection.	No (not through recording offices)	Yes
System allows corrections to appear in database immediately.	No	Yes
System allows user to view location index of documents recorded in any recording district.	Yes (verified data only)	Yes verified or unverified
System allows user to access any document by book and page number	No	Yes
System permits multiple simultaneous requests for viewing same image of document.	No	Yes
System enables significant number of recorded documents to be returned to customers immediately after recordation.	NO	Yes
System allows viewer to access index and images of documents with specific date range, number range, district or grantor/grantee name or legal description or combination of these or other fields.	No	Yes

NOTE: The systems and technologies we have reviewed would offer a multiplicity of benefits to our internal workflow, including improved management reporting capabilities, streamlining of operations, elimination of duplicative data entry, elimination of a number of labor intensive manual processes, etc. Such a system also would take the place of many obsolete and failing equipment items statewide, including reader printers, time stamps, etc. While all of these factors are critical in the cost justification analysis, we believe that improved customer service and enhanced retrieval processes are of utmost importance. Please let us know if there are additional features you would like us to consider.

DEPARTMENT OF NATURAL RESOURCES INFORMATION SHEET

HOUSE BILL NO. 165 and SENATE BILL NO. 107 contain the Governor's FY98 capital budget. Included is a funding proposal of \$1.2 million for a comprehensive new recording/indexing/cashiering/imaging system for the state's recording offices.

For the past ten years an automated index system has been provided by Motznik Computer Services. The cooperative agreement for operation of this system has expired and the state does not have an operable replacement system of any kind. The capital budget would provide the funding to protect this critical data and improve service with new technology.

WHAT THIS SYSTEM WOULD DO FOR THE PUBLIC

- System would add document images to the database and enable customers to search and retrieve both index information and documents from any recording location in the state (currently copies of recorded documents may only be obtained via film from the specific office where they were recorded)*
- System would expand research fields for greater flexibility; customers could conduct research by sorting and selecting documents through any combination of search features, such as date, document type, name, location, subdivision name, book and page, etc. (currently users must have either the exact name or legal description in order to search the public records)*
- System would allow faster return of original documents to customers (a significant number of documents could be returned to customers immediately upon recording, rather than weeks later)*
- System could interface with other geographic databases maintained by the state to provide broader information for customer research*
- System would provide the potential for public access to recorded documents via the Internet*

WHAT THIS SYSTEM WOULD DO FOR THE STATE

System would reduce personnel time spent in assigning and tracking multiple manual stamping processes for each of thirty-four separate recording districts; all recording data would become computer generated and monitored

System would reduce operational expenses associated with return of approximately 200,000 original documents to customers on an annual basis

System would reduce or eliminate high maintenance costs for outdated equipment including obsolete time stamps and aging reader/printers, planetary cameras and film duplicating equipment

System would allow other agencies to access recording database as needed and facilitate integration of recording information with other state informational databases

System would change workflow from a time consuming duplicative sequential process to a streamlined simultaneous multi-stage process, improving efficiency by eliminating manual processing steps

LONG TERM BENEFITS FOR ALASKA

System would improve customer service and provide enhanced retrieval processes throughout the state

System would eliminate unnecessary delays in recording process

System would enable time and personnel savings to be redirected to address severe preservation problems with archival records more than 100 years old

System would enable state to have a current operational backup for this critical data in event of disaster

System would allow state to maintain control over its data and update or enhance the system as needed

** * * * **

Alaskans interested in contacting their legislators about this project - or about any other project or issue - may do so by sending a Public Opinion Message through their local Legislative Affairs office. For further information contact your local Legislative Affairs office or the Anchorage LIO at (907) 258-8111.

MOTZNIK COMPUTER SERVICES, INC.

8301 BRIARWOOD STREET, SUITE 100
ANCHORAGE, ALASKA 99518-3332
(907) 344-6254 FAX (907) 344-1759

F A C S I M I L E T R A N S M I T T A L

COMPANY: *Rep. Norma Rebeberg*

DATE: *8/11/97*

ATTN: *Shirley*

FROM: *Bob Motznik*

FAXED TO: *258-2916*

MESSAGE:

NUMBER OF PAGES TRANSMITTED IS *10*, INCLUDING THIS COVER SHEET.
IF ALL PAGES NOT WELL RECEIVED, PLEASE CALL OUR NUMBER ABOVE

