

### 23. What do you like best about the Register of Deeds office?

#	Response
1	The major improvement in customer service since the implementation of multiple recording desks.
2	courteous staff
3	It is very organized.
4	The office staff are happier and a pleasure to deal with.
5	Being able, now, to pull up records without having the Book and Page Number.
6	You can do more yourself, without having to wait on others. when in the office, the wait time was unbelievable.
7	New technology
8	The change in the staff's attitude since the new administration.
9	Friendly Staff
10	The improvement in technology and the online services.
11	Jeff Thigpen. Whenever we have a problem, if we call he responds.
12	welcoming atmosphere, concern with service
13	Convenient and helpful; organized well
14	Everyone in the recording department is so friendly and helpful. Deborah Cityy does a great job. All the assistants are AMAZING! I have never run across a group of people who are so knowledgeable and helpful.
15	Nothing specific
16	Old records are on line; judgment computer, secretary of state, tax office are all assessable from the same computer. LOVE the new plat printer in HP.
17	I really like the new technology - the ability to use one terminal to access many departments.
18	The wonderful staff(especially that Andrew).
19	friendly, efficient
20	Steve
21	I like the convenience of using the High Point Office verses downtown Greensboro. I can usually get in and out in a timely fashion.
22	for the most part the people i work with
23	Everything in one office.
24	The GIS
25	Jeff Thigpen
26	much easier to use computers than it used to be.
27	It is helpful in locating records for personal use and having one in High Point helped a lot.
28	You eliminated the requirement for a postage paid envelope and put the records online!
29	no comment
30	There is such a positive change in all areas. Staff and Registers Deeds wants our input and then, we see some our suggestions in action. The attitude of the staff is great, pleasant place to come to and work. It makes me proud to brag on all the good things that are happening in the R/D. I would never had thought it possible. I been going to the R/D office since May 1970. I have been to most of the counties in N.C. and we have the best I believe in the state. Keep up the good work!
31	It seems to be working more efficiently thru the use of technology - thank you.
32	on line access
33	Fast and effective
34	They try to be helpful to citizens like me in a timely manner.
35	online records
	Judgments at each computer
	New system
	Jeff is approachable and a really nice guy.

36	
37	Very organized and knowledgable.
38	Jeff Thigpen
39	new computer system
40	multiple recordation stations
41	There has been a marked improvement in the way the staff interacts with the public. The Friendliness has increased dramatically since Mr. Thigpen has taken office.
42	Customer friendly staff
43	The location
44	Technology Improvements
45	The new system is great. Most of the staff is courteous,friendly and efficient. I love that we can now check judgments on each terminal!!!!
46	Please coordinate all purchases in a prompt and timely manner with the Tax Office
47	Friendly helpful staff
48	professionalism, foresight, courtesy,
49	Staff and its efficiency.
50	Friendly personnel
51	NUMEROUS COMPUTERS FOR PUBLIC USE; JUDGMENTS & TAX INFO. ON EACH COMPUTER
52	The grantor/grantee indexes are easy to use. I especially appreciate that the old indexes are on the computer.
53	Jeff is a very "visiable" and "approachable" ROD. We use the office more than anyone and it is nice to know he listens to those of us that spend the most time using the system.
54	When I phone about something I lost they are friendly and replace my record.
55	The People; they are helpful, courteous and patient
56	Speed at which documents become available after recording.
57	Amount of available information
58	The supervisors.
59	The timely and professional manner in which I am served.
60	acesability
61	timely recording, new computer system
62	n/a
63	The people
64	Online is very easy to use and can narrow down searches which is helpful compared to other systems where I can't narrow down as much. Judgements on every computer!
65	speed and efficiency
66	records available online
67	friendly and profeessional
68	It now has more computers in the HP office. Previously, if more than 4 searchers were present, you had to wait.
69	The people at the High Point office are very nice and helpful.
70	courteous and helpful people
71	The pleasant atmosphere brought about by Jeff Thigpen and his professional management style has made his offices more user friendly. The improvement in records retrieval system is a great help.
72	n/a
73	ABILITY TO PRINT DEEDS & PLATS FROM GIS PAGE
74	.
75	I love the High Point office.
76	n/a
77	The friendly staff!

