



COUNTY OF LAKE
COUNTY ASSESSOR-RECORDER

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RICHARD A. FORD
ASSESSOR-RECORDER

MEMORANDUM

TO: Board of Supervisors

FROM: Richard A. Ford: Assessor-Recorder

DATE: May 17, 2020

RE: Change of Public Recording Hours

Effective July 6, 2020, recording hours for the Recorder's Office, will be 8am to 3:30pm on all days County offices are open. The majority of recordings are performed during this timeframe. Please note, these hours are for recording, only. The Assessor-Recorder's office will remain open to the public 8am to 5pm on all days County offices are open.

Additional non-recording hours will allow for projects, training, preparation for the following day and finishing daily processes. While staffing numbers within my office have improved, many staff remain very early in their development and knowledge. The average time in most positions our office is approximately a year. This is why training both externally and internally will continue to be crucial.

Good customer service is getting the job done, not just maximizing face-to-face time. In our office, most work is performed without customer involvement.

I anticipate this will be a permanent change, and believe it will offer the greatest advantage to all stakeholders.

As I have stated in previous presentations before your Board, reduced recording hours are common throughout the state. I hope this notice is helpful as you respond to any feedback from constituents.

Thank you for your support as we rebuild.