*** OUR FAX NUMBER IS (907) 344-1759 ***

8-12-97

*Last two pages are bad on the copies
he has.*

e MOTZNIK'S

TONY KNOWLES, Governor

DEPARTMENT OF NATURAL RESOURCES
SUPPORT SERVICES DIVISIONState Recorder's Office
3601 C Street, Suite 1180
Anchorage AK 99503-5947
(907) 762-2437 Fax 762-2310

February 17, 1995

THE RECORDER'S/UCC OFFICE RESPONDS TO
QUESTIONS FROM ALTA MEMBERS AROUND THE STATE

In preparing for today's presentation, the State Recorder requested ALTA members throughout Alaska to submit any questions or comments about the recording system they would like to see addressed. Many of you promptly responded to this invitation and your comments are appreciated. Each of your concerns will receive attention. The following is a summary of many of the questions you raised. While we will be unable to touch on all of these during today's seminar, please take this information with you to review later. If you wish to followup on any specific issue in greater detail, or if you have additional topics to address, please contact the State Recorder's Office at 762-2437.

Regional managers are available to assist you with daily recording matters throughout the State. Vicky Backus, Southcentral Regional Manager, at 762-2456, can assist you with questions involving the Anchorage, Aleutian Islands, Cordova, Bristol Bay, Kvichak, Iliamna, Kenai, Kodiak, Homer, Chitina, Palmer, Seldovia, Seward, Valdez, and Talkeetna recording districts. Kelly Farmer, Northern/Southern Regional Manager, at 465-3425, can assist you with recording issues that arise in the Juneau, Ketchikan, Sitka, Wrangell, Haines, Petersburg, Skagway, Cape Nome, Kotzebue, Fairbanks, Bethel, Kuskokwim, Mt. McKinley, Manley Hot Springs, Barrow, Nenana, Nulato, Rampart and Ft. Gibbon recording districts.

Q. We do not understand the new phone rules. Title company personnel ought to be able to receive incoming phone calls in the recording offices. If records are not too busy to do this.

A. The new phone usage rules were implemented in order to address inequities and to provide a basic telephone availability to all customers in all recording offices. Larger offices (Anchorage, Fairbanks, Juneau and Palmer) have installed a separate line for the public to use in making outgoing calls. Smaller offices allow the public to utilize staff phones for the same purpose. We ask that callers keep their calls brief and respect the needs of other customers. Long distance calls can be made collect or via calling card. Incoming calls to customers tend to disrupt the recording process and tie up phone lines that are necessary for state business. Suggestion: encourage your staff representative to call your office upon arrival, or utilize cellular phones as

many of the title companies already do.

Q. Why won't your offices provide a telephone confirmation that a document has been recorded, along with its book and page number?

A. Obviously there is always a risk that the wrong information would be provided and relied upon by the requesting party. This same risk exists for other types of telephone inquiries as well. Recording offices do not provide research for the public in person or by telephone. Public access terminals are available in all recording offices for this purpose. If it is important to have confirmation of the recording, for example in a remote office, you may obtain a conformed or certified copy or have a third party record your document and provide the information to you immediately by phone.

Q. Why do you continue to provide courtesy recordings for state agencies? A lot of extraneous information is being recorded and you are not taking in any revenue from it.

A. The value of any document is high to the person recording it. Size, content and purpose of any document is not within the recorder's office control, nor should it be. The no charge recording practice continues to be evaluated. Discontinuation of this practice would have widespread budgetary impact for agencies that record on a regular basis.

Q. Will your office hold a package for recording on a specified date? Will your office hold a package addressed to our representative in care of your office?

A. The answer to both of these questions is "no". We understand that it is important for you to record on a specific date and that it is difficult to accomplish this in a remote location when you are using the mail or a courier service. Nevertheless, the risks of holding over any original documents are high and the State cannot assume this liability. In the past, recording offices have had fires, floods, vandalism and other events that could destroy such documents. There is also the risk that the office may be closed on the date you requested recording. Currently, our remote offices must ship out all original documents to the filming center each day and do not retain them on site. By statute, we are required to promptly record all documents that are presented that are recordable. If a document is received in any office, current procedures require that it be recorded the same day it is received. Suggestion: Be sure the document is ready to record when it is submitted, or use a third party to handle the recording for you in that location. Do not address packages to your employees in care of our office. Our employees are not authorized to accept mail addressed to others.

Q. Why can't one title company allow another title company to go

ahead of it and record first? (Example, title company A has 30 documents to record and title company B has only 2, so A wants to let B go first.)