78	Online program is great. The staff at the HP Reg. of Deeds are wonderful!
79	HELPFUL
80	?
81	n/a
82	Efficiency
83	n/a
84	n/a
85	N/a
86	Very friendly & helpful

## 24. What do you believe needs improvement?

#	Response
1	no answer
2	nothing comes to mind
3	Nothing.
4	Nothing
5	With Deeds, NEED to be able to pull up loans (1 & 2)any such Notices, Liens, Foreclosures, etc. that apply to property.
	<b>ROD Comment:</b> We have increased the number of available terminals in Greensboro and High Point offices to provide this information found in the Clerk of Court's office.
6	the system is better than the old one, but it is still not as good as some others I have visited.
	<b>ROD Comment:</b> While I am satisfied we have made great improvements with our online service, please contact me directly at ph. 451-5300 if you have suggestions for improvement.
7	n/a
8	There needs to be some improvements with the online system. I have spent much time talking to Debra Johnson fixing errors. I see some improvements, but there needs to be more.
	<b>ROD Comment:</b> The Administrative Staff, including Debbie Johnson and BIS are striving to respond to any needed improvements offered by citizens. While I am satisfied we have made great improvements with our online service, please contact me directly at ph. 451-5300 with specific requests.
9	Nothing at the time
10	I have not been in the office or in contact with the employees enough in the past 12 months to give you a good answer to this question.
11	Computer system
12	I don't know...
13	Nothing I can think of
14	The folks who work in the vault? Not so friendly and helpful.
	<b>ROD Comment:</b> All ROD staff have completed Customer Service Training and know customer service is a top priority. Please call me directly at ph. 451-5300 if you have specific concerns.
15	Nothing
16	Can't really think of anything
17	Nothing at this time.
18	ACC mens basketball tournament should be shown in the office(for the users of course).
	<b>ROD Comment:</b> No comment.
19	nothing!
20	Not ignoring customers
	<b>ROD Comment:</b> All ROD staff have completed Customer Service Training and know customer service is a top priority. Please call me directly at ph. 451-5300 if you have specific concerns.
21	It probably has more to do with me, but I sometimes have trouble finding documents when I do a search on-line. Usually I don't have the right name of date.
	<b>ROD Comment:</b> Please call the BIS Hotline at ph. 866-800-6504. In addition, staff in our Vault area can assist you at ph. 641-3432.

22	morale and consistency in policies
23	Waiting time for marriage documents. I understand this will be decreased now there is online filling out applications.
	<b>ROD Comment:</b> The new Marriage Kiosk is being increasingly used and helping expediate marriage application requests. The Kiosk is at the following URL address: <a href="http://rdlxweb.co.guilford.nc.us/marriage/marriageform.php">http://rdlxweb.co.guilford.nc.us/marriage/marriageform.php</a>
24	The On Line feature being up to date
	<b>ROD Comment:</b> We are using performance reports to monitor our ability to provide recorded, scanned and indexed documents in a timely fashion.
25	Nothing
26	seems to working very well
27	No
28	A Clerk of Court's terminal in the HP office of the ROD.
	<b>ROD Comment:</b> The High Point ROD office has eight terminals for the public to access judgements, etc.
29	don't know
30	Everything I have ask for and things I have not ask for have been addressed.
31	The phone system needs to have an option for a human to answer the phone! Some questions are not on the list of options to choose from. Too many options - quicker human contact needed.
	<b>ROD Comment:</b> The ROD office specialist answers calls between 8 am to 5 pm. Performance Reports have shown that over 90% of calls are answered by the office specialist or support staff.
32	older record access
	<b>ROD Comment:</b> Our land records are available online and in office back to the original document in 1771 through the Business Information Systems (BIS) computer system.
33	I don't always need a receipt when I bring things in. It would be nice to be able to just drop off items without having to stay.
34	Not sure--can't identify a specific thing.
35	nohting really but will appreciate info about Erecording when available
36	Available Fax machine, even Davidson County (who is still in the dark ages) provides an accessible fax.  Some staff members seem to have "rotten" attitudes.  Food in the vault.
	<b>ROD Comment:</b> We are strongly considering adding a Fax machine in the Vault area for customer use. Please refer to my answers on #114 and #123. In addition, customers are encouraged not to bring meals to the Vault area.
37	Nothing right now.
38	Whatever you recommend
39	integration with GIS data
	<b>ROD Comment:</b> Our office is participating with GIS, Tax, and Planning in an ongoing effort to integrate our data for public usage. The url is: <a href="http://gcgis.co.guilford.nc.us/guilford%5Fnew/">http://gcgis.co.guilford.nc.us/guilford%5Fnew/</a>
40	Hours that the vault is acessable
	<b>ROD Comment:</b> The Vault and ROD office hours are Monday-Friday 8 am to 5 pm. In addition, please use our online services 24 hours a day/ 7 days a week. There are no plans to change office hours at this time.
41	I really don't have anything right now I can think of that needs improvement.
42	none noted
43	nothing at this time

