



Electronic Services System – Coordinating Committee Meeting

# Agenda

## Hybrid Meeting and Web Conference

8711 Windsor Parkway, Suite 2

Johnston, Iowa

November 9, 2023

10:00 A.M. to 2:00 P.M.

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- Welcome and Introductions
- August 8, 2023 – ESS Coordinating Committee Meeting Summary – Approval
- 2024 ESS Meeting Schedule (DRAFT) – Approval
- Committee Terms of Office
- Member Topics: Credit Card Machines, CISA assessment, Large Docs Formatting Standards and Roles - Iowa Code 331.606B.
- Financial Reports – Approval
  - YTD 2023 Financial Reports – Approval
  - 2024 BT Banking Resolution
- ESS Financial & Strategic Review – Discussion
  - October Metrics Review
  - Operating Cost Reviews
- ILR Budget Review and Action
  - CY 2023 Final Budget Amendment – Approval
  - CY 2024 Budget – Approval
- Contracts and Agreements
  - ESS/ICRA MOU Action – Approval
    - Policy/Legislative Engagement
  - Rafferty Group CY 2024 Engagement – Approval
  - Brick Gentry CY 2024 Engagement – Approval
  - Local Service Provider FY 2024 COLA – Discussion
  - ESS/Enterprise Iowa MOU Update – Approval
  - ILR Staff Compensation – Approval
- Policies and Procedures
  - Terms of Use Update – Chapter 7 – Approval
  - Associated Reference Update – Chapter 3 – Approval
  - Parcel Identification Number Update – Chapter 3 – Approval
  - BTB Redaction Policy – Discussion
  - Document Formatting Concepts
- Forward Looking Discussion Topics
  - PRIA Indexing, Notary Information, Registry Cross References, Packages and Contacts, Search Document Types - Remapping

- **Project Updates**
  - **Search Application Transition**
    - **Submitters, Organization Searchers, Individual Searchers**
  - **E-Submission API**
  - **County Upload API**
  - **ILR Cloud Migration – Firewall**
  - **External Submitter API**
  - **Redaction Policies and API**
  - **Fraud Notification Concepts**
  
- **Adjourn - Next Regular Meeting February 15, 2024**

## **ESS Coordinating Committee Meeting Summary August 8, 2023**

### **Participants**

Nancy Booten, Lee County Recorder  
Jamie Stargell, Adams County Recorder  
Natalie Steffener, Des Moines County Recorder  
Jolynn Goodchild, Plymouth County Recorder  
Lindsay Laufersweiler, Webster County Recorder  
Stace Herridge, Story County Recorder

Julie Haggerty, Polk County Recorder  
Denise Baker, Wright County Recorder  
Melissa Bahnsen, Cedar County Recorder  
Jayne Schutlz, Winneshiek County Recorder  
Dillon Malone, ITG  
David Erickson, Dentons Davis Brown

### **Other Participants**

Sheri Jones, Jones County Recorder  
Lisa Long, Iowa Land Records  
Kristen Delany-Cole, Iowa Land Records

Randee Slings for ILTA  
Phil Dunshee, Iowa Land Records  
Robert Endriss, Denman

### **Welcome**

A meeting of the ESS Coordinating Committee was held via web conference. The meeting was called to order.

### **May and July Meeting Summary**

The meeting summaries from May 9, 2023, and July 21, 2023 were reviewed by the Committee. Lindsay Laufersweiler made a motion to approve the meeting summaries as presented. Jolynn Goodchild seconded, and the motion was approved.

### **Financial Reports**

#### **2023 YTD Financial Reports**

The Committee reviewed the financial reports for the month of June, the second quarter and year-to-date transactions. The Bankers Trust account showed a starting balance of \$1,443,057.59 and an ending balance of \$1,294,209.19. ESS received income from invoices sent to counties for maintenance agreements, resulting in a net income of \$133,378.70 after accounting for cost-sharing credits.

The June balance sheet reported total assets and liabilities of \$2,754,871.08. For the second quarter, gross income was \$9,405,592.48 with expenses of \$9,304,242.09. Net income for the period was \$101,350.39. For the period of January through June, gross income was \$16,553,170.93 with expenses of \$16,542,960.99. Net income for the period was \$10,209.39.

Budget income for the period of January through June was \$975,006.43 with expenses of \$616,526.13. Net income for the period was \$358,480.30. It was noted that the net income was somewhat skewed by the receipt of payments for maintenance expenses. Payments to vendors will be reflected in the third quarter, which will bring the net income back down to budgeted levels. It was also noted that \$278,213.31 had been expended during the first half of the calendar year for planned software development and back file redaction activities.

The Fund 255 account managed through the State Treasurer's office was reviewed. The reconciled balance on June 30, 2023, was \$114,806.70. Net income for June was \$5,226.35.

Julie Haggerty made a motion to accept and approve the financial reports. Denise Baker seconded the motion and the motion was approved.

### **2022 Audit Report**

The independent auditors' report for ESS financial activity in the calendar year 2022 was presented by Robert Endriss from Denman & Company LLP. The auditors emphasized that financial statements are the responsibility of management, and it is their duty to ensure completeness, accuracy, and compliance with accounting standards. The auditors' role is to perform an audit and express an opinion on the accuracy of the financial statements.

The audit opinion was provided on the financial statements, stating that they are materially correct, and the opinion was unmodified, indicating a clean bill of health. The financial statements showed a total net position of \$2,749,363.00 as of December 31, 2022. The system experienced growth in revenues due to recording fee income and point-of-sale (POS) payments. Operating costs increased due to additional staff and system maintenance expenses. The statement of cash flows demonstrated a positive cash flow from operations and a net gain in cash. However, a significant portion of the cash flow came from drawing down funds from Fund 255.

In the audit report, there are two important letters - the internal control letter and the governance letter. The internal control letter states that the auditors did not identify any deficiencies in internal control during their audit. This means that the control environment was sound, and no major issues were found that would affect the accuracy and reliability of the financial statements. The governance letter is addressed to the board members and serves as an opportunity for the auditors to highlight any important matters or concerns that arose during the audit process. The governance letter did not contain any significant issues or concerns. The auditors expressed appreciation for the cooperation and responsiveness of the management team during the audit.

The 2022 Audit Report was presented for approval. Lindsay Laufersweiler made a motion to receive and accept the audit report. Julie Haggerty seconded the motion, and the motion was approved.

### **2022 990 Report**

The Project Manager provided an update on the challenges faced during the preparation of the 990 tax return for the Iowa County Recorder Association. Previously, Bergen KDV handled the 990 returns, but this relationship ended, prompting ESS to engage a different firm for assistance. ESS is making progress and expects to complete the task soon. It is hoped that future 990 returns for the association will be less complicated.

### **ESS Reserve Fund Report**

The Committee received a summary report on the reserve fund expenditures from June 2021 – June 2023. During this period, significant software development has been undertaken by ESS using reserve funds. Work was done to upgrade the search application, which had not seen substantial updates since 2004-2005. The process involved planning, focus groups, surveys, and communication with stakeholders. Two phases of development have been completed, focused on rewriting the submitter interface, the payment application, the administrative interface and the search application. The goal was to migrate users to the new systems and discontinue the legacy applications by the end of the year. The cost of this development exceeded \$800,000, comparable to the original expenditure during the project's first year in 2003-2004 when the original search application was developed.

Additional work is planned with external developers to address unfinished tasks. Internal developers are working on updating the County Upload API, aiming for seamless integration with local service providers. This information has been shared with the auditor, and it is part of the information reviewed during the annual audits. The purpose of this report is to summarize the accomplishments and investments, and to provide transparency in how the funds were utilized.

### **E-Submission Trends**

The E-submission trend appears to follow a recurring pattern, consistent with previous years. Over the past three years, there has been an overall decline in E-submissions, and it is worth noting that the percentage of E-submissions has risen. Concern was noted about how changes in revenue could require adjustments in the budget in the remaining months of the calendar year.

### **Contracts and Agreements**

#### **ILR Staff Compensation Adjustments**

A performance review was conducted for the Policy Coordinator position. During the review, an overview of the coordinator's work was presented, highlighting notable accomplishments, and setting out specific goals. Following the review, a recommendation was made for a 3% increase in the Coordinator's annual compensation.

Lindsey Laufersweiler made a motion to approve the compensation adjustment for the Policy Coordinator. Julie Haggerty seconded, and the motion was approved.

### **Linn County Update**

The Project Manager provided an update on the agreement with Linn County and ESS. Most of the development work is completed, with successful testing and integration into the ESS payment system. Final testing is underway, and the launch date is set for September 1st. Discussions about expanding the application to other counties are ongoing, with Linn County generously sharing their code.

### **Project Updates**

#### **Search Application Transition**

The customer support team provided an update that approximately 85% of E-submission customers have been transitioned to the updated search application. The final round of emails has been sent to customers to ensure a smooth transition. Users of the legacy search application will soon be notified of plans for ending the legacy application.

### **LT – Work Authorization**

In July, a special meeting was held to approve reserve fund expenditure of \$54,000.00 for the period of July 2023 to December 31, 2023. The Project Manager provided the Committee members with an update concerning the work that has been completed under Work Authorization 3.1. Work Authorization 3.2 is now in progress. One significant improvement under this authorization is the creation of a settlement report in E-Submission for recorders, a long-awaited feature that will soon be available. Lean Technique will be performing software development services for the admin, ESS payment, E-submission, and search applications.

### **Fraud Notification Concept**

The ESS Coordinating Committee previously requested that ESS develop and implement a fraud notification or prevention system for all counties. The Project Manager has researched existing vendor

notification systems capable of sending alerts based on specified criteria. Useful features include allowing users to flag property-related documents and enter reference numbers to trigger notifications and streamline processes. Users can also register to monitor records and receive notifications about related activities.

The discussion centered on using associated references, legal descriptions, or name searches to trigger notifications when subsequent events occur. There was a proposal to require reference inclusion in conveyances to make the system forward-looking. ESS will continue to research options and monitor the work of a PRIA committee which is preparing a paper on this topic.

### **Back File Survey Scanning Project Concept**

The Project Manager provided an update on recent discussions with surveyors, which revealed an interest in having more surveys and plats available online. The surveyors recognized that there are issues related to temporarily removing records for scanning, and to the potential cost digitization. The surveyors appear to be open to forming a working group with recorders to plan such a project. Further discussions are expected in the future.

### **Communications Update**

The Communications Coordinator reported that the monthly newsletter for county recorders, staff, and E-Submission users had resumed, shifting focus to providing training and tools for daily tasks. The newsletter has an above average open and click rate, with expectations of further improvement after refining the contact list. More content has been added to the YouTube channel, and recorders were encouraged to explore it. Preparations continue for the upcoming Deputies Conference, with registration rates currently below last year's numbers but still promising. An overview of the revamped Information Hub was provided. Committee members were encouraged to review it and provide feedback.

ESS collaborated with ISAC to distribute the annual report to county supervisors via email. The annual report is provided for reference. It is a commitment made to supervisors and ISAC as a part of the updated 28E agreement. The ESS Annual Report and the ICRA brochure map and directory serve as great resources for recorders to engage with supervisors and stakeholders.

### **Policies and Procedures**

#### **Terms of Use Update – Chapter 7**

In conjunction with the release of the updated search application and the implementation of a central authentication user management system, it was necessary to consider a corresponding update to the Terms of Service. The Committee was presented with a series of amendments to Chapter 7 of the ESS Policies and Procedures which included the following provisions.

- Specified a definition for ESS Central Authentication Service
- Specified a definition of User In Good Standing
- Added a reference to Iowa Code Section 22.2, subsection 4a
- Clarified the distinction between an Organization User and an Individual User
- Clarified the daily “image view” limits for Organization Users and Individual Users
- Clarified procedures and requirements for users seeking to access records from a foreign IP address

- Defined and described the application processes for accessing ESS websites and applications
- Specified that ESS has the right to review applications, and to verify and validate application information
- Defined the basis on which applications for access may be denied
- Specified a process for appealing a decision to deny access
- Defined the basis on which access may be revoked
- Specified a process for appealing a decision to revoke access
- Specified the enforcement actions to ensure compliance with the Terms of Service
- Defined and described the process for requesting authorization to modify image view limits
- Specified the conditions for granting of temporary permission to exceed “image view” limits
- Specified that ESS has the right to deactivate accounts in certain circumstances
- Other editorial or grammatical changes

The Project Manager noted that the draft amendment language had been circulated widely among stakeholder organizations. Further, the draft amendment has been reviewed by counsel at the Brick Gentry law firm and also approved by the ESS Standards Subcommittee. Input from these sources led to changes and improvements to the policies. Approval by the ESS Coordinating Committee was requested. Denise Baker made a motion to approve the amendments to Chapter 7 of the Policies and Procedures. Jolynn Goodchild seconded the motion it was approved.

### **Associated Reference - Chapter 3**

#### **3.9 Associated Document References**

The Project Manager reported that in April 2023 the Standards Subcommittee had been asked to begin reviewing polices concerning Associated References. One of the features of the new search application was an enhanced method for accessing associated documents. This turned out to be one of the most popular parts of the new application. For this reason, the potential benefits of expanding the use of associated references were considered. In July 2023, the ESS Standards Subcommittee advanced a proposed amendment to Section 3.9 of the Policies and Procedures which would provide for the following associated reference types.

