

# NYE COUNTY AGENDA INFORMATION FORM

Action     
  Presentation     
  Presentation & Action

<b>Department:</b> County Manager		<b>Agenda Date:</b>	
<b>Category:</b> Regular Agenda Item		August 6, 2019	
<b>Contact:</b> Tim Sutton		Phone:	Continued from meeting of:
<b>Return to:</b>	<b>Location:</b>	Phone:	
<b>Action requested:</b> (Include what, with whom, when, where, why, how much (\$) and terms) Discussion and deliberation to consider setting county-wide business hours of operation.			
<b>Complete description of requested action:</b> (Include, if applicable, background, impact, long-term commitment, existing county policy, future goals, obtained by competitive bid, accountability measures)			
Any information provided after the agenda is published or during the meeting of the Commissioners will require you to provide 20 copies: one for each Commissioner, one for the Clerk, one for the District Attorney, one for the Public and two for the County Manager. Contracts or documents requiring signature must be submitted with three original copies.			
<b>Expenditure Impact by FY(s):</b> (Provide detail on Financial Form)			
			<input checked="" type="checkbox"/> No financial impact

**Routing & Approval** (Sign & Date)

1. Dept	Date	6.	Date
2.	Date	7. HR	Date
3.	Date	8. Legal	Date <i>NA</i>
4.	Date	9. Finance	Date <i>NA</i>
5.	Date	10. County Manager	Date

Place on Agenda  
  
 ITEM # 34

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## Office of Nye County Recorder Deborah Beatty-Recorder

Mr. Tim Sutton,  
Commissioners & Staff,

PEOPLE WILL FORGET WHAT YOU SAID. THEY WILL FORGET WHAT YOU DID, BUT THEY WILL NEVER FORGET HOW YOU MADE THEM FEEL.—Maya Angelou

This is one of my favorite quotes and for good reason, this is an important statement in our office. We meet people in their happiest times and their saddest. I have great staff and they all go above and beyond to help our customers.

I am addressing you today regarding an item on the agenda for August 6<sup>th</sup>. First, I must say that I have never received a complaint for the Pahrump Recorders office about our hours. If admin has received any about my office I have not been told. In fact, opening at 6:30 and only being closed for a half hour for lunch has had positive feedback from our customers. In June we recorded 89 documents before 8:00 and in July we recorded 112 documents before 8:00. This is a service outside the scope of 8-5 that is the most helpful to our constituents. They can conduct their business before work in ample time. Also, this extra time in the morning helps tremendously in getting our historical done, which is vital to the real estate and title community. To have access to documents as far back as possible is our goal every day.

What you are proposing will hinder our customer service, in fact it will bring a negative impact on my office. I have 2 Staff members. They work from 6:30am to 5:00pm closing 12:00 to 12:30 for lunch Monday through Thursday. We have been on this schedule for 8 years and have found this works very well with 2 employees. We are covered on any given day or circumstance. My employees make the most of any Dr Appt. they may have on Fridays and coordinate all others. Both of my staff are also taking care of very sick family members, both schedule the treatments and Dr visits for them on Fridays and are already scheduled through the end of the year. I also must keep in mind that in the next few years I will have 2 key employees retiring. Which would make it next to impossible to be open 5 days a week at least while in training which takes 4-6 months to leave a staff member by themselves.

If we are required to stagger my 2 staff members and open 5 days a week, we would have one staff member on Monday and one staff member on Friday. If one called in sick for either of those days it would create more trouble than benefit. Not to mention the customer service our constituents will suffer on Mondays & Fridays with only 1 staff member in the office. In addition, If 1 staff member is on vacation for a week, the other one would have to revert to 5-8's and our hours would never be consistent. Our customers know we are available in the early mornings, the east coast businesses know we are open early as well.

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As you can see this change would cause a hardship on my office. To have 2 staff here every day and not have fluctuating hours every month or so, is offering the customer service that the tax payers deserve. I would hope you consider the impact of this item and allow the office time to build up staff and budget for new employees to fulfill a 5 day week. A 3<sup>rd</sup> employee is what we would need to make this happen smoothly.

Please reconsider this agenda item and how it affects my office. Come in, sit down with us and observe the good, consistent service we offer 6:30 am to 5:00 pm M-T. You will see it definitely outweighs being open on a Friday for a few customers.

*Respectfully,*



***Deborah Beatty***  
***Recorder***  
***Nye County Records Office***