A. You are free to decide upon any order if you do so before the documents are presented for recording. However, once the documents are presented, the order of presentation is not to be changed by anyone. The documents will be processed in the exact order presented. If A presented his documents before B, then A's documents must be fully recorded before B's. If John Doe walks in with a document, his will also go in sequence behind any that are already presented and in process. Remember, first on the counter, first through the machine!

Q. Why can't the title company get the recording information off of the documents as they are being stamped in? The title company should not have to buy conformed copies to get the recording information.

A. There is no requirement that you buy conformed copies in order to get the recording information. You are welcome to observe the pricing phase and make note of recording information from the documents as this is occurring. Additionally, the customized receipt identifies the beginning and ending serial numbers and book and page numbers of each title run, as well as the total recording fee. Your documents are recorded in the same order they are presented. The book and page numbers will correlate to the documents in this exact order. If you are unable to reconcile to the receipt, you may submit a written request for audit within three days.

Q. It seems that individuals are treated more liberally than title companies when it comes to document recordability. Also, the general public and the title companies cannot always be treated the same; title companies have different needs due to the volume and nature of their business. Please comment.

A. Document examination and recording procedures apply to everyone on an equal basis. The general public (which includes, not excludes title companies) has a need to have their documents recorded timely. The recorders will record all documents that meet minimum recording criteria and will reject those that do not. We believe that we administer the recording program in a manner that accommodates all users on an equal basis. Our customer surveys are ongoing in all offices. Please use them to point out any perceived inequities in the recording process, or contact the State Recorder's Office. Without specific details we are unable to ascertain what you feel is "more liberal" treatment.

Q. In Anchorage, conformed copies are not ready for pickup until 3 p.m.; this is burdensome on the title companies. Can you make them available earlier?

A. The delayed conformed copy procedure was implemented in

Anchorage during high recording volumes and was necessary in order to fully process the incoming workload. Now that the workload has subsided, conformed copies will generally be available for pickup by 11 a.m. for all recordings that have been completed by 9:30 a.m. that day. Companies who record in Anchorage after 9:30 a.m. but before noon will be able to have their conformed copies by 1 p.m. Please recognize that this is volume driven, however, and as volumes increase, it may again be necessary to delay conformed copies until later in the day in Anchorage as well as other locations.

Q. The reception report shows some IRS liens recorded between title company runs (or perhaps before title company runs). Why would you allow this to occur?

A. This question arose in Anchorage, but could also occur in any other office. The recorders are responsible for processing all incoming documents, submitted by mail or in person. If there is a lull in between title company runs, or if the title companies do not arrive first thing in the morning, mail is processed in the interim. This would generally occur on a Monday when it is necessary to process the mail received on Saturday, but could occur at any time if there is mail awaiting processing. In the specific situation that recently occurred in Anchorage, three title companies had presented documents that were recorded prior to 8:27 a.m.; the next title company did not present documents for examination until 8:45 a.m. Because there were no title company documents awaiting processing for nearly twenty minutes, the staff turned its attention to its other responsibilities, i.e., processing of the incoming mail which in this instance included the IRS liens.

Q. Recording in a remote office is difficult. We never know if the office is even going to be open.

A. Five of our offices (Homer, Nome, Bethel, Sitka and Kodiak) are single staff offices. As such, they are subject to periodic scheduled closures for annual leave. When scheduled leave is for more than a week in duration, substitute recording is shifted to another office (Anchorage in the case of Homer and Kodiak; Juneau in the case of Sitka; and Fairbanks in the case of Bethel and Nome). Notices of scheduled closures are routinely posted at least thirty days in advance and recorded messages regarding the closure are provided on the office answering machine. Unscheduled closures (for staff or family illness, emergency, or other matters) simply cannot be avoided. This is one of the risks of having single staffed remote locations. We are continuing to look at possible ways of resolving this.

Q. Why don't you film all the old hard copy books? Research into those books is very difficult and they need to be preserved.

A. We agree that the old original transcript books need to

be filmed and have made this a priority. We have received partial funding for this project, and have undertaken a complete inventory of the original record books throughout the state. Additional funding is being sought in FY96, which would enable approximately half of the more than 5500 books to be fully filmed and permanently stored in State Archives under controlled and secure conditions.

Q. There should be less interference about how and what can be recorded. Recorders should not "help" the public when they see blank dates or other omissions. Please comment.