- References between conveyance documents with previous conveyance documents for the same property
- References between mortgages and satisfaction of mortgage documents
- References between tax liens and lien releases
- References between original documents and re-recorded or corrected documents
- References between documents and “companion” documents such as groundwater hazard statements
- References between surveys, plats, corner certificates monument preservation certificates and easements associated with the same property

The proposed amendment was presented to the ESS Coordinating Committee for consideration. Members of the Committee expressed support for the general policy, but expressed concern that the language might result in unintended rejections of documents if they didn’t include associated reference information. By unanimous consent, it was determined that the amendment would be remanded back to the Standards Subcommittee for further consideration.

### **3.10 Parcel Identification Numbers**

The Committee was presented with a draft amendment regarding the indexing of parcel identification numbers (PIN). The Project Manager provided a brief history of the topic since the inception of the Iowa Land Records project, and also noted that nationally it appears to be the preferred data element for tying different land record and geographic information systems together. The members of the Committee discussed the topic and shared information about how they are handling the indexing of PIN information locally. The topic is concurrently being discussed by the ESS Standards Subcommittee. No action was requested, but the topic is expected to be brought forward at a future meeting. Members were asked to give consideration to the concept of consistently indexing PIN information in all Iowa counties going forward.

### **Document Formatting**

In February 2023 the Standards Subcommittee in conjunction with a working group comprised of more than a dozen other county recorders met to begin a comprehensive review of document formatting standards and Section 331.606B of the Iowa Code. Subsequent planning meetings were held and In July 2023 the Standards Subcommittee, with the apparent support of the other working group members, adopted a proposed revision to Subsection 1 of Section 331.606B. This could be characterized as an update or “modernization” of the technical formatting requirements for recording.

Some of the provisions of the proposed amendment to Subsection 1 include the following.

- Inserting language to clarify that attachments may not be affixed with tape.
- Modified the requirement that all documents have text of at least 10-point type and to maintain an exception for a plat or survey or a drawing related to a plat or survey.
- Inserted language that signatures should be “clear and discernable” in lieu of the term “readable”, as the nature of signatures is that they may often be hard to read.

The Committee was asked to review the draft amendment. The Standards Subcommittee and working group will continue to review concepts and ideas for other sections of 331.606B.

### **2024 Legislative Planning**

The Project Manager reported that ESS would not be formally advancing legislative proposals in 2024. However, it is expected that there will be a substantial amount of engagement with recorders, customers stakeholders and policy makers in preparation for 2025.

### **PRIA Working Group**

The ESS Coordinating Committee received information about participation in various PRIA activities including a work group about blockchain. Phil Dunshee, Census Lo-liyong and Lindsay Laufersweiler are part of the PRIA working group. One group is examining private sector uses of Blockchain, especially how they intersect with the public Land Registry.

The meeting was adjourned at 1:00 PM. The next regular meeting will be **November 9, 2023**.



## **ESS Coordinating Committee**

Thursday, February 15

Tuesday, May 14

Tuesday, August 13

Tuesday, November 12

## 2024 ESS Calendar

9:00 AM Start Time

### **Finance Subcommittee**

Thursday, January 11

Thursday, February 8

Thursday, March 7

Thursday, April 11

Thursday, May 9

Thursday, June 6

Thursday, July 11

Thursday, August 8

Thursday, September 12

Thursday, October 10

Thursday, November 7

Thursday, December 5

## **Standards Subcommittee**

Tuesday, January 23

Tuesday, April 23

Tuesday, July 23

Thursday, October 17

# ESS COORDINATING COMMITTEE TERMS

## ESS COMMITTEE

District I	Lindsay Laufersweiler	Webster	1/01/23 -12/31/24
District II	Denise Baker	Wright	1/01/22 -12/31/23
District III	Jolynn Goodchild	Plymouth	1/01/23 -12/31/24
District IV	Jamie Stargell	Adams	1/01/22 -12/31/23
District V	Natalie Steffener	Des Moines	1/01/23 -12/31/24
District VI	Melissa Bahnsen, Sec/Trea	Cedar	1/01/22 -12/31/23
Large Co.	Julie Haggerty, Vice Chair	Polk	1/01/23 -12/31/24
Exec. Bd.	Nancy Booten, Chair	Lee	1/01/23 -12/31/23
ICIT	Eric Sloan	Boone	1/01/22 -12/31/23
Stakeholder	David Erickson	Real Estate Attorney	1/01/23 -12/31/24
Stakeholder	Dillon Malone	Title Companies	1/01/22 -12/31/23
Stakeholder	Vacant	Financial Institutions	1/01/23 -12/31/24

# Foundational Measures

All organizations should take certain foundational measures to implement a strong cybersecurity program:

- **Fix the known security flaws in software.** Check the [CISA Known Exploited Vulnerabilities \(KEV\) Catalog](#) for software used by your organization and, if listed, update the software to the latest version according to the vendor's instructions. **Note:** CISA continually updates the KEV catalog with known exploited vulnerabilities.
- **Implement multifactor authentication (MFA).** Use [multifactor authentication](#) where possible. MFA is a layered approach to securing your online accounts and the data they contain. When you enable MFA in your online services (like email), you must provide a combination of two or more authenticators to verify your identity before the service grants you access. Using MFA protects your account more than just using a username and password. Why? Because even if one factor (like your password) becomes compromised, unauthorized users will be unable to meet the second authentication requirement, ultimately stopping them from gaining access to your accounts.
- **Halt bad practices.** Take immediate steps to: (1) replace end-of-life software products that no longer receive software updates; (2) replace any system or products that rely on known/default/unchangeable passwords; and (3) adopt MFA (see above) for remote or administrative access to important systems, resources, or databases.
- **Sign up for CISA's Cyber Hygiene Vulnerability Scanning.** Register for this service by emailing [vulnerability@cisa.dhs.gov](mailto:vulnerability@cisa.dhs.gov). Once initiated, this service is mostly automated and requires little direct interaction. CISA performs the vulnerability scans and delivers a weekly report. After CISA receives the required paperwork, scanning will start within 3 business days, and organizations will begin receiving reports within two weeks. **Note:** vulnerability scanning helps secure internet-facing systems from weak configurations and known vulnerabilities and encourages the adoption of best practices.
- **Get your Stuff Off Search (S.O.S.).** While zero-day attacks draw the most attention, frequently, less complex exposures to both cyber and physical security are missed. Get your [Stuff Off Search–S.O.S.](#)–and reduce internet attack surfaces that are visible to anyone on web-based search platforms.

Phil Dunshee

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**From:** SecurityMetrics Support Team <support@securitymetrics.com>  
**Sent:** Monday, October 30, 2023 1:39 AM  
**To:** Phil Dunshee  
**Subject:** PCI Scan Passed [iowalandrecords.org]

The scan has passed for the following PCI Certification:

Target: [https://urldefense.proofpoint.com/v2/url?u=http-3A\\_\\_iowalandrecords](https://urldefense.proofpoint.com/v2/url?u=http-3A__iowalandrecords) [REDACTED]

SCID: 1679530

To view detailed scan results and ensure you have completed all your compliance requirements and additional required scans, log in at [https://urldefense.proofpoint.com/v2/url?u=https-3A\\_\\_www.securitymetrics.com\\_-](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.securitymetrics.com_-) [REDACTED]

If 'iowalandrecords.org' is a publicly accessible website, you may now place the SecurityMetrics Site Certified logo on that specific website by following the instructions at [REDACTED]

If you have questions regarding your scans, please contact the SecurityMetrics 24/7 Support Team.

Sincerely,

SecurityMetrics Technical Support team  
801.705.5700 (USA)  
877.705.6070 (Canada)  
0203.014.7825 (UK)  
support@securitymetrics.com  
[REDACTED]

This is a service message from SecurityMetrics, Inc.

## Example of Security Notification

2023-10-30 06:03:08 CLRIS-FP-PRI tcp 35.82.232.1:42463 -> 172.16.254.2:80 POLICY-OTHER  
Adobe ColdFusion admin interface access attempt (1:25975:3) (+24)

2023-10-30 06:03:08 CLRIS-FP-PRI tcp 35.82.232.1:37809 -> 172.16.254.2:80 POLICY-OTHER  
Adobe ColdFusion admin API access attempt (1:25976:3) (+24)

2023-10-30 06:03:08 CLRIS-FP-PRI tcp 35.82.232.1:54743 -> 172.16.254.2:80 POLICY-OTHER  
Adobe ColdFusion component browser access attempt (1:25977:3) (+24)

2023-10-30 06:03:08 CLRIS-FP-PRI tcp 35.82.232.1:46465 -> 172.16.254.2:80  
SERVER-WEBAPP Java ClassLoader access attempt (1:30792:8) (+24)

2023-10-30 06:03:08 CLRIS-FP-PRI tcp 35.82.232.1:51475 -> 172.16.254.2:80  
SERVER-WEBAPP Java XML deserialization remote code execution attempt (1:44315:3) (+24)

2023-10-30 06:03:08 CLRIS-FP-PRI tcp 35.82.232.1:47123 -> 172.16.254.2:80 SERVER-APACHE  
Apache Struts OGNL getRuntime.exec static method access attempt (1:47634:1) (+24)

2023-10-30 06:03:08 CLRIS-FP-PRI tcp 35.82.232.1:50365 -> 172.16.254.2:80  
SERVER-WEBAPP Cisco RV Series Routers information disclosure attempt (3:48949:2) (+24)

2023-10-30 06:03:09 CLRIS-FP-PRI tcp 35.82.232.1:32937 -> 172.16.254.2:80  
SERVER-WEBAPP Pulse Secure SSL VPN arbitrary file read attempt (1:51288:2) (+24)

2023-10-30 06:03:09 CLRIS-FP-PRI tcp 35.82.232.1:32937 -> 172.16.254.2:80  
SERVER-WEBAPP Pulse Secure SSL VPN directory traversal attempt (1:51289:1) (+24)

2023-10-30 06:03:07 CLRIS-FP-PRI tcp 35.82.232.1:54395 -> 172.16.254.2:80  
SERVER-WEBAPP Citrix ADC and Gateway arbitrary code execution attempt (1:52512:2) (+24)

2023-10-30 06:03:07 CLRIS-FP-PRI tcp 35.82.232.1:54395 -> 172.16.254.2:80  
SERVER-WEBAPP Citrix ADC and Gateway arbitrary code execution attempt (1:52603:1) (+24)

2023-10-30 06:03:09 CLRIS-FP-PRI tcp 35.82.232.1:38507 -> 172.16.254.2:80  
SERVER-WEBAPP F5 BIG-IP Traffic Management User Interface remote code execution attempt  
(1:54462:3) (+24)

2023-10-30 06:02:35 CLRIS-FP-PRI tcp 35.82.232.1:36200 -> 172.16.254.2:80  
SERVER-WEBAPP Microsoft Exchange Server server side request forgery attempt (1:57242:4)  
(+24)

2023-10-30 06:02:35 CLRIS-FP-PRI tcp 35.82.232.1:36200 -> 172.16.254.2:80  
SERVER-WEBAPP Microsoft Exchange Server server side request forgery attempt (1:57244:4)  
(+24)

2023-10-30 06:03:08 CLRIS-FP-PRI tcp 35.82.232.1:38479 -> 172.16.254.2:80  
SERVER-WEBAPP ForgeRock Open Access Manager remote code execution attempt (1:57913:1)  
(+24)

2023-10-30 06:01:26 CLRIS-FP-PRI tcp 35.82.232.1:33498 -> 172.16.254.2:80  
SERVER-WEBAPP Microsoft Windows Open Management Infrastructure remote code execution  
attempt (1:58169:1) (+24)

2023-10-30 06:03:09 CLRIS-FP-PRI tcp 35.82.232.1:37571 -> 172.16.254.2:80  
SERVER-WEBAPP Zoho ManageEngine ADSelfService Plus RestAPI authentication bypass  
attempt (1:58201:2) (+24)

2023-10-30 06:03:07 CLRIS-FP-PRI tcp 35.82.232.1:53801 -> 172.16.254.2:80 SERVER-OTHER  
Apache Log4j logging remote code execution attempt (1:58723:6) (+24)  
2023-10-30 06:03:07 CLRIS-FP-PRI tcp 35.82.232.1:53801 -> 172.16.254.2:80 SERVER-OTHER  
Apache Log4j logging remote code execution attempt (1:58726:7) (+24)  
2023-10-30 06:03:07 CLRIS-FP-PRI tcp 35.82.232.1:53801 -> 172.16.254.2:80 SERVER-OTHER  
Apache Log4j logging remote code execution attempt (1:58737:5) (+24)  
2023-10-30 06:03:07 CLRIS-FP-PRI tcp 35.82.232.1:53801 -> 172.16.254.2:80 SERVER-OTHER  
Apache Log4j logging remote code execution attempt (1:58742:8) (+24)  
2023-10-30 06:03:07 CLRIS-FP-PRI tcp 35.82.232.1:53801 -> 172.16.254.2:80 SERVER-OTHER  
Apache Log4j logging remote code execution attempt (1:58743:6) (+24)  
2023-10-30 06:03:08 CLRIS-FP-PRI tcp 35.82.232.1:47123 -> 172.16.254.2:80  
SERVER-WEBAPP Atlassian Confluence OGNL expression injection attempt (1:59934:2) (+24)  
2023-10-30 06:03:08 CLRIS-FP-PRI tcp 35.82.232.1:47123 -> 172.16.254.2:80  
SERVER-WEBAPP Atlassian Confluence OGNL expression injection attempt (1:59948:1) (+24)



