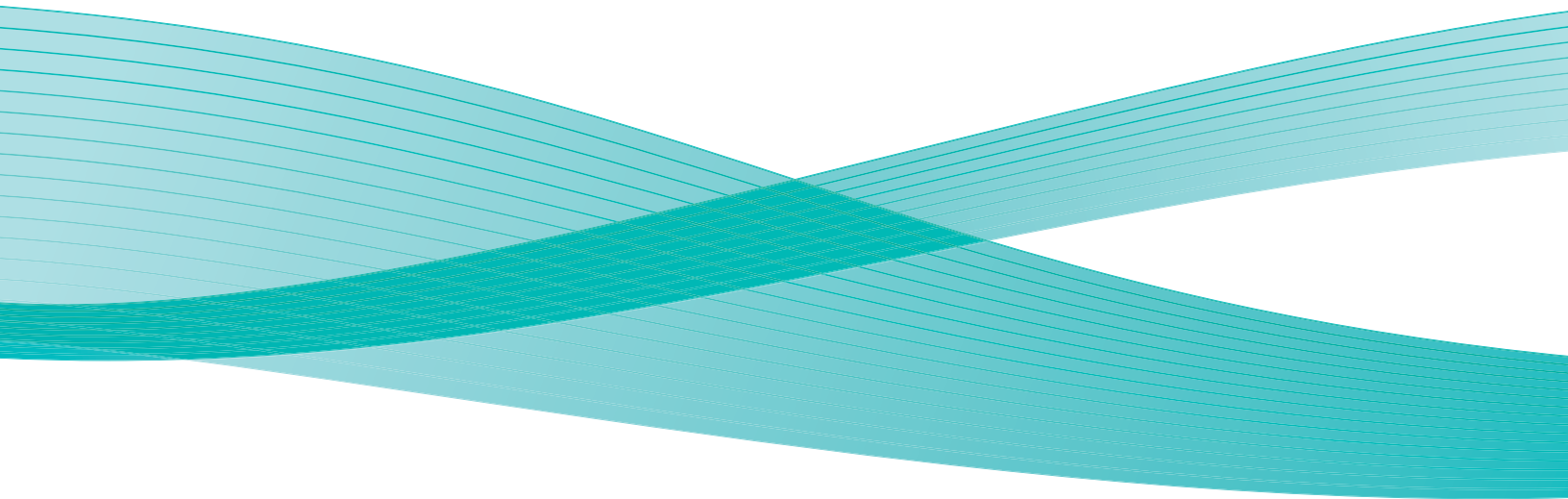


# Records were stored in stairwells and hallways. We cleared the way.

By digitizing its land records, Staten Island can now process 130,000 documents per year – quickly, accurately and cost-effectively.



# First we helped the County transition to microfilm and compact books of records...then to a highly sophisticated, 21st century imaging system.

## The Challenge

In the 1980s, the Clerk's Office of Richmond County, New York – better known as Staten Island – was drowning in paper. Land records were stored in hallways, under stairwells, in the attic and on the balcony. In 1990, the Clerk turned to us for help, and a new microfilm system solved many of the storage issues. Then, a decade later, the system needed a second overhaul. Reels of microfilm and compact books were still taking up space, and accessing and filing them was cumbersome. It often took nine months from the time a customer dropped off a document to be recorded until it was returned to its owner.

## The Solution

We converted microfilm to digital files, scanned compact books and new documents, and implemented an innovative Web-based records management system for indexing, imaging and fee management. Now, hundreds of thousands of electronic files are available instantly, and the system can easily handle the County's peak volume of 130,000 documents per year.

Staff productivity has improved dramatically. Previously, a document went through 20 sets of hands on its way to being recorded and returned. Today, there are only five touch points.

Quality and fiscal controls have been strengthened, too. Because the Clerk's office is more efficient, County staff have been reallocated

and can take on more-strategic tasks.

Using the Web, we've reduced the hassle factor for both the County and the customer – title agencies and citizens. Previously, 50 percent of all documents were rejected due to incomplete data or inaccurately calculated fees; now the rejection rate is down to 20 percent. With self-service, instant access to records and same-day service, customer satisfaction ratings are now at 90 percent.

The new system, which was funded with existing County dollars, is still operating within the original budget from several years ago; there have been no additional costs to taxpayers, and no increase in recording fees.

## The Results

We transformed the time-consuming paper process of recording land records into a secure, efficient service. The backlog of records is gone. Turnaround time to record and return documents shrank from nine months to three days. Call wait times decreased by half. The new system provides quick processing and recording with greater accuracy. In four years of operation, the County has found no flaws in the system's ability to comply with New York's complicated state and local property laws and tax calculations.



**Sector:** Local Government

**Solution:** Digital Property Records Management System

**Client:** Office of the Richmond County Clerk, Richmond County, New York

**Challenge:** Modernize property records management; provide a better service to customers

**Results:** 90 percent customer satisfaction; 50 percent reduction in call wait times; implemented on time and on budget

**“Our partnership with ACS has been the cornerstone for developing a records management system that brings this agency, which was established in the 17th century, into line with the 21st century expectations of the public we serve.”**

Stephen J. Fiala,  
Commissioner,  
Office of the Richmond County Clerk,  
Staten Island, New York

You can learn more about us at  
[www.acs-inc.com](http://www.acs-inc.com).

## The Bottom Line

Richmond County, New York, manages property records dating back to 1683. The task of recording land documents at the County Clerk's office was highly inefficient.

In a relationship that spans 20 years, we helped the County transition from

a labor-intensive “bucket” system of moving paper files, to microfilm and compact books of records, and then to a highly sophisticated imaging system that is the foundation of a 21st century land records solution.