A. We have been attempting to move away from the "document policing" perception of the past. Our recorders have a statutorily defined obligation to examine documents for basic recording criteria only. Too frequently they were looking beyond this to identify execution criteria or other requirements necessary for legal validity or document completeness. If a basic recording requirement (including information necessary for indexing) is missing, recorders have an obligation to reject the document on that basis. If you have specific information regarding documents that are being rejected for reasons other than basic recording criteria, please contact the State Recorder with specifics.

Q. We used to be able to look through the documents recorded before us on the same day. Why can't you allow us to look through same day recordings since it's all public information?

A. This procedure is necessary to provide uniformity in the processing of documents in all locations. In the past some offices had allowed title companies to handle original documents after recording; others allowed title companies to take the office's only copies off site to make copies. Tightened control measures have been implemented to eliminate the risk of loss, damage or destruction of documents. Recorders are required by statute to provide "reasonable public access" to recorded documents, indices and facilities. Once the documents have been processed and filmed, the film records are fully available for public research. An index of each day's recordings is available to the public at approximately 8:00 a.m. the following business day (in some offices, this will be an unverified Function 12 report, because remote office recordings must always be verified by a second office; although it is unverified, the basic information on all recordings is available). A copy of any document found in the reception or Function 12 reports can be purchased. Interruptions of the recording process to allow public review of same day document recordings places the recorders at risk of not being able to complete the daily index required by statute. Title companies who record promptly each morning have the information on the prior day's recordings for their datedowns. Alternatives available to gather information on same day recordings include research through public access terminals in multi-staff offices

(verified data begins entering the database by approximately 11 a.m. each day in Anchorage, Palmer, Juneau, Fairbanks, Kenai and Ketchikan), or via direct access to the mainframe maintained by Motznik Computer Services.

Q. The attitude of the Recorder's Office has been that "we're making these changes and we don't much care how you feel about it." Changes have sometimes been presented in a manner that was not diplomatic, tactful or service oriented.

A. We regret that some of the changes have indeed impacted how you conduct your business with the recording offices around the state. We have made every effort to notify you in advance before implementing changes that have been necessary to streamline our internal workflow, allowing us to "do more with less" and to ensure that all operations statewide are consistent with our statutory directives. Every procedural change that has been implemented affects all customers, not just title companies. Notices regarding procedural changes have been posted in every office, and the State Recorder has personally corresponded with all ALTA members regarding planned changes. If you perceive the implementation of any change to be undiplomatic, non service oriented, or lacking tact, we would appreciate having more specific information (by whom and in what manner was it conveyed, i.e., by the State Recorder, by recording office staff, by a manager, etc.). We must know the specifics of any such situation before we can deal with it appropriately.

Q. We have been informed that we must pull documents from a run if they have errors and re-submit them as a subsequent run with a separate check. Why can't we correct them as they are being processed, or, if we still must pull them, why can't we write a single check for both runs?

A. This procedure was implemented a year ago last December in Anchorage, and is being considered for statewide implementation in the near future. It has been a tremendous time saver for recording staff, and has greatly streamlined the recording process. When you have presented your documents for recording, they are examined to assure all minimum recording criteria are present. If a required item is missing, it will be pulled from a run and as a courtesy you are given an opportunity to pull any related documents as well. The rest of the run is processed as normal, and the fee must accompany that batch of recordings. All documents that are rejected or pulled from a run will be documented on a formal rejection form within 24 hours of the time submitted, even if you are able to correct and record them in a secondary run. We must be able to account for every document submitted, either in terms of recording it when initially presented or issuing a rejection notice. If you are able to correct and resubmit the remaining documents later, we will have to issue another receipt at that time, and therefore payment must be by a subsequent check. We have learned from past experience that

**THE FOLLOWING PAGES MAY
NOT FILM LEGIBLY BECAUSE OF
THE POOR QUALITY OF THE ORIGINAL**

is is too time consuming to allow you to make corrections as the documents are being processed, because the nature of the correction frequently requires numerous phone calls to obtain missing information. This effectively brings the recording process to a standstill and adversely impacts other customers waiting to record. Our receipting process cannot accommodate split recordings with a single check.

Q. Some of your recording staff appear to be lacking in people skills. There is a feeling of non-cooperation. Is it too much to ask to receive minor courtesies?