Electronic Services System  
Profit Loss

New File		YTD
Income		
BudgetedIncome		
40100 - Bad Payment Fee		
41000 - Event Income		
41100 - ILR Conference Registration	1,000.00	
Total 41000 - Event Income	1,000.00	
42000 - POSSERVICEFEE	11,693.97	
42500 - ODSERVICEFEE	322.29	
43000 - SERVICEFEE		
43100 - ACH	85,119.00	
43200 - CC	9,565.90	
43300 - DRAWDOWN	9,000.00	
43000 - SERVICEFEE - Other		
Total 43000 - SERVICEFEE	103,684.90	
44000 - MOU Services		
44100 - Policy	1,289.36	
44200 - Communications	574.20	
Total 44000 - MOU Services	1,863.56	
47000 - Fund 255 Reimbursement	32,684.48	
48200 - Local Serv. Prov. Maint. Acct.		
48100 - Cost Sharing Credit		
48200 - Local Serv. Prov. Maint. Acct. - Other		
Total 48200 - Local Serv. Prov. Maint. Acct.		
48900 - Misc. Income		
BudgetedIncome - Other		
Total BudgetedIncome	151,249.20	
49000 - RevolvingIncome		
49300 - ERECORDING		
49100 - AUDITORFEE	48,900.00	
49200 - TRANSFERTAX	2,352,020.00	
49300 - ERECORDING - Other	846,391.00	
Total 49300 - ERECORDING	3,247,311.00	
49600 - POSPAYMENT	389,640.96	
49700 - ODPAYMENT	10,680.45	
49000 - RevolvingIncome - Other		
Total 49000 - RevolvingIncome	3,647,632.41	
Total Income	3,798,881.61	
Gross Profit	3,798,881.61	
Expense		
Budgeted Expenses		
60000 - Administration		
60100 - Annual Audit	1,500.00	
60200 - Accounting Software-Services	316.00	
60300 - Bookkeeping-CPA-990	9,540.84	
60305 - Accounting Computer Equipment		
60300 - Bookkeeping-CPA-990 - Other		
Total 60300 - Bookkeeping-CPA-990	9,540.84	
60400 - Project Manager	12,400.00	
60500 - Professional Fees		
60510 - Legal	4,500.00	
60520 - Government Relations	1,000.00	
60530 - Human Resources-Oasis	1,158.48	
Total 60500 - Professional Fees	19,058.48	
60700 - Ess Meetings	178.23	
60800 - Office Operations		
60810 - Office Space Lease	3,050.00	
60820 - Office Supplies	27.80	
60830 - Official Publication Expense		
60840 - Postage		
60850 - Teleconference	64.03	
60860 - Telephone	209.79	
60865 - Internet	250.00	
60870 - Office Tech Support	885.28	
60880 - Printing and Copying (Color-BW)	686.80	
60890 - Miscellaneous		
Total 60800 - Office Operations	5,173.70	
Total Administration	35,767.25	
61000 - Marketing-Communications		
61200 - Administrative/Marketing Coord	6,893.54	
61300 - Education and Outreach		
61310 - ILR Annual Conference	2,730.71	
61320 - Tradeshows/Exhibits/Sponsorship		
61340 - Memberships	625.00	
61350 - Conferences & Meetings	1,072.42	
61360 - Campaigns		
61370 - Software & Hosted Services	1,244.77	
Total 61300 - Education and Outreach	5,672.90	
Total 61000 - Marketing-Communications	12,566.44	
62000 - Customer Support		

Old	YTD- September 2023
Income	
BudgetedIncome	
40100 - Bad Payment Fee	50.00
41000 - Event Income	
41100 - ILR Conference Registration	5,800.00
Total 41000 - Event Income	5,800.00
42000 - POSSERVICEFEE	76,980.63
42500 - ODSERVICEFEE	1.54
43000 - SERVICEFEE	
43100 - ACH	465,462.00
43200 - CC	65,650.48
43300 - DRAWDOWN	49,224.00
43000 - SERVICEFEE - Other	6.00
Total 43000 - SERVICEFEE	580,342.48
44000 - MOU Services	
44100 - Policy	19,370.31
44200 - Communications	1,183.20
Total 44000 - MOU Services	20,553.51
47000 - Fund 255 Reimbursement	433,126.78
48200 - Local Serv. Prov. Maint. Acct.	
48100 - Cost Sharing Credit	(168,940.86)
48200 - Local Serv. Prov. Maint. Acct. - Other	302,319.59
Total 48200 - Local Serv. Prov. Maint. Acct.	133,378.73
48900 - Misc. Income	1,150.01
BudgetedIncome - Other	99.00
Total BudgetedIncome	1,251,482.68
49000 - RevolvingIncome	
49300 - ERECORDING	
49100 - AUDITORFEE	262,330.00
49200 - TRANSFERTAX	12,893,520.40
49300 - ERECORDING - Other	4,677,881.00
Total 49300 - ERECORDING	17,833,731.40
49600 - POSPAYMENT	2,565,230.93
49700 - ODPAYMENT	51.00
49000 - RevolvingIncome - Other	1,113.22
Total 49000 - RevolvingIncome	20,400,126.55
Total Income	21,651,609.23
Gross Profit	21,651,609.23
Expense	
Budgeted Expenses	
60000 - Administration	
60100 - Annual Audit	6,850.00
60200 - Accounting Software-Services	5,325.14
60300 - Bookkeeping-CPA-990	
60305 - Accounting Computer Equipment	7,173.88
60300 - Bookkeeping-CPA-990 - Other	56,058.85
Total 60300 - Bookkeeping-CPA-990	63,232.73
60400 - Project Manager	98,700.00
60500 - Professional Fees	
60510 - Legal	15,750.00
60520 - Government Relations	15,000.00
60530 - Human Resources-Oasis	8,543.70
Total 60500 - Professional Fees	39,293.70
60600 - Insurance Expense	45,802.00
60700 - Ess Meetings	3,310.03
60800 - Office Operations	
60810 - Office Space Lease	24,300.00
60820 - Office Supplies	466.08
60830 - Official Publication Expense	262.57
60840 - Postage	9.31
60850 - Teleconference	300.78
60860 - Telephone	2,763.68
60865 - Internet	1,750.00
60870 - Office Tech Support	6,980.17
60880 - Printing and Copying (Color-BW)	2,772.01
60890 - Miscellaneous	198.46
Total 60800 - Office Operations	39,803.06
Total 60000 - Administration	302,316.66
61000 - Marketing-Communications	
61200 - Administrative/Marketing Coord	53,111.97
61300 - Education and Outreach	
61310 - ILR Annual Conference	210.00
61320 - Tradeshows/Exhibits/Sponsorship	100.54
61340 - Memberships	200.00
61350 - Conferences & Meetings	3,913.63
61360 - Campaigns	62.63
61370 - Software & Hosted Services	4,815.99
Total 61300 - Education and Outreach	9,302.79
Total 61000 - Marketing-Communications	62,414.76
62000 - Customer Support	

Combined	YTD
Income	
BudgetedIncome	
40100 - Bad Payment Fee	50.00
41000 - Event Income	
41100 - ILR Conference Registration	6,800.00
Total 41000 - Event Income	6,800.00
42000 - POSSERVICEFEE	88,674.60
42500 - ODSERVICEFEE	323.83
43000 - SERVICEFEE	
43100 - ACH	550,581.00
43200 - CC	75,216.38
43300 - DRAWDOWN	58,224.00
43000 - SERVICEFEE - Other	6.00
Total 43000 - SERVICEFEE	684,027.38
44000 - MOU Services	
44100 - Policy	20,659.67
44200 - Communications	1,757.40
Total 44000 - MOU Services	22,417.07
47000 - Fund 255 Reimbursement	465,811.26
48200 - Local Serv. Prov. Maint. Acct.	
48100 - Cost Sharing Credit	-168,940.86
48200 - Local Serv. Prov. Maint. Acct. - Other	302,319.59
Total 48200 - Local Serv. Prov. Maint. Acct.	133,378.73
48900 - Misc. Income	1,150.01
BudgetedIncome - Other	99.00
Total BudgetedIncome	1,402,731.88
49000 - RevolvingIncome	
49300 - ERECORDING	
49100 - AUDITORFEE	311,230.00
49200 - TRANSFERTAX	15,245,540.40
49300 - ERECORDING - Other	5,524,272.00
Total 49300 - ERECORDING	21,081,042.40
49600 - POSPAYMENT	2,954,871.89
49700 - ODPAYMENT	10,731.45
49000 - RevolvingIncome - Other	1,113.22
Total 49000 - RevolvingIncome	24,047,758.96
Total Income	25,450,490.84
Gross Profit	25,450,490.84
Expense	
Budgeted Expenses	
60000 - Administration	
60100 - Annual Audit	8,350.00
60200 - Accounting Software-Services	5,641.14
60300 - Bookkeeping-CPA-990	9,540.84
60305 - Accounting Computer Equipme	7,173.88
60300 - Bookkeeping-CPA-990 - Other	56,058.85
Total 60300 - Bookkeeping-CPA-990	72,773.57
60400 - Project Manager	111,100.00
60500 - Professional Fees	
60510 - Legal	20,250.00
60520 - Government Relations	16,000.00
60530 - Human Resources-Oasis	9,702.18
Total 60500 - Professional Fees	58,352.18
60600 - Insurance Expense	45,802.00
60700 - Ess Meetings	3,488.26
60800 - Office Operations	
60810 - Office Space Lease	27,350.00
60820 - Office Supplies	493.88
60830 - Official Publication Expense	262.57
60840 - Postage	9.31
60850 - Teleconference	364.81
60860 - Telephone	2,973.47
60865 - Internet	2,000.00
60870 - Office Tech Support	7,865.45
60880 - Printing and Copying (Color-BV)	3,458.81
60890 - Miscellaneous	198.46
Total 60800 - Office Operations	44,976.76
Total 60000 - Administration	338,083.91
61000 - Marketing-Communications	
61200 - Administrative/Marketing Coord	60,005.51
61300 - Education and Outreach	
61310 - ILR Annual Conference	
61320 - Tradeshows/Exhibits/Sponsorship	
61340 - Memberships	825.00
61350 - Conferences & Meetings	4,986.05
61360 - Campaigns	62.63
61370 - Software & Hosted Services	6,060.76
Total 61300 - Education and Outreach	14,975.69
Total 61000 - Marketing-Communications	74,981.20
62000 - Customer Support	

Final

ESS Coordinating Committee  
P&L YTD Sept 2023

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Electronic Services System  
Profit Loss

YTD- September 2023

New File	YTD
62100 · Account Manager	7,975.47
62130 · Customer Support Coordinator	3,321.28
Total 62000 · Customer Support	11,296.75
63000 · Policy Coordination	
63100 · Policy Coordinator	6,435.61
Total 63000 · Policy Coordination	6,435.61
64000 · ILR System Operations	
64100 · Development Team	
64110 · Technical Lead	12,573.39
64120 · Senior Developer	2,340.73
64130 · Technical Support & Development	9,735.07
Total 64100 · Development Team	24,649.19
64200 · External Development & Services	
64210 · FF Redaction Services	5,280.60
64225 · Technical Consulting	
64240 · Data Center & Hosting Services	6,105.80
64250 · Domain Registration	
Total 64200 · External Development & Services	11,386.40
Software License-Maintenance	
64305 · Jetbrains	
64307 · DB2	
64310 · Certificates- Digicert	
64311 · Browser Stack	
64319 · AWS	1,736.01
64322 · Slack	837.81
64325 · Maytech	
64326 · Atlassian	440.96
64327 · ZOOM	20.00
64328 · Microsoft	225.00
64329 · LoopUp	
Total 64300 · Software License-Maintenance	3,259.78
64500 · Computing & Equip (CAP)	
64520 · System Equipment	
Total 64500 · Computing & Equip (CAP)	
Total 64000 · ILR System Operations	39,295.37
65000 · Local Maint. Expense	
66000 · Payment Expenses	
66100 · Bank Account Analysis Fee	406.85
66300 · Gateway Transaction Fees	
66315 · ProfSolOnlineTransFees	8,253.65
66310 · Vericheck OnlineTransactionFees	2,878.37
66320 · POSTransactionsFees	4,181.14
Total 66300 · Gateway Transaction Fees	15,313.16
Total 66000 · Payment Expenses	15,720.01
Total Budgeted Expenses	121,081.43
Planned Reserve Expenses	
BF Redaction	
Software Development-Consulting	980.00
Software License Expense	
Total Planned Reserve Expenses	980.00
61600 · Bad Debt Expense	
70000 · RevolvingExpenses	
Education and Outreach-Rev	
ESSPayments	
70100 · COUNTYDISTRIBUTION	2,843,440.00
70200 · POSDISTRIBUTION	363,748.17
70300 · ODDISTRIBUTION	11,254.50
Total ESSPayments	3,218,442.67
Total 70000 · RevolvingExpenses	3,218,442.67
Total Expense	3,340,504.10
Net Income	458,377.51