44	Do not continue to record brand new plats that do not scan well, send them back to the person who prepared them and have them do it over. With modern technology, there is no excuse for documents that are illegible after scanning.
45	scanning after recording
	<b>ROD Comment:</b> We are currently looking at ways to improve scanning times after recording. The average time from record to scan in Greensboro is 2 to 3 minutes. In High Point, it ranges from 4 to 6 minutes. This issue is a concern especially at key times around the middle or end of the month or Fridays. This is an ongoing concern and we hope to address it to your satisfaction in time.
46	Most of the public computer records seem to be DOS based and not up to current Windows standards and flexibility
	<b>ROD Comment:</b> The Register of Deeds office installed new PC's in the Greensboro and High Point offices in 2006 and the new computer software system is Windows based.
47	Not sure of anything, possible computerized forms online to speed up retrieval at the office.
48	i will let you know.
49	Great as it is
50	Document to be recorded and back to me, why not, as you scan them.
	<b>ROD Comment:</b> Currently, we do not immediately return the document because the standard form of archival is microfilm. Documents are scanned immediately and microfilm is made and returned in 24 hours. If there are problems with the microfilm this practice allows us to make rescan the document. We are striving to return documents to customers as soon as possible while ensuring the quality of the documents. In the future, the Register may entertain returning the document immediately.
51	TAX MAPS: OLD AND NEW IN THE VAULT
52	I very much dislike the change to the old indexes. You have to exit the index you are in to get to other years, you have to re-enter your password every time you print and paging forward is slow (and complicated on some years because it is hard to tell what page you are on in some years since all of the pages are not shown in the vertical arrangement.
	<b>ROD Comment:</b> Additional upgrades to the old index book search through BIS have been made. I believe your concerns have been fully addressed. If not, please call me directly at ph. 451-5300.
53	We need the old maps that use to hang in the back of the ROD Vault put back in the vault. We have to get an employee to take us in a locked, dark storage room where the maps are stacked sideways on the floor and virtually impossible to read. We report the errors in the old index books and some of the mistake were fixed but there are still many errors both online and in the ROD regarding the old index books.
54	nothing
55	I am not a "property lawyer," although I visit ROD regularly in my estate planning and probate practice. I wish I had more time to master the various on site record search methods. This has more to do with me than you...your staff is very helpful and willing to answer questions, especially if they perceive that I have done some "homework" before asking for help
56	Some of the personnel who record documents need to speed up their process a bit. Also, better signage is needed since things have moved around in the vault area.
	<b>ROD Comment:</b> This issue has been communicated to the immediate supervisor in Recording in Greensboro and High Point. Additional signage has been placed in the Greensboro and High Point offices with more on the way!
57	Listing persons in cluded in package or development deeds
58	Just answer questions with no comments.
59	I don't have any comments regarding improvements at this time.
60	tax information to move just a little faster
	<b>ROD Comment:</b> The Tax Department will be upgrading their computer systems within the next year.
61	N/A