A. It is difficult to respond to this comment without more specific information. Our customer survey questionnaires have been distributed in all recording offices and the feedback from these surveys has been overwhelmingly positive and complimentary to our staff. If you have not completed these questionnaires in the offices you visit, please do so. If you have information about specific occurrences that would be helpful to recording system management, please do not hesitate to comment. Our staff is expected to be polite and courteous in all of their interactions with the public. Please inform the State Recorder immediately if you are receiving less than professional treatment in any office.

Q. Why is it necessary for you to reject a document if we can just correct and immediately record it?

A. When processing title runs, documents with errors must be pulled from the run and you are given the option to pull related documents (you likely don't want to record the mortgage if the deed had an error!). Recorders copy the rejected and pulled documents so that rejection notices can be issued later. Every document that is presented must be accounted for in terms of either being recorded or rejected (including pulled documents). While the rejection process may seem superfluous to you, particularly if the document can be quickly corrected and recorded, it is essential to our internal recordkeeping and compliance with our statutory directives. This procedure is not causing our staff more work; it is a required part of their daily workload.

Q. It seems that the recording process is becoming more difficult and complex. Why?

A. In reality, the recording process is becoming easier. The changes have greatly benefited the recording section as a whole, resulting in increased productivity and streamlined operations. Recorders are requested to focus solely on basic recording criteria, and as a result, rejections have been significantly reduced in all recording offices. Our efforts are directed at getting documents into the public record, not finding ways to reject them. The greatest benefit is seen in terms of procedural uniformity among our offices. Your document will be processed in exactly the same manner whether

It is presented in Nome or in Anchorage, in Sitka or in Fairbanks. We believe, however, that the recording process will become even more streamlined. We are recommending certain statutory and regulatory amendments to remove some of the remaining ambiguities in existing law.

Q. My office erroneously and inadvertently recorded a document you requested to allow me to retrieve the document even though we prepared to submit a substitute document of exactly the same size and size that could take its place in the record. Why didn't you do this as a courtesy as they have done in the past?

A. We are required by statute to process incoming documents in the order in which they are presented. We are also required to assign a consecutive serial number to each document that is presented. We do not void numbers because voiding a serial number creates an unexplainable gap in the permanent public record. We are committed to preserving a permanent, unaltered and precise record of the documents submitted into our custody. While we cannot void serial numbers, we also cannot allow you to substitute a similar document for the one you wish to retrieve. Doing so would be providing your substitute document a priority over subsequent documents which had already been recorded. Please do not ask us to void or substitute any document that is already in the public record.

Q. We'd like to make pens, note pads or other items available to members of the general public who use the recording office. Why won't you allow us to do this?

A. The recording system has the resources to provide such materials for public use. It is inappropriate for us to allow materials with your company's name and/or logo to be displayed in a public office. Please use other means for doing your marketing and advertising.

Q. My company's representative is in your office to record some documents, and two individuals come in to record before he is ready. Can he see their documents before he records the title company documents?

A. This is largely covered by the response to an earlier question regarding review of same day recordings. The title company representative can certainly ask the individuals if he can review their documents before they record them, but these individuals are under absolutely no obligation to allow this. If recorders see this happening in their offices, they are instructed to advise the customers that your representative does not work for the recorder's office and that they do not want to let him review their documents. In the event any customer complaints arise as a result of such activity, your title company management will be promptly notified.

... WHERE THE LITTLE COMPANIES ARE OUR HIGHEST VOLUME
... APPROXIMATELY 40 PER CENT OF OUR TOTAL
... (VOLARS), THEY ARE NOT OUR ONLY CUSTOMERS. OUR
... INTENDED TO TREAT ALL CUSTOMERS IN A FAIR AND
... IF YOU HAVE ANY QUESTIONS AT ANY TIME REGARDING
... ABOVE, OR ANY OTHER MATTER, PLEASE DO NOT
... TO OUR ATTENTION.

Motznik Computer Services, Inc.

8301 Briarwood, Suite 100 Anchorage, Alaska 99518
(907) 344-6254 FAX (907) 344-1759

03-18-1998 13:02

TO: HOUSE JUDICIARY COMMITTEE MEMBERS

MARCH 17, 1998

FROM: ROBERT MOTZNIK

RE: HOUSE BILL 376

This letter is to register my opposition to House Bill 376. This bill would make it a criminal offense to mail a dollar-off pizza coupon to a registered voter that has indicated they do not want their address used for a 'commercial purpose'.