Old	YTD- September 2023
62100 · Account Manager	67,804.24
62130 · Customer Support Coordinator	24,359.45
Total 62000 · Customer Support	92,163.69
63000 · Policy Coordination	
63100 · Policy Coordinator	52,243.70
Total 63000 · Policy Coordination	52,243.70
64000 · ILR System Operations	
64100 · Development Team	
64110 · Technical Lead	106,367.57
64120 · Senior Developer	91,137.22
64130 · Technical Support & Development	80,450.45
Total 64100 · Development Team	277,955.24
64200 · External Development & Services	
64210 · FF Redaction Services	35,225.83
64225 · Technical Consulting	-
64240 · Data Center & Hosting Services	21,370.30
64250 · Domain Registration	71.90
Total 64200 · External Development & Services	56,668.03
64300 · Software License-Maintenance	
64305 · Jetbrains	1,868.00
64307 · DB2	9,484.42
64310 · Certificates- Digicert	297.00
64311 · Browser Stack	372.36
64319 · AWS	5,352.29
64322 · Slack	13.84
64325 · Maytech	1,123.12
64326 · Atlassian	1,466.40
64327 · ZOOM	70.00
64328 · Microsoft	753.22
64329 · LoopUp	61.51
Total 64300 · Software License-Maintenance	20,862.16
64500 · Computing & Equip (CAP)	
64520 · System Equipment	21,965.17
Total 64500 · Computing & Equip (CAP)	21,965.17
Total 64000 · ILR System Operations	377,450.60
65000 · Local Maint. Expense	297,597.29
66000 · Payment Expenses	
66100 · Bank Account Analysis Fee	5,242.75
66300 · Gateway Transaction Fees	
66315 · ProfSolOnlineTransFees	35,846.05
66310 · Vericheck OnlineTransactionFees	20,478.08
66320 · POSTransactionsFees	61,136.18
Total 66300 · Gateway Transaction Fees	117,460.31
Total 66000 · Payment Expenses	122,703.06
Total Budgeted Expenses	1,306,889.76
Planned Reserve Expenses	
BF Redaction	7,098.21
Software Development-Consulting	270,590.00
Software License Expense	21,000.00
Total Planned Reserve Expenses	298,688.21
61600 · Bad Debt Expense	16.00
70000 · RevolvingExpenses	
Education and Outreach-Rev	737.84
ESSPayments	
70100 · COUNTYDISTRIBUTION	18,237,610.40
70200 · POSDISTRIBUTION	2,566,869.25
70300 · ODDISTRIBUTION	51.00
Total ESSPayments	20,804,530.65
Total 70000 · RevolvingExpenses	20,805,268.49
Total Expense	22,410,862.46
	(759,253.23)

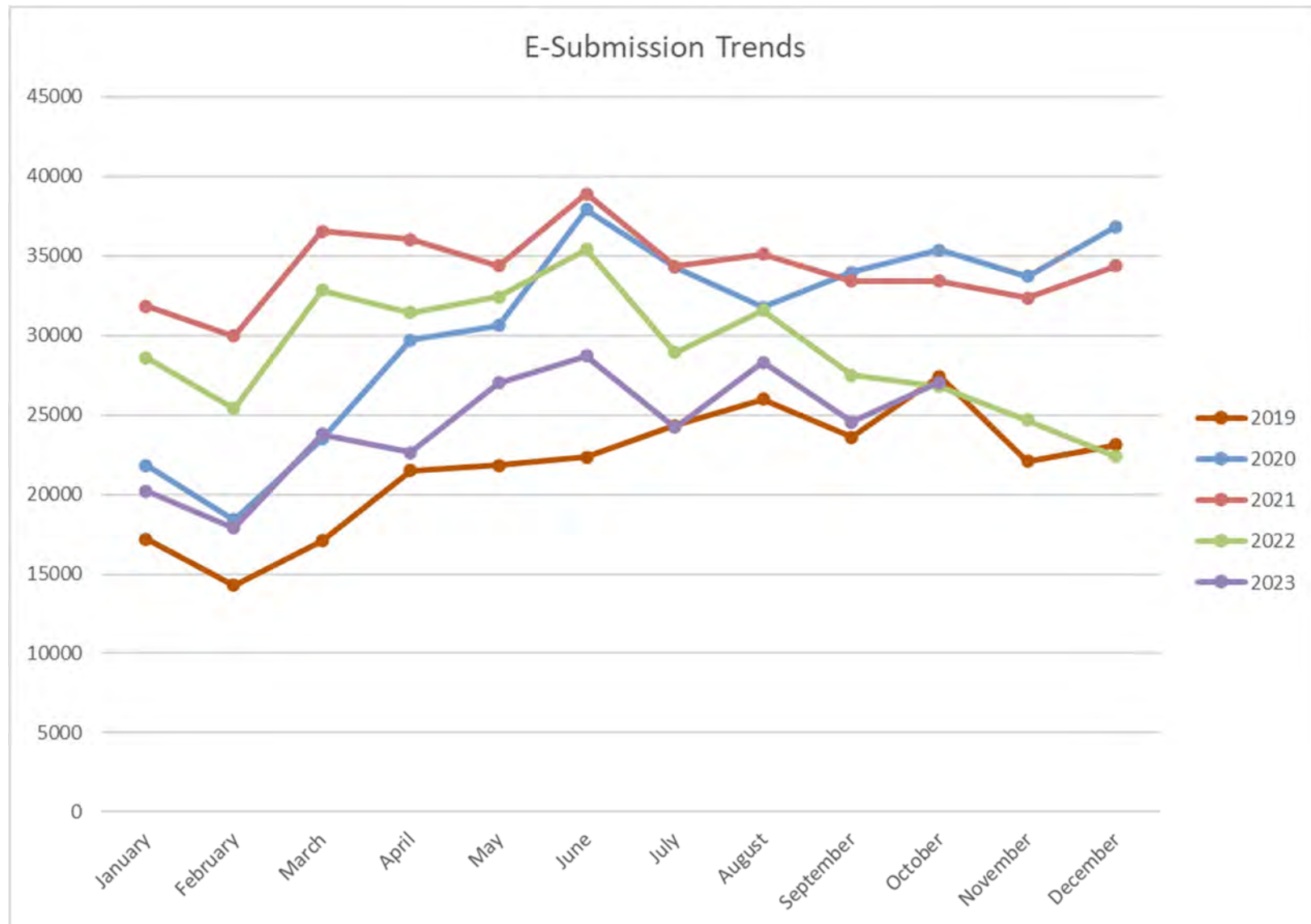
Combined	YTD
62100 · Account Manager	75,779.71
62130 · Customer Support Coordinator	27,680.73
Total 62000 · Customer Support	103,460.44
63000 · Policy Coordination	0.00
63100 · Policy Coordinator	58,679.31
Total 63000 · Policy Coordination	58,679.31
64000 · ILR System Operations	
64100 · Development Team	
64110 · Technical Lead	118,940.96
64120 · Senior Developer	93,477.95
64130 · Technical Support & Development	90,185.52
Total 64100 · Development Team	302,604.43
64200 · External Development & Services	
64210 · FF Redaction Services	40,506.43
64225 · Technical Consulting	0.00
64240 · Data Center & Hosting Services	27,476.10
64250 · Domain Registration	71.90
Total 64200 · External Development & Services	68,054.43
64300 · Software License-Maintenance	
64305 · Jetbrains	1,868.00
64307 · DB2	9,484.42
64310 · Certificates- Digicert	297.00
64311 · Browser Stack	372.36
64319 · AWS	7,088.30
64322 · Slack	851.65
64325 · Maytech	1,123.12
64326 · Atlassian	1,907.36
64327 · ZOOM	90.00
64328 · Microsoft	978.22
64329 · LoopUp	61.51
Total 64300 · Software License-Maintenance	24,121.94
64500 · Computing & Equip (CAP)	
64520 · System Equipment	21,965.17
Total 64500 · Computing & Equip (CAP)	21,965.17
Total 64000 · ILR System Operations	416,745.97
65000 · Local Maint. Expense	297,597.29
66000 · Payment Expenses	
66100 · Bank Account Analysis Fee	5,649.60
66300 · Gateway Transaction Fees	
66315 · ProfSolOnlineTransFees	44,099.70
66310 · Vericheck OnlineTransactionFees	23,356.45
66320 · POSTransactionsFees	65,317.32
Total 66300 · Gateway Transaction Fees	132,773.47
Total 66000 · Payment Expenses	138,423.07
Total Budgeted Expenses	1,427,971.19
Planned Reserve Expenses	0.00
BF Redaction	7,098.21
Software Development-Consulting	271,570.00
Software License Expense	21,000.00
Total Planned Reserve Expenses	299,668.21
61600 · Bad Debt Expense	16.00
70000 · RevolvingExpenses	0.00
Education and Outreach-Rev	737.84
ESSPayments	
70100 · COUNTYDISTRIBUTION	21,081,050.40
70200 · POSDISTRIBUTION	2,930,617.42
70300 · ODDISTRIBUTION	11,305.50
Total ESSPayments	24,022,973.32
Total 70000 · RevolvingExpenses	24,023,711.16
Total Expense	25,751,366.56
	-300,875.72

## Electronic Services System

## Balance Sheet

As of September 30, 2023

	Sep 30, 23
<b>ASSETS</b>	
Current Assets	
Checking/Savings	
107000 · BT-Settlement	
107100 · Unrestricted Reserve Account	38,399.40
107200 · Software Dev & Equip Maint Rsrv	410,870.52
107300 · Redaction Reserve	53,875.79
107400 · Restricted Operating Reserve	100,000.00
107000 · BT-Settlement - Other	1,069,356.09
Total 107000 · BT-Settlement	1,672,501.80
10800 · BOA-Settlement	-41.32
Total Checking/Savings	1,672,460.48
Accounts Receivable	
12000 · Accounts Receivable	320.00
Total Accounts Receivable	320.00
Other Current Assets	
13000 · Due from State	103,446.16
14000 · Prepaid Expenses	155,817.97
Total Other Current Assets	259,264.13
Total Current Assets	1,932,044.61
Fixed Assets	
Computer Equipment	718,246.95
17001 · Developed Software	633,302.00
17900 · Asset in Process	200,910.01
18000 · Accumulated Depreciation	-1,072,079.02
Total Fixed Assets	480,379.94
<b>TOTAL ASSETS</b>	<b>2,412,424.55</b>
<b>LIABILITIES &amp; EQUITY</b>	
Liabilities	
Current Liabilities	
Accounts Payable	
20000 · Accounts Payable	4,221.78
Total Accounts Payable	4,221.78
Credit Cards	
21100 · BT Credit Card	5,953.10
Total Credit Cards	5,953.10
Other Current Liabilities	
DRAWDOWN	72,096.20
22000 · Accrued Compensation	35,257.21
22500 · Deferred Revenues	138,702.28
Total Other Current Liabilities	246,055.69
Total Current Liabilities	256,230.57
Total Liabilities	256,230.57
Equity	
30000 · Opening Balance Equity	1,697,816.47
Net Income	458,377.51
Total Equity	2,156,193.98
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>2,412,424.55</b>



Total October Deeds – 6122 (Deed-1661; QCD-1165; WD-3296) Total October Mortgage Docs – 13422 (Mortgages-6905 ; Satisfactions-6517)

Total October Electronically Recorded Documents: 27054

From: Phil Dunshee  
Sent: Monday, October 30, 2023 3:41 PM  
To: 'Melissa Bahnsen'; 'Julie Haggerty'; 'Lindsay Laufersweiler'; 'denise baker'; 'Jolynn Goodchild'; 'Jamie Stargell'; 'NATALIE STEFFENER'; 'Nancy Booten'; 'Eric Sloan'; 'Erickson, David'; 'Dillon Malone'  
Cc: lkent@wapellocounty.org; Sheri Jones, Jones County Recorder; Stacie Herridge; recorder@saccounty.org; 'Amy Assink'; 'Geralyn Greer'; 'Geralyn Greer'; recorder@jeffersoncountyia.com  
Subject: ESS Budget Background

To: ESS Coordinating Committee and  
ESS Finance Subcommittee

From: Phil Dunshee, ESS/ILR Project Manager

Re: ESS Budget Status and recommendations

As we prepare for the upcoming governance meetings, we need to share with you some background information about the preparation of a final 2023 ESS/ILR budget amendment and a proposed 2024 ESS/ILR budget. In recent governance meetings we have reported that the 2023 budget is “tight” and that we also expected the 2024 budget to be “challenging”. In various discussions we have also indicated that there may be some difficult decisions to be made. The budget recommendations we will be presenting to you later this week affirm these statements.

2023 has been a challenging journey. In November 2022, a budget for CY 2023 was approved by the ESS Finance and Coordinating committees. Revenues were projected to be \$1,905,975.00, and expenses were projected to be \$1,858,474.90. Estimated net income would be \$47,500.10. Typical ESS practice called for the budget to be reviewed and amended in May and November 2023. The changes in the economy and in E-Submission activity at the beginning of the year suggested that waiting until May would be too late to make an adjustment. In February 2023 the budget was amended to reduce projected monthly E-Submission income from \$85,000.00 to \$80,000.00. Revenue projections were reduced from \$1,905,975.00 to \$1,832,256.13, a \$73,000.00 adjustment. This was believed to be based on conservative estimates of income and expenses. The 2023 budget was amended again in May following the usual pattern, but income and expenses were not significantly adjusted given the changes that had already been made in February.

During the ensuing months, May through October, inflation eased, and mortgage rates climbed. The average number of E-Submissions for the period of January through September declined from 30,453 in 2022 to 24,143 in 2023 – a 20.7% decline. As of this writing, a 2023 budget amendment has been prepared which will reduce projected income from \$1,850,625.27 to \$1,739,235.09 with corresponding adjustments in expenses. Overall average monthly E-Submission income for 2023 has declined to approximately \$75,000. It appears likely that net income for 2023 will be slightly in the negative although steps will be taken in the remaining two months of the fiscal year to further reduce expenses.