62	n/a
63	n/a
64	Judgements online would be great!
	<b>ROD Comment:</b> You are right! I apologize, but the issue needs to be addressed through the Administrative Office of the Courts (AOC). Their online service is available for a fee.
65	none
66	Once you get used to it the site isn't too bad, but it is not nearly as easy to figure out as the other county websites.
67	i have very little contact
68	Nothing comes to mind at the present time.
69	You have to wait in line to record documents along with people who are there for services such as a marriage license. This takes some time and if the office is busy then recording is delayed. Sometimes this is a problem when Attorneys need to have the documents recorded as soon as possible.
	<b>ROD Comment:</b> The marriage kiosk is an option to reduce time. This is more relevant to the High Point office because it is a full service office.
70	no comment
71	More cross training is needed so that employees will feel comfortable in serving customers in all areas. Also training to improve skills and abilities of employees as an ongoing process is needed.
	<b>ROD Comment:</b> We instituted a Training Program in July 2007 that will increase employees' ability to perform daily tasks in Recording, Indexing, Vitals, and Vault areas.
72	n/a
73	NO COMPLAINTS
74	.
75	n/a
76	n/a
77	The website
78	Nothing.
79	NONE
80	?
81	n/a
82	Phone system - I want to talk with someone then be directed
	<b>ROD Comment:</b> Please refer to response #31.
83	All searches and online applications
84	Get recorded documents back faster.
	<b>ROD Comment:</b> Please refer to response #50.
85	N/a
86	Keep up the good work -- no changes

## 25. General comments

#	Response
1	Thank God we've got someone in office who actually cares, and strives to improve, rather than argue about the need for any improvement.
2	Applause to you and staff
3	This is the best this office has operated in my 23 years of practicing law.
4	Jeff, thanks. You've greatly improved ROD. Needs some tweaking, as sometimes it takes forever to get into system.
5	I find some of the records are still not up to date. Ex. A foreclosure issued in March still does not show up on the records.
6	Overall great job!
7	The recent renovations to the research area (painting, old carpet removal, etc...), makes it a more pleasant and healthful work place. I really appreciate the improvements.

8	The Guilford Co. Register of Deeds Office is a wonderful place to conduct business.
9	I am still finding some sections to be very difficult to use.
10	The present Register of Deeds and staff far excels my thoughts it would ever be this good. Guilford County use to have the worst reputation in the area. Thanks for all your work you really understand our needs!
11	Phone system must change - it is not customer friendly.
	<b>ROD Comment:</b> The ROD office specialist answers calls between 8 am to 5 pm. Performance Reports have shown that over 90% of calls are answered by the office specialist or support staff.
12	Thanks for what you do and for this survey trying to gauge what you can do even better.
13	Much improved atmosphere after the departure of previous ROD.
14	You are doing a good job.
15	I am basing my answers on what I hear from taxpayers and not personal experience. You're doing a good job.
16	much improved- timely integration with GIS needed
17	good staff
18	Register of Deeds Office has made great improvements, keep up the good work.
19	Thank you for requesting input from the public. Sometimes the survey didn't offer the answer I would have preferred.
20	keep up the good work
21	High Point needs a 4th person.
22	Keep up the good work!
23	Great staff routinely accomplishing its goals of accurate record keeping and retrieval. Thank you.
24	Definitely a marked improvement in overall service and (seemingly) employee satisfaction since Mr. Thigpen took office. Staff turnover has been low and it seems folks really enjoy their jobs much more than under the previous administration. Their improved attitudes have carried over into much better customer service. Congratulations on a job well done!
25	
26	I find the overall service excellent. congrats to your staff.
27	n/a
28	n/a
29	great office
30	It's ok, but I do wish the State had approved one system that all the counties were required to use. Each county is quite different and it makes it easier to miss things.
31	this was the only time i had any dealings with this department.
32	The register of deeds office has made progress by leaps and bounds over the last couple of years. There is lots of room for improvement. Things seem to be headed in the right direction.
33	THANKS FOR THE IMPROVEMENTS TO YOUR SYSTEM
34	.
35	It is my experience that smaller, even less affluent counties have much better record searching. (more updated software, more records available/scanned)
36	Steve Parrish was extremely helpful & courteous