HOUSE BILL 376 SHOULD BE REJECTED FOR THE FOLLOWING REASONS:

1. IT IS NOT NEEDED

For over 20 years, MOTZNIK COMPUTER SERVICES, INC. (MCS) has maintained a file of those people who have requested to be removed from our mailing lists. We remove those people from all our lists, not just the voters. No mailer (political or commercial) wants to waste money mailing to someone that does not want to receive it. The major Anchorage mail houses all attempt to remove people from their lists on request. The intent of this bill is already being done by private enterprise.

2. THIS BILL DOES NOT SOLVE THE PROBLEM IT IS ADDRESSING

The people who contact us that want to be removed from lists fall into three major groups:

- A. They have a PO Box and it gets stuffed with mail, especially political mail in the last few weeks before an election.
- b. They feel strongly about an issue (abortion, animal rights, public TV, gambling) and they are getting mail they do not like.
- c. They do not want any mail in their mail box that they have not personally requested regardless of the source. This is a very small group; only a few people per year. But they are very vocal and very threatening. They are mostly anti-government and they do not feel the government has the right to tax, issue driver's licenses, require a zip code, etc.

House bill 376 satisfies none of these three complaints. It only stops commercial mail originating from the voters file. Most people prefer commercial mail to political mail. No one has ever complained to us about getting a coupon for a few dollars off.

Only a small portion of commercial mail originates from the voters file. We tell people that to avoid 'junk' mail they should not order from catalogs, should not own credit cards, should not mail in warranty cards, should not subscribe to magazines, should not donate money. The post office provides a file to certified mailers of all valid addresses and gives its lowest postage rates to 'saturation mailings'. If you have an address, you will receive mail.

3. THE BILL WOULD BE HARD TO IMPLEMENT

When a legislator or a candidate orders a set of labels, how would I know that the labels are going to be used for political purposes? Who is liable if someone who does not understand the bill gives the labels to a non-profit group? If I receive money for producing political labels, is this in itself a commercial transaction? It would be safer for a company to not use the file at all. The State would also incur costs to modify the registration forms and the election computer programs. Even if the expense was incurred and the details worked out, the 'nuts' would still not be happy. (see item 2c.)

4. THE BILL PREVENTS SOME ACTIVITIES THAT SHOULD CONTINUE

Title companies are required by law to search several public files each time they need to locate parties before a foreclosing; attorneys may need to locate a witness to an accident or parties to a class action suit (Exxon Valdez); a business may need to locate a former employee; a college is trying to locate its former graduates. There are many valid commercial reasons for needing to locate an individual.

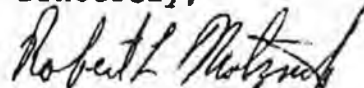
I heard a legislator comment that government should keep information close to the chest. Should an individual not be able to easily find out if a contractor has a license, if a potential business partner has previous civil suits or tax liens, where a sex offender lives, if a non-resident is voting or receiving a permanent fund. Privacy protects the guilty.

I understand that identities can be stolen via the internet for credit fraud but the Alaskan public files do not contain credit card numbers, a mother's maiden name, or employment information.

In summary please reject this bill. It creates more problems than it solves.

Thank you for your time. Please call me with your questions.

Sincerely,



Robert L. Motznik

AGENDA
October 13, 1997

Good Afternoon

**This Meeting Of The House Labor & Commerce Committee Is Called To Order
On October 16, 1997 At 11:00 AM**

For The Record The Committee Members Present or on Teleconference are:

**Rep. Norman Rokeberg, Chairman - On Teleconference at the
Rep. John Cowdery, Vice Chairman
Rep. Bill Hudson
Rep. Joe Ryan
Rep. Jerry Sanders
Rep. Tom Brice
Rep. Gene Kubina**

If A Committee Member Arrives Late Announce:
Representative (Name) Has (Joined) (Left) The Committee At (Time).

A Quorum (Is) (Is Not) Present.

- **Declare a Conflict - State --"For the benefit of the public I would like to state for the record that I am a customer of Motznik Computer Services. Although, I do not have a conflict - members of the public may perceive that I have a conflict of interest."**

On Today's Calendar --- We are continuing the public hearing on the overview of the State Recorder's Office. The last hearing on this was May 5, 1997, during the legislative session. This is the 2th hearing on subject

State Recorder's Office Hearing Update

Representative Cowdery's office provided the committee with a number of documents that are contained in your binder. Committee staff has gathered a number of documents since session that are also included in your binder.