In preparing for the 2024 calendar year budget, it is generally being assumed that income will be comparable to the final averages for 2023. We don’t foresee things as getting much worse, and we don’t have much optimism that things will improve in 2024. Because we are looking at depressed numbers for the entirety of the calendar year, budget preparations are even more challenging. We just don’t expect to have as many “positive” months in 2024 to balance out the “negative” ones. Again, as of this writing we are projecting average monthly E-Submission income to be \$76,000.00, and average monthly income from Fund 255 to be \$42,500.00. We expect various expenses to continue to increase as vendors work to compensate for higher inflation levels in the last two years. Without further action, ESS would experience a substantive budget deficit.

The 2024 budget we will be presenting to you will have undergone cost-cutting in multiple areas. Every line item has been reviewed or is under review. The Education and Outreach budget has been significantly reduced save for a few core areas of activity (electronic newsletters, for example). Essential activities such as core software development, customer service and accounting activities are retained. The policy activity under the Memorandum of Understanding, with a substantive financial contribution from the Iowa County Recorders Association, would be retained. To maintain these activities and provide for a balanced budget, the following actions are proposed.

- Reduce county cost-sharing credits by a substantive amount (these are the credits granted to counties for annual maintenance expenses based on E-Submission activities)
- Fund larger ticket technology costs from the Software and Equipment reserve funds (this same action helped ease the budget constraints in 2023 – the intent is to replenish these funds when the economy improves)
- An across-the-board wage freeze (with one exception – this will be explained when the budget is presented)
- A substantive adjustment to one position on the table of organization

Additional cost saving measures will continue to be explored.

As has been our practice, we will thoroughly review the 2023 budget amendment and the 2024 budget in our upcoming meetings. We hope to have the full meeting packets ready for distribution on Wednesday of this week.

Please let me know if you have any questions, and I welcome your comments in advance of the meetings.

Best regards,

pd

November 6, 2023

To: ESS Finance Subcommittee  
ESS Coordinating Committee

From: Phil Dunshee, ILR Project Manager

Re: Background – Recommended Budget Actions

You have been presented with a draft budget amendment for the remainder of 2023 and a proposed budget for 2024. This memo is intended to provide an overview of the proposed budget actions and rationale beginning with the 2024 budget.

#### **CY 2024**

Projected overall revenue for 2024 is \$1,764,095.08. For comparison revenue projections for 2023, as represented in a budget amendment adopted back in February 2023 were \$1,832,256.13. The 2023 budget amendment before you estimates 2023 income to be \$1,753,649.11. The decline in revenue can primarily be attributed to changes in the economy and a general decline in recording activity.

You will note in the draft 2024 budget that the E-Submission and point-of-sale service fees would vary from month to month – reflecting typical patterns of activity. Revenue associated with MOU services are based on the proposed amendment to the MOU (included in the action agenda for the November ESS meeting). Income from Fund 255 is estimated to be an average of \$42,500.00 per month.

All expense line items have been reviewed and reflect either known monthly costs or estimates based on experience. Most discretionary Education and Outreach budget items have been reduced or removed. Software subscriptions for core communications activities such as Mailchimp, Zoom, Survey Monkey and Adobe Creative Cloud have been retained.

There is one new recurring expense associated with the ESS/ILR firewall. We will be moving to a managed firewall service provided by our data center host, Lightedge. This is a strategic change that is likely to begin a journey to transition ESS/ILR systems from owned equipment to the “cloud”.

There are four primary actions being taken to achieve a balanced budget in 2024. These are as follows.

1. The amount of cost sharing credits for local maintenance expenses is reduced from \$170,000.00 (2023 credit amount) to \$115,000.00. This is a \$55,000.00 reduction. This is intended to be a temporary action. When the economy recovers and revenue increases, funds could be allocated to provide more cost sharing credits.
2. Several technology expenses (software licenses or support contract renewals) would be paid from reserve funds. The expenditure of \$57,000.00 in reserve funds is intended to be a temporary action. When the economy recovers and revenue increases, funds could be allocated to pay for these expenses and possibly to replenish the reserve funds.
3. A temporary wage freeze for ESS personnel with one exception. The exception is a wage adjustment for one developer position to ensure that the compensation level is competitive in the market. Compensation could be reviewed later in 2024 if conditions allow.
4. One staff position will be restructured to become part-time. All staff positions have been reviewed. This restructuring approach will ensure that essential functions for the operation of ESS will be sustained.

In addition to these actions the ESS administrative team is reviewing other costs to determine if savings can be achieved. The topics being reviewed are as follows.

- A request for information (RFI) has been distributed seeking alternative office space options. Several commercial office brokers have been contacted, and Kay Kelleher and Lisa Long have been reviewing available options.
- A request for information (RFI) has been distributed seeking alternative office technology providers. ESS is currently served by All Covered (AC) which has been notified that the current support agreement will not be automatically renewed. An office IT provider would primarily provide support for PC devices and the Microsoft Office 365 tenant/licenses.
- An internal review of payment gateway service fees has been initiated. The purpose of this is to review and verify that fees paid by ESS are accurate and to ultimately explore whether alternate service providers should be considered. This is not being explored out of concern, but rather as an appropriate due diligence process.
- An internal review of redaction services to explore options that could potentially reduce costs.

These activities may not be completed in time to have any effect on the initial CY 2024 budget, but they could provide options that can be considered during the budget year.

### **CY 2023 Amendment**

As in prior years the effect of a budget action in November is to adjust the budget to reflect actual experience. The budget amendment presented to you reflects the actual income and expenses for January through September 2023. A close approximation of income and expenses is also provided for the month of October, although the reconciliation of the October financials is still in progress.

The November and December income figures are based in part on known invoices and estimates of monthly E-Submission (\$75,000.00) and point-of-sale (\$8,000.00) income. Similarly, November and December expenses are based on known bills and other expense estimates. Action has been taken to reduce expenses by discontinuing several software subscriptions that do not provide a high return on investment, at this time.

As we proceed through the remaining weeks of 2023, we will continue to explore cost saving measures, and hope that certain revenue categories will exceed projections. That said, there is a reasonable likelihood that we will end the year with a small deficit, and this is reflected in the budget amendment.

I hope you find this summary to be helpful. We look forward to the discussion in the meetings this week.

Best regards.

pd



October, 2023

To: Office Technology Support Providers  
From: Phil Dunshee, Owner  
Re: Office Technology Support – Request for Information

Hello! Enterprise Iowa is a small business located in Johnston, Iowa. There are eight office units, and we are co-located with a client organization. We are seeking a local office technology support service.

Here is a general overview of our **current state**.

Lumen Internet Service  
Fortigate Firewall (Fortigate, 60E)  
FortiAP Wireless Access Point  
Six Dell Laptops (Windows 10)  
An Office 365 subscription for each position. There are two separate O365 tenants (one for the client)  
Virus protection using Proofpoint  
Managed files currently are located in Sharepoint and Dropbox accounts.  
Connectivity with a Konica multi-function device for printing, copying and scanning.

Subscription software includes Quickbooks Enterprise (hosted), Adobe Creative Cloud, Mailchimp, Survey Monkey, Slack, JIRA, Confluence, Zoom, and Adobe Connect.

Some members of the team use Macbooks for software development, and the devices have been under an Applecare support agreement. Support for Macbooks is not a requirement.

Here is a general overview of our **desired state**.

1. Maintain our current configuration of Internet access through a firewall – but without a local area network.
2. Service provider support for PC devices, including configuration, patching and repair, coupled with manufacturer device support as applicable
3. Service provider support for the wireless access device and firewall
4. Service provider support for the acquisition of replacement devices
5. Service provider technical assistance with office 365 and sharepoint administration
6. A combination of on-site and remote service support is desired
7. Macbooks will continue to have Applecare support, but some assistance and coordination with a technology service provider is desired as needed, even if they may not be certified Apple technicians.
8. A service provider well versed in the management of email systems including support and do not reply systems is desired

Do these needs fit with your service offering? If this is of interest, please contact me and we can arrange a conversation. Thanks for your consideration.

Phil Dunshee  
[pdunshee@enterpriseiowa.com](mailto:pdunshee@enterpriseiowa.com)  
515.491.8939

October 16, 2023

To: Commercial Office Brokers  
From: Phil Dunshee, ILR Project Manager  
Re: Office Space RFI

On behalf of the Electronic Services System (ESS) and Iowa Land Records, we are gathering information about a possible relocation of office space. If you are aware of office space which meets the criteria described in this memo, please contact us. A relocation is not imminent but could occur sometime in 2024.

Contact: Kay Kelleher at (515) 331-2246 or [support@clris.com](mailto:support@clris.com). Alternatively, you can contact me at [phil@enterpriseiowa.com](mailto:phil@enterpriseiowa.com) or (515) 491-8939. We look forward to hearing from you!

#### **Needs**

- Four to six office units – private offices would be preferred - an open space concept (space for cubicles) would be considered.
- Space for four “itinerant” office units – cubicles situated in an open area - to be used by staff who primarily work remotely but may be “in-office” a portion of the work week.
- Access to fiber Internet service capable of a minimum bilateral speed of 100 MBPS – infrastructure suitable for connecting with various Internet service providers.
- Access to a conference room/meeting space seating up to 16 people with seating on the periphery for additional staff and guests (estimated 6 spaces). This could be a meeting space shared by other tenants and managed by reservation, or it could be space dedicated to ESS.
- Access to two restrooms (configured as either M/W or 2 Unisex), or additional facilities if needed to accommodate other tenants.
- Either a small kitchen area with space for a refrigerator, sink and microwave, or alternatively a larger kitchen space which would be shared with other tenants.
- Located within a five-mile radius of the West mixmaster (80/35/235) in the greater Des Moines area.
- Parking for all staff (up to 9 if all are present) and sufficient parking to accommodate meetings with up to 10 guests.

#### **Wants**

- For the primary office units, private offices with doors would be desirable (at least 3 of the 4-6)
- Substantial natural light for the general office and conference space

#### **Information Requested**

- Location/Address
- Square Feet of office units/conference space
- Lease rate and Terms
- Average Monthly Utility Cost for the leased space
- Estimated common area expenses
- Any other relevant information unique to the property

**Offices at Windsor**  
**8711 Windsor Parkway, Suite 2**  
**Expense Analysis**  
**2023**

<b>Expense</b>	<b>Annual Cost</b>
Office Mortgage	\$16,790
Utilities	\$1,910
Office Cleaning	\$1,926
Property Taxes	\$8,230
Building Association Dues	\$7,000
HVAC Standard Maintenance	\$365
Property Insurance	\$1,600
Kitchen/Bath Supplies	\$675
Excludes Internet and Repairs	\$0
<b>Total</b>	<b>\$38,496</b>
<b>Monthly Average</b>	<b>\$3,208</b>

BUDGETED INCOME AND EXPENSES  
CY 2023  
Proposed Amendment

		2023	January	February	March	April	May	June	July	August	September	October	November	December	Proposed November Amendment	2023 Adopted May Amendment	Difference
Income	BudgetedIncome																
	Bad Payment Fee		50.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	50.00	50.00	0.00
	Misc. Income		0.00	0.00	899.00	0.00	0.01	0.00	350.00	0.00	0.00	0.00	0.00	0.00	1249.01	1449.00	-199.99
	Event Income	ILR Conferences Registration	0.00	0.00	0.00	0.00	1500.00	0.00	3000.00	2200.00	100.00	0.00	0.00	0.00	6800.00	7000.00	-200.00
		Sponsorships	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	ODSERVICEFEE		0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.54	322.29	140.87	125.00	125.00	714.70	0.00	714.70
	POSSERVICEFEE		8989.33	6424.09	8547.92	9889.25	12173.46	12257.50	10483.73	10271.03	9638.29	8515.95	8000.00	8000.00	113190.55	98214.69	14975.86
	ERECORDING SERVICEFEE																
		ACH															
		CC															
		DRAWDOWN															
	Total SERVICEFEE		66452.36	56947.69	74985.96	70845.32	85572.54	90224.84	76178.94	86971.69	75848.04	83137.20	75000.00	75000.00	917164.58	915734.35	1430.23
	MOU Services																
		Policy	1219.39	1979.01	3198.40	3578.21	3358.32	1839.08	2158.92	2038.98	1289.36	1879.06	860.76	2500.00	25899.49	26633.33	-733.84
		Communications	0.00	417.60	139.20	87.00	69.60	121.80	87.00	261.00	574.20	139.20	0.00	0.00	1896.60	3713.40	-1816.80
		Events	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3000.00	-3000.00
	Expense Reimbursement - 255		73298.50	55003.16	56347.76	58221.22	61129.97	31867.85	32524.23	32049.61	32684.48	30257.61	25921.06	64000.00	553305.45	661000.61	-107695.16
	Local Service Provider Maint.	Cost Sharing Credit	0.00	0.00	0.00	0.00	-168940.86	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-168940.86	-170170.11	1229.25
		Local Maintenance Share	0.00	0.00	0.00	0.00	302319.56	0.00	0.00	0.03	0.00	0.00	0.00	0.00	302319.59	304000.00	-1680.41
	Total BudgetedIncome		150009.58	120771.55	144118.24	142621.00	297182.60	136311.07	124782.82	133793.88	120456.66	124069.89	109906.82	149625.00	1753649.11	1850625.27	-96976.16
Expense	Budgeted Expenses																
	Administration																
		Annual Audits	0.00	0.00	0.00	0.00	6000.00	0.00	0.00	850.00	1500.00	0.00	0.00	0.00	8350.00	8350.00	0.00
		Accounting Software-Services	4389.18	151.98	151.98	158.00	158.00	158.00	158.00	158.00	158.00	158.00	158.00	158.00	6115.14	6115.14	0.00
		Bookkeeping-CPA-990	4900.00	6804.00	6300.00	2768.85	11734.70	9602.39	6900.38	7048.53	9540.84	7017.17	7100.00	7100.00	86816.86	100772.85	-13955.99
			0.00	0.00	0.00	6605.13	568.75	0.00	0.00	0.00	0.00	0.00	0.00	0.00	7173.88	7173.88	0.00
		Professional Fees															
		Legal Fees	2250.00	2250.00	2250.00	2250.00	2250.00	2250.00	2250.00	2250.00	2250.00	2250.00	2250.00	2250.00	27000.00	27000.00	0.00
		Government Relations	1000.00	2000.00	2000.00	2000.00	2000.00	2000.00	2000.00	2000.00	1000.00	1000.00	1000.00	1000.00	19000.00	17000.00	2000.00
		Human Resources-Oasis	947.99	778.11	1013.22	978.45	1043.45	1680.32	1043.68	1058.48	1158.48	1139.81	1565.52	1043.68	13451.19	13110.89	340.30
		Project Manager	11900.00	12400.00	12400.00	0.00	12400.00	12400.00	12400.00	24800.00	12400.00	10975.00	12400.00	12400.00	146875.00	148300.00	-1425.00
		Insurance	0.00	0.00	0.00	0.00	0.00	5880.00	-15.00	39,937.00	0.00	0.00	0.00	0.00	45802.00	70100.00	-24298.00
		ESS Meetings	0.00	0.00	405.02	1377.80	196.50	0.00	697.59	811.35	0.00	0.00	0.00	850.00	4338.26	3282.82	1055.44
		Office Operations															
		Office Space Lease	2950.00	3050.00	3050.00	0.00	3050.00	3050.00	3050.00	6100.00	3050.00	3050.00	3050.00	3050.00	36500.00	36500.00	0.00
		Office Supplies	0.00	236.14	0.00	0.00	29.94	0.00	200.00	0.00	27.80	0.00	0.00	75.00	568.88	461.14	107.74
		Official Publication Expense	57.87	16.56	0.00	41.02	105.57	20.47	21.08	0.00	54.03	77.25	45.00	45.00	483.85	511.09	-27.24
		Postage	0.00	0.00	7.09	0.00	2.22	0.00	0.00	0.00	0.00	13.20	0.00	63.00	85.51	196.09	-110.58
		Teleconference	75.39	118.73	75.69	30.97	0.00	0.00	0.00	58.71	5.32	0.00	125.00	125.00	614.81	1294.81	-680.00
		Telephone	1503.74	210.45	210.45	209.75	209.75	209.75	209.79	209.79	0.00	421.33	209.75	209.75	3814.30	3934.39	-120.09
		Internet	0.00	250.00	250.00	0.00	250.00	250.00	250.00	500.00	250.00	250.00	250.00	250.00	2750.00	2750.00	0.00
		Office Tech Support	2484.02	600.00	-110.02	0.00	2015.08	351.78	929.03	710.28	885.28	1441.87	750.00	750.00	10807.32	8934.28	1873.04
		Printing and Copying (Color-BW)	350.00	0.00	230.00	1016.22	0.00	840.77	0.00	335.02	686.80	335.02	340.00	340.00	4473.83	4316.22	157.61
		Miscellaneous Expenses	0.00	59.50	75.00	0.00	0.00	0.00	63.96	0.00	0.00	0.00	0.00	100.00	298.46	434.50	-136.04
	Total Administration																
	Marketing-Communications																
		Marketing Director	3583.95	5430.20	6900.39	6900.39	6900.38	9602.39	6900.39	6893.88	6893.54	5568.37	5575.00	4500.00	75648.88	85414.93	-9766.05
		Administrative/Marketing Support	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Computing Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Education & Outreach															
		ILR Conferences	0.00	210.00	0.00	0.00	0.00	0.00	0.00	0.00	2730.71	1192.63	1661.79	0.00	5795.13	7210.00	-1414.87
		Tradeshows/Exhibits/Sponsorship	0.00	48.14	52.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.54	400.54	-300.00
		Seminars & Workshops	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	275.00	275.00	550.00	-275.00
		Memberships	200.00	0.00	0.00	0.00	0.00	0.00	0.00	625.00	0.00	0.00	0.00	0.00	825.00	1200.00	-375.00
		Conferences and Meetings	50.00	1311.63	907.00	0.00	300.00	1185.00	150.00	790.24	292.18	0.00	0.00	0.00	4986.05	9178.63	-4192.58
		Campaigns	0.00	0.00	62.63	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	62.63	962.63	-900.00
		Software, Equipment and Hosted	1033.54	675.17	1059.96	111.28	638.28	638.28	659.48	659.48	585.29	586.33	1600.00	1600.00	9847.09	15149.95	-5302.86
		Marketing Supplies	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Total Marketing-Communications	Promotional Expenses	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

BUDGETED INCOME AND EXPENSES  
CY 2023  
Proposed Amendment

		2023 January	February	March	April	May	June	July	August	September	October	November	December	Proposed November Amendment	2023 Adopted May Amendment	Difference
Customer Support	Account Manager	8174.15	7988.83	8230.40	7983.26	8199.50	11275.31	7977.32	7975.47	7975.47	8206.21	11418.34	8215.22	103619.48	104079.52	-460.04
	Coordinator	2970.67	2864.72	2911.43	3165.05	2954.28	4429.59	2251.77	2811.94	3321.28	2970.01	5058.15	3372.10	39080.99	37521.04	1559.95
	Computing Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Professional Development	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Customer Support																
Policy Coordination	Policy Coordinator	6304.32	6277.10	6269.70	6442.80	6442.80	9645.64	6026.85	4834.49	6435.61	6287.45	8854.16	5966.74	79787.66	77793.92	1993.74
	Computing Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2661.00	-2661.00
	Professional Development	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Policy Coordination																
ILR System Operations																
Development Team	Technical Lead	12627.50	12585.50	12585.50	12580.59	12575.46	18264.39	12575.24	12573.39	12573.39	11408.18	16953.90	11418.54	158721.58	162627.80	-3906.22
	Senior Developer	10833.55	10791.56	10791.56	10791.56	10784.44	15580.55	10782.92	10781.08	2340.73	1.85	10747.15	11064.78	115291.73	146858.27	-31566.54
	Technical Support & Developer	9561.03	9631.74	9519.02	9519.02	9517.55	13568.23	9511.50	9622.36	9735.07	10114.06	14181.15	10124.42	124605.15	122298.36	2306.79
	Developer	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Professional Development	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3300.00	-3300.00
External Development & Services	FF Redaction Services	4169.88	3901.88	3241.18	4462.75	4113.18	5010.10	5494.83	4832.03	5280.60	4558.95	5000.00	5000.00	55065.38	57775.69	-2710.31
	BF Redaction Services	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Software Development Services	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Technical Consulting	3176.25	0.00	-3176.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Data Center & Hosting Services	3052.90	3052.90	3052.90	3052.90	3052.90	3052.90	3052.90	1467.93	4637.87	3052.90	3100.00	3660.00	37289.00	37011.60	277.40
	Domain Registration	10.99	0.00	30.88	0.00	0.00	0.00	30.03	0.00	0.00	0.00	0.00	0.00	71.90	81.87	-9.97
Software-License-Maintenance	Accusoft-PRIZM	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	AWS	680.65	707.37	739.37	766.21	792.63	817.66	848.40	853.24	882.77	900.00	950.00	1000.00	9938.30	8893.60	1044.70
	Browser Stack	372.36	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	372.36	372.36	0.00
	Certificates - Digicert	0.00	99.00	0.00	0.00	198.00	0.00	0.00	0.00	0.00	0.00	500.00	0.00	797.00	5099.00	-4302.00
	Cisco URL/Malware	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	City-State-Zip	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	250.00	-250.00
	DB2	0.00	0.00	0.00	0.00	0.00	9484.42	0.00	0.00	0.00	0.00	0.00	0.00	9484.42	0.00	9484.42
	Duo-Security	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	500.00	-500.00
	FTP	0.00	0.00	0.00	0.00	0.00	1123.12	0.00	0.00	0.00	0.00	0.00	0.00	1123.12	1200.00	-76.88
	GEO-IP	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	350.00	-350.00
	JetBrains	0.00	1868.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1868.00	1868.00	0.00
	JIRA	151.20	219.20	219.20	219.20	219.20	219.20	219.20	219.20	221.76	40.66	41.00	41.00	2030.02	1136.80	893.22
	Nessus	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3575.00	0.00	0.00	3575.00	3600.00	-25.00
	Security Monitoring (formerly Ali	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Server Support	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2800.00	0.00	2800.00	0.00	2800.00
	Slack	0.00	0.00	0.00	0.00	13.84	0.00	0.00	837.81	0.00	0.00	0.00	0.00	851.65	800.00	51.65
	SmartNet - firewall	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	SUSE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	VMWare	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	VPN (Anyconnect)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Zoom	10.00	10.00	10.00	0.00	10.00	20.00	10.00	10.00	10.00	10.00	10.00	1000.00	1110.00	1530.00	-420.00
	Microsoft	100.00	100.00	100.00	115.72	112.50	112.50	112.50	112.50	112.50	112.50	112.50	112.50	1315.72	415.72	900.00
	LoopUp	61.51	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	61.51	61.51	0.00
Computing and Equipment (Cap.)	Developer Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	500.00	-500.00
	System Equipment	57.75	132.00	12025.42	0.00	0.00	0.00	9750.00	0.00	0.00	0.00	0.00	0.00	21965.17	12215.17	9750.00
	Local CC Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2000.00	-2000.00
Total ILR System Operations																

BUDGETED INCOME AND EXPENSES  
CY 2023  
Proposed Amendment

		2023	January	February	March	April	May	June	July	August	September	October	November	December	Proposed November Amendment	2023 Adopted May Amendment	Difference
Local Maint. Expense			0.00	0.00	0.00	0.00	0.00	0.00	175506.10	122091.19	0.00	0.00	0.00	0.00	297597.29	304000.00	-6402.71
Payment Expenses																	
Bank Account Analysis Fee			1238.03	1231.40	1264.99	418.65	378.84	191.20	304.42	215.22	406.85	453.84	500.00	500.00	7103.44	12153.07	-5049.63
Bank Service Charges			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Gateway Transaction Fees																	
OnlineTransactionFees - PS			8349.70	4517.66	3106.91	4026.39	4123.28	0.00	0.00	11722.11	8253.65	4374.59	4900.00	4900.00	58274.29	59200.66	-926.37
OnlineTransactionFees - Verichec			2480.44	2630.64	2136.71	2424.07	2425.79	3056.18	2840.56	2483.69	2878.37	2502.18	2600.00	2600.00	31058.63	30471.86	586.77
POSTransactionsFees			7816.90	7511.26	5309.51	6675.37	7357.23	13145.40	13727.60	-407.09	4181.14	7554.45	5500.00	5500.00	83871.77	71313.04	12558.73
Total Gateway Transaction Fees																	
Total Payment Expenses																	
Total Budgeted Expenses			119875.46	112721.37	115659.24	97091.40	123124.04	159115.54	298890.52	288832.32	112715.33	101598.81	131306.41	110659.73	1771590.17	1850544.64	-78954.47
Net Budgeted Income			30134.12	8050.18	28459.00	45529.60	174058.56	-22804.47	-174107.70	-155038.44	7741.33	22471.08	-21399.59	38965.27	-17941.06	80.63	-18021.69

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BUDGETED INCOME AND EXPENSES  
CY 2024  
Proposed

		2024	January	February	March	April	May	June	July	August	September	October	November	December	Proposed
Income	BudgetedIncome														
	Bad Payment Fee		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Misc. Income		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Event Income	ILR Conferences Registration	0.00	0.00	0.00	0.00	0.00	0.00	0.00	7000.00	0.00	0.00	0.00	0.00	7000.00
		Sponsorships	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	ODSERVICEFEE		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	300.00	150.00	150.00	150.00	750.00
	POSSERVICEFEE		9000.00	6500.00	8500.00	9500.00	10000.00	10000.00	10000.00	12000.00	10000.00	7500.00	7000.00	9500.00	109500.00
	ERECORDING SERVICEFEE														
		ACH													
		CC													
		DRAWDOWN													
	Total SERVICEFEE		67000.00	57000.00	75000.00	71000.00	86000.00	91000.00	76500.00	87000.00	76000.00	72500.00	72500.00	72500.00	904000.00
	MOU Services														
		Policy	4500.00	4500.00	4500.00	4500.00	2500.00	2500.00	2500.00	2500.00	2500.00	2500.00	2500.00	2500.00	38000.00
		Communications	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Events	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Expense Reimbursement - 255		40500.00	42500.00	42500.00	42500.00	42500.00	42500.00	42500.00	42500.00	42500.00	42500.00	42500.00	42500.00	508000.00
	Local Service Provider Maint.	Cost Sharing Credit	0.00	0.00	0.00	0.00	-115000.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-115000.00
		Local Maintenance Share	0.00	0.00	0.00	0.00	311845.05	0.00	0.00	0.03	0.00	0.00	0.00	0.00	311845.08
	Total BudgetedIncome		121000.00	110500.00	130500.00	127500.00	337845.05	146000.00	131500.00	151000.03	131300.00	125150.00	124650.00	127150.00	1764095.08
Expense	Budgeted Expenses														
	Administration														
		Annual Audits	0.00	0.00	0.00	0.00	9000.00	0.00	0.00	850.00	0.00	0.00	0.00	0.00	9850.00
		Accounting Software-Services	4500.00	166.00	166.00	166.00	166.00	166.00	166.00	166.00	166.00	166.00	166.00	166.00	6326.00
		Bookkeeping-CPA-990	7024.48	7024.48	7024.48	7024.48	9726.48	7024.48	7024.48	7024.48	7024.48	7024.48	9726.48	7024.48	89697.76
			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Acct Computer Equip.													
	Professional Fees														
		Legal Fees	2500.00	2500.00	2500.00	2500.00	2500.00	2500.00	2500.00	2500.00	2500.00	2500.00	2500.00	2500.00	30000.00
		Government Relations	1000.00	2000.00	2000.00	2000.00	2000.00	2000.00	2000.00	2000.00	2000.00	2000.00	2000.00	2000.00	23000.00
		Human Resources-Oasis	1120.00	1120.00	1120.00	1120.00	1680.00	1120.00	1120.00	1120.00	1120.00	1120.00	1680.00	1120.00	14560.00
		Project Manager	12400.00	12400.00	12400.00	12400.00	12400.00	12400.00	12400.00	12400.00	12400.00	12400.00	12400.00	12400.00	148800.00
	Insurance		0.00	0.00	0.00	0.00	0.00	7500.00		45,000.00	0.00	0.00	0.00	0.00	52500.00
	ESS Meetings		0.00	0.00	850.00	0.00	0.00	850.00	0.00	850.00	850.00	0.00	0.00	850.00	4250.00
	Office Operations														
		Office Space Lease	3050.00	3050.00	3050.00	3050.00	3050.00	3050.00	3050.00	3050.00	3050.00	3050.00	3050.00	3050.00	36600.00
		Office Supplies	0.00	0.00	75.00	0.00	0.00	75.00	0.00	0.00	75.00	0.00	0.00	75.00	300.00
		Official Publication Expense	45.00	45.00	45.00	45.00	45.00	45.00	45.00	45.00	45.00	45.00	45.00	45.00	540.00
		Postage	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Teleconference	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	600.00
		Telephone	220.00	220.00	220.00	220.00	220.00	220.00	220.00	220.00	220.00	220.00	220.00	220.00	2640.00
		Internet	250.00	250.00	250.00	250.00	250.00	250.00	250.00	250.00	250.00	250.00	250.00	250.00	3000.00
		Office Tech Support	650.00	650.00	650.00	650.00	650.00	650.00	650.00	650.00	650.00	650.00	650.00	650.00	7800.00
		Printing and Copying (Color-BW)	340.00	340.00	340.00	340.00	340.00	340.00	340.00	340.00	340.00	340.00	340.00	340.00	4080.00
		Miscellaneous Expenses	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	200.00	200.00
	Total Administration														
	Marketing-Communications														
		Communications Coordinator	2699.50	2699.50	2699.50	2699.50	4049.25	2699.50	2699.50	2699.50	2699.50	2699.50	4049.25	2699.50	35093.50
		Administrative/Marketing Support	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Computing Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Education & Outreach													
		ILR Conferences	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	7000.00	0.00	0.00	7000.00
		Tradeshows/Exhibits/Sponsorship	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Seminars & Workshops	0.00	275.00	0.00	275.00	0.00	0.00	275.00	0.00	275.00	275.00	0.00	0.00	1375.00
		Memberships	200.00	0.00	0.00	0.00	0.00	0.00	0.00	625.00	0.00	0.00	0.00	0.00	825.00
		Conferences and Meetings	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Campaigns	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

BUDGETED INCOME AND EXPENSES  
CY 2024  
Proposed

		2024	January	February	March	April	May	June	July	August	September	October	November	December	Proposed
Total Marketing-Communications	Software, Equipment and Hosted Services		585.29	585.29	585.29	585.29	585.29	585.29	585.29	585.29	585.29	585.29	1600.00	585.29	8038.19
	Marketing Supplies		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Promotional Expenses		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Marketing-Communications															
Customer Support	Account Manager		8215.22	8215.22	8215.22	8215.22	11418.34	8215.22	8215.22	8215.22	8215.22	8215.22	11418.34	8215.22	104988.88
	Coordinator		3372.10	3372.10	3372.10	3372.10	5058.15	3372.10	3372.10	3372.10	3372.10	3372.10	5058.15	3372.10	43837.30
	Computing Equipment		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Professional Development		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Customer Support															
Policy Coordination	Policy Coordinator		5966.74	5966.74	5966.74	5966.74	8854.16	5966.74	5966.74	5966.74	5966.74	5966.74	8854.16	5966.74	77375.72
	Computing Equipment		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Professional Development		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Policy Coordination															
ILR System Operations															
Development Team	Technical Lead		11418.54	11418.54	11418.54	11418.54	16953.90	11418.54	11418.54	11418.54	11418.54	11418.54	16953.90	11418.54	148093.20
	Senior Developer		11064.78	11064.78	11064.78	11064.78	15732.17	11064.78	11064.78	11064.78	11064.78	11064.78	15732.17	11064.78	142112.14
	Technical Support & Development		10630.64	10630.64	10630.64	10630.64	14890.21	10630.64	10630.64	10630.64	10630.64	10630.64	14890.21	10630.64	136086.82
	Developer		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Professional Development		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
External Development & Services	FF Redaction Services		4600.00	4600.00	4600.00	4600.00	4600.00	4600.00	4600.00	4600.00	4600.00	4600.00	4600.00	4600.00	55200.00
	BF Redaction Services		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Software Development Services		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Technical Consulting		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Data Center & Hosting Services		3100.00	3100.00	3100.00	3100.00	3100.00	3100.00	3100.00	3100.00	3100.00	3100.00	3100.00	3100.00	37200.00
Software-License-Maintenance	Domain Registration		15.00	0.00	35.00	0.00	0.00	0.00	35.00	0.00	0.00	0.00	0.00	0.00	85.00
	Accusoft-PRIZM		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	AWS		1000.00	1100.00	1200.00	1300.00	1400.00	1500.00	1600.00	1700.00	1800.00	1900.00	2000.00	2100.00	18600.00
	Browser Stack		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Certificates - Digicert		0.00	125.00	0.00	0.00	250.00	0.00	0.00	0.00	0.00	0.00	300.00	0.00	675.00
	Lightedge Firewall		650.00	650.00	650.00	650.00	650.00	650.00	650.00	650.00	650.00	650.00	650.00	650.00	7800.00
	City-State-Zip		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	DB2		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Duo-Security		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	FTP		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	GEO-IP		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	JetBrains		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	JIRA		41.00	41.00	41.00	41.00	220.00	220.00	41.00	41.00	41.00	41.00	41.00	41.00	850.00
	Nessus		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4100.00	0.00	0.00	4100.00
	Security Monitoring (formerly AlienVault)		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Server Support		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3000.00	0.00	3000.00
	Slack		0.00	0.00	0.00	0.00	0.00	0.00	0.00	900.00	0.00	0.00	0.00	0.00	900.00
	SmartNet - firewall		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	SUSE		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	VMWare		0.00	0.00	0.00	1976.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1976.00
	VPN (Anyconnect)		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Zoom		10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	1000.00	1110.00
	Microsoft		112.50	112.50	112.50	112.50	112.50	112.50	112.50	112.50	112.50	112.50	112.50	112.50	1350.00
	LoopUp		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Computing and Equipment (Cap.)	Developer Equipment		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	500.00	500.00
	System Equipment		0.00	0.00	0.00	0.00	0.00	0.00	0.00	5000.00	0.00	0.00	0.00	0.00	5000.00
	Local CC Equipment		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total ILR System Operations															



BUDGETED INCOME AND EXPENSES  
CY 2024  
Proposed

		2024	January	February	March	April	May	June	July	August	September	October	November	December	Proposed
Local Maint. Expense			0.00	0.00	0.00	0.00	0.00	0.00	311845.05	0.00	0.00	0.00	0.00	0.00	311845.05
Payment Expenses	Bank Account Analysis Fee		500.00	500.00	500.00	500.00	500.00	500.00	500.00	500.00	500.00	500.00	500.00	500.00	6000.00
	Bank Service Charges		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Gateway Transaction Fees														
	OnlineTransactionFees - PS		4900.00	4900.00	4900.00	4900.00	4900.00	4900.00	4900.00	4900.00	4900.00	4900.00	4900.00	4900.00	58800.00
	OnlineTransactionFees - VeriCheck		2480.44	2630.64	2136.71	2424.07	2425.79	3056.18	2840.56	2483.69	2878.37	2600.00	2600.00	2600.00	31156.45
Total Gateway Transaction Fees			6500.00	6500.00	6500.00	6500.00	6500.00	6500.00	6500.00	6500.00	6500.00	6500.00	6500.00	6500.00	78000.00
Total Payment Expenses															
Total Budgeted Expenses			111211.23	108312.43	108478.50	110156.86	144287.24	117341.97	420777.40	161590.48	110060.16	120056.79	139947.16	111496.79	1763717.01
Net Budgeted Income			9788.77	2187.57	22021.50	17343.14	193557.81	28658.03	-289277.40	-10590.45	21239.84	5093.21	-15297.16	15653.21	378.07

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## **MEMORANDUM OF UNDERSTANDING - AMENDMENT**

As provided in the Memorandum of Understanding ("MOU") between the Iowa County Recorders Association ("ICRA") and the Electronic Services System ("ESS"), entered into as of August 9, 2022, the Parties have conducted a review of the collaborative arrangement. Based on this review the Parties agree to amend the MOU by substituting the following Terms, Condition, Scope of Work and Budget for the prior agreement in their entirety.

This Memorandum of Understanding (this "MOU") is made and entered into on November 9, 2023, by the Iowa County Recorders Association ("ICRA") and the Electronic Services System ("ESS"). This MOU shall be retroactively effective as of November 1, 2023. ICRA and ESS are collectively referred to as the "Parties."

### **BACKGROUND**

The Electronic Services System (ESS) is a 28E organization in the State of Iowa organized to administer the Iowa Land Records system (ILR or CLRIS) and other electronic services for county government and related organizations. The Iowa County Recorders Association (ICRA) is a private not-for-profit association serving county recorders who are independently elected county officials. Iowa County Recorders have historically played a leadership role in the creation and operation of ESS and the Iowa Land Records system. The mission and goals of county recorders and ESS are similar, and their interests are often compatible. This compatibility affords opportunities for functional collaboration and resource sharing.

ESS and ICRA have identified potential areas of collaboration and resource sharing and have expressed a desire to further define their mutual goals and expectations as well as any terms or limitations of any cooperative activities. Specifically, the respective organizations have a mutual interest in building their capacity to engage in policy development, coordination and advocacy, and to engage in communications with recorders, other county officials, stakeholders and policy makers concerning such policy development.

Because ESS and ICRA are separate organizations with different sources of funding and different obligations and responsibilities regarding the expenditure of those resources, it is therefore prudent and necessary to set out a description of the respective duties and responsibilities of each organization concerning any collaborative activities or shared resources.

### **UNDERSTANDING**

#### **A. Human Resources.**

1. ESS will employ professional staff to perform duties in the areas of policy development, coordination, advocacy, and communications.
2. The employed staff will be principally working in service to ESS.
3. Subject to the mutual agreement of ESS and ICRA leadership and ESS management, ESS staff may be assigned to perform duties in service to ICRA. Such services shall not conflict with the goals, mission, and priorities of ESS.
4. The work of ESS staff shall be under the direction of the ESS Project Manager/Administrator. However, ICRA leadership including the President and the Legislative Co-Chairs may directly coordinate tasks in service to ICRA with the assigned ESS staff whenever appropriate. If there is ever a circumstance in which there is an apparent conflict with the goals, mission and priorities of ESS, such conflict shall be resolved by the ESS Project Manager/Administrator and ESS Coordinating Committee Chair in cooperation with the ICRA President and the Legislative Co-Chairs.
5. Monthly, ESS shall invoice ICRA for any services rendered, and such invoices shall itemize information about the tasks performed and the time invested in services to ICRA.

## MEMORANDUM OF UNDERSTANDING - AMENDMENT

- B. Term. The term of the agreement is from November 1, 2023, through December 31, 2024. Not later than November 15, 2024, the ESS and ICRA leadership shall review the collaborative arrangement and adjust or change the arrangement as necessary.
- C. Termination. This Memorandum of Understanding may be terminated by either party at any time for any reason.
- D. Scope of Work and Tasks. Specific tasks and functions assigned to ESS staff under this MOU shall be specified in Attachment A. The Scope of Work and Tasks may be amended as necessary subject to the mutual agreement of the parties.
- E. Budget. ICRA shall compensate ESS for the services provided by ESS staff. The compensation shall be as specified in Attachment B.
- F. Supplementary Services. Subject to the mutual approval of the ICRA President and the ESS Coordinating Committee Chair, supplementary services may be added to the scope of work in Attachment A. The cost of providing any supplementary service may be paid with resources allocated in the budget specified in Attachment B, if available, or with additional resources authorized by ICRA.

The Parties hereto have caused this MOU to be executed as set forth below.

APPROVED BY: Electronic Services System

By: Julie Haggerty  
Date: November 9, 2023  
Title: Vice-Chair

APPROVED BY: ICRA

By: Nancy Booten  
Date: November 9, 2023  
Title: President

## **ATTACHMENT A – SCOPE OF WORK**

The Iowa County Recorders Association will undertake an initiative to modernize recording and land record services during the period of 2024 through 2025. This initiative will involve substantive work in the following areas.

### **Recording Fee Policies and Information Technology Systems Recording and Land Record Practices and Standards Advocacy and Communication**

These efforts will be structured to better serve the entire real estate industry and county recorders in Iowa.

Specifically, the staff who will be working in service to ICRA under this MOU will perform tasks including but not limited to the following.

- Engage in communication with stakeholders in different segments of the real estate industry to identify opportunities for innovation and improvement.
- Coordinate the efforts of committees and working groups who will be working on the Modernization initiative.
- Coordinate an Advocacy Training and Action Initiative for ICRA
- Research and develop specific policy proposals and initiatives requiring legislative action.
- Research and develop specific policy proposals and initiatives requiring administrative action by a state or federal agency or by other government entities.
- Prepare materials and content which may be used to communicate policy proposals and initiatives.
- Work in collaboration with the ICRA Legislative Liaisons, register as a lobbyist on behalf of ICRA and assist with maintaining a professional presence with state legislators, state officials, and other policy makers, and acting as an advocate for ICRA legislative and administrative positions.
- Managing content for the recorder's Information Hub in the Iowa Land Records website.

## ATTACHMENT B – BUDGET

### ICRA Modernization Initiative

Month	Budget
2023	
November	\$2500.00
December	\$2500.00
2024	
January	\$4500.00
February	\$4500.00
March	\$4500.00
April	\$4500.00
May	\$2500.00
June	\$2500.00
July	\$2500.00
August	\$2500.00
September	\$2500.00
October	\$2500.00
November	\$2500.00
December	\$2500.00
2024 SubTotal	\$38,000.00
Total	\$43,000.00

October 18, 2023

VIA E-MAIL:

Mr. Phil Dunshee  
Electronic Services System  
8711 Windsor Parkway, Suite 2  
Johnston, Iowa 50131

Re: 2024 Legislative Engagement – Electronic Services System

Dear Phil,

Thank you for the opportunity to provide a proposal for government relation services for Iowa Land Records, the Electronic Services System, for the 2024 calendar year. This letter outlines the scope, compensation, and other terms of the proposal.

SCOPE OF WORK

The engagement will consist of representing the Electronic Services System (“ESS”) before the executive and legislative branches of Iowa state government for the 2024 calendar year. The Rafferty Group team supporting ESS will consist of Bob Rafferty and Nick Laning. The engagement will consist of the following:

- Monitor all bills, study bills, amendments and other legislative activities relating to or having a potential impact on Iowa Land Records, in particular real estate transactions and the recording of such transactions.
- Facilitate ongoing communications and strengthen relationships with policymakers concerning Iowa Land Records and the Electronic Services System.
- Assist with facilitating communications and strengthen relationships with various stakeholders and associations, as well as executive or judicial branch offices as appropriate.
- Promote legislative initiatives as established by the governing board of ESS.
- Set up and participate in briefings with key legislators and legislative leaders.
- Actively communicate and coordinate with legislative liaisons for the Iowa County Records Association during the legislative session.

Regular communication, as deemed appropriate, will occur to keep the project manager for ESS informed on the above scope of work.

COMPENSATION

The cost for support during the 2024 calendar year shall be \$24,000 plus expenses not to exceed \$500 per year. The amount will be invoiced monthly at \$2,000 a month, to be invoiced by the 10<sup>th</sup> of the following month. Expenses will also be billed monthly.

If the foregoing terms and conditions of our representation meet the Electronic Service System's needs and expectations, please indicate your acceptance by executing this letter in the space provided below and return it to our office.

Please let us know if you have any questions, need additional information, or if we need to modify the proposal.

Sincerely,



Robert L. Rafferty

Read and agreed to this \_\_\_\_ day of \_\_\_\_\_, 2023.

ELECTRONIC SERVICES SYSTEM

\_\_\_\_\_

By: Phil Dunshee,  
Its: Project Manager

October 24, 2023

**VIA E-MAIL**  
[phil@clris.com](mailto:phil@clris.com)

Electronic Services System  
Phil Dunshee, PMP, MPA, Project Manager  
Iowa Land Records  
8711 Windsor Parkway, Suite 2  
Johnston, IA 50131

Re: Representation of Electronic Services System ("ESS")

Dear Phil:

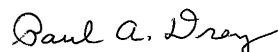
The purpose of this letter is to confirm the terms and conditions for our legal representation of ESS. The term of this arrangement will commence January 1, 2024 and run through December 31, 2024. As a part of our representation over the past years, we have helped clarify the governing structure of ESS and its relationship to the Iowa County Recorders Association as well as assisted in structuring and strategically planning for certain legislative and procedural changes.

Our fees will be invoiced pursuant to a retainer basis for general practice and issues representation in the amount of \$2,250.00 per month. Any expenses, disbursements, and client advances will not be included in this retainer, and will be billed separately. This arrangement will be deemed effective January 1, 2024 and run through December 31, 2024, at which time the parties will review this arrangement and make an amendment, if necessary. Litigation, lobbying, intellectual property, and any other substantial project outside of the normal course of business will be excluded from this arrangement. For these types of legal matters, our fees will be based on the hourly billing rates charged by each lawyer in the firm who performs work on this matter. Partners bill at a rate of \$275 per hour, Associates at a rate of \$175 per hour, and paralegals and law clerks at a rate of \$100 per hour or less.

Enclosed with this letter is a statement entitled "General Provisions" setting forth additional terms and conditions, all of which are incorporated herein by reference and shall apply to our representation to the extent not expressly modified in this letter.

If the foregoing correctly reflects your understanding of the terms and conditions of our representation, please indicate your acceptance by executing a copy of this letter in the space provided below and return it to our office. We are pleased to have this opportunity to continue to represent Electronic Services System and thank you for this opportunity.

Very truly yours,



Paul A. Drey

PAD:pm



### ACCEPTANCE OF ENGAGEMENT TERMS

I, Phil Dunshee, on behalf of Electronic Services System, have read the foregoing engagement letter and general provisions of legal representation, and hereby agree to be jointly and severally bound by all terms outlined. By signing this acceptance letter, I hereby agree to the terms of legal representation outlined in this engagement letter on this the \_\_\_\_ day of \_\_\_\_\_, 2023.

### **ELECTRONIC SERVICES SYSTEM**

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By: Phil Dunshee, Project Manager

## **GENERAL PROVISIONS – LEGAL REPRESENTATION**

The following provisions will apply to the relationship between Brick Gentry P.C. and you, the client:

1. Fees for services rendered will be based on the reasonable value of those services as determined in accordance with the American Bar Association and Iowa Rules of Professional Conduct. Such fees will be based primarily on the agreed upon retainer amount. Billing differs, depending generally on the attorney's experience and years of practice, and the firm adjusts these billings from time to time. The time for which a client will be charged will include, but will not be limited to, telephone and office conferences with a client and counsel, consultants and others; conferences among our legal personnel; factual investigation; legal research; responding to clients' requests for us to provide information to their auditors in connection with reviews or audits of financial statements; drafting of letters and other documents; travel time; and time in a general advisory role. In an effort to reduce legal fees, we use paralegal personnel and student law clerks. Time devoted by paralegals and law clerks to client matters included in the retainer amount. Law clerk and paralegal billings are specifically listed on our statements. Other factors may be taken into consideration in determining our fees, including the responsibility assumed, the novelty and difficulty of the legal problem involved, the benefit resulting to the client and any unforeseen circumstances arising in the course of our representation.

2. In addition to our fees, we will be entitled to payment or reimbursement for costs and expenses incurred in performing services such as photocopying, messenger and delivery service, computerized research, travel (including mileage, parking, airfare, lodging, meals and ground transportation), long-distance telephone, telecopying, word processing, court costs and filing fees. Certain of such items may be charged at more than our direct cost to cover our overhead. Unless special arrangements are made at the outset, fees and expenses of others will not be paid by us and will be the responsibility of, and billed directly to, the client.

3. Although we may from time to time for a client's convenience furnish estimates of fees or costs that we anticipate will be incurred, these estimates are subject to unforeseen circumstances and are by their nature inexact.

4. Fees and expenses will be billed monthly and are payable upon presentation. We expect prompt payment. We reserve the right to postpone or defer providing additional services or to discontinue our representation if billed amounts are not paid when due.

5. A client shall have the right at any time to terminate our services and representation upon written notice to the firm. Such termination shall not, however, relieve the client of the obligation to pay for all services rendered and costs or expenses paid or incurred on behalf of the client prior to the date of such termination.

6. We reserve the right to withdraw from our representation if, among other things, the client fails to honor the terms of the engagement letter, the client fails to cooperate or follow our advice on a material matter, or any fact or circumstance that would, in our view, render our continuing representation unlawful or unethical. If we elect to withdraw, the client will take all steps necessary to free us of any obligation to perform further, including the execution of any documents necessary to complete our withdrawal, and we will be entitled to be paid for all services rendered and costs and expenses paid or incurred on behalf of the client to the date of withdrawal.

7. We make no guarantee as to the outcome of the case. Nothing in this agreement and no statement to you, the client, will be construed as a promise or guarantee about the outcome.

8. If any claim or action is brought against us or any personnel of the firm and such claim arises from the client's negligence or misconduct, the client will hold us harmless and indemnify us for all damages incurred.

## Press Release

Thursday, October 12, 2023  
For Immediate Release

Mark Hinkle, Press Officer  
[press.office@ssa.gov](mailto:press.office@ssa.gov)

### Social Security Announces 3.2 Percent Benefit Increase for 2024

Social Security and Supplemental Security Income (SSI) benefits for more than 71 million Americans will increase 3.2 percent in 2024, the Social Security Administration announced today. On average, Social Security retirement benefits will increase by more than \$50 per month starting in January.

More than 66 million Social Security beneficiaries will see the 3.2 percent cost-of-living adjustment (COLA) beginning in January 2024. Increased payments to approximately 7.5 million people receiving SSI will begin on December 29, 2023. (Note: some people receive both Social Security and SSI benefits).

"Social Security and SSI benefits will increase in 2024, and this will help millions of people keep up with expenses," said Kilolo Kijakazi, Acting Commissioner of Social Security.

Some other adjustments that take effect in January of each year are based on the increase in average wages. Based on that increase, the maximum amount of earnings subject to the Social Security tax (taxable maximum) will increase to \$168,600 from \$160,200.

Social Security begins notifying people about their new benefit amount by mail starting in early December. Individuals who have a personal [my Social Security](#) account can view their COLA notice online, which is secure, easy, and faster than receiving a letter in the mail. People can set up text or email alerts when there is a new message--such as their COLA notice--waiting for them in [my Social Security](#).

People will need to have a [my Social Security](#) account by November 14 to see their COLA notice online. To get started, visit [www.ssa.gov/myaccount](http://www.ssa.gov/myaccount).

Information about Medicare changes for 2024 will be available at [www.medicare.gov](http://www.medicare.gov). For Social Security beneficiaries enrolled in Medicare, their new 2024 benefit amount will be available in December through the mailed COLA notice and [my Social Security's](#) Message Center.

The Social Security Act provides for how the COLA is calculated. The Social Security Act ties the annual COLA to the increase in the Consumer Price Index for Urban Wage Earners and Clerical Workers (CPI-W) as determined by the Department of Labor's Bureau of Labor Statistics.

To read more, please visit [www.ssa.gov/cola](http://www.ssa.gov/cola).

### **AMENDMENT 3 - MEMORANDUM OF UNDERSTANDING**

The Memorandum of Understanding ("MOU") adopted on February 1, 2017, as amended on July 1, 2019, and on November 9, 2021 by Enterprise Iowa Inc. ("EI") and the Electronic Services System ("ESS") is further amended as follows. EI and ESS are collectively referred to as the "Parties."

#### **BACKGROUND**

The Electronic Services System (ESS) is a 28E organization in the State of Iowa organized to administer the Iowa Land Records system (ILR) and other electronic services for county government and related organizations. Enterprise Iowa Inc. (EI) is a private consulting and services organization designated by ESS through a competitive selection process to provide project management, communications, marketing and other administrative services necessary for the operation of ILR and ESS. The MOU established the terms and conditions for acquiring a new server and related computing equipment as well as technical support services for the equipment and the local area network. These changes were required in order to address the security needs of ESS, and to clarify the rights and responsibilities of the Parties under the shared office arrangements as described in the MOU and the Agreement between the Parties.

The essential Terms and Conditions described in the MOU remain unchanged. ESS remains the owner of the File and Print Server (including the server cabinet), Firewall, Switches, a back-up device, a Wireless Access Point and the computing devices assigned to ESS employees. EI and its affiliates co-located in the shared office arrangement continue to be authorized to utilize the server and other local area network equipment including the wireless access point and back up services while the shared office arrangement is in effect. The cost of technical support services for the local area network has been apportioned based on the number of devices operating on the network; specifically the computing devices assigned to ESS and EI employees, the server, the back up device, and the "site" which includes collectively the switches, firewall and wireless access point.

In July, 2019, the MOU was modified to reflect changes in Internet Services, the installation of an updated multi-function printing device, and changes in the number of supported devices under a service agreement with All Covered, an affiliate of Konica Minolta. Adjustments in the reimbursement amounts for Internet services, printing services or technical support services have been addressed through the ESS budget and amendments to the ESS and Enterprise Iowa Agreement. This practice continued into calendar year 2022.

To prepare for future changes the MOU was modified again in November, 2021. It was determined that ESS needed to be positioned to move away from a shared office environment with Enterprise Iowa and toward an independent office environment. The Parties agreed that further planning would be undertaken to prepare for the establishment of an independent location or work environment for the employees and any authorized contractors working in service to ESS. The goal of this process was to enable the continued successful delivery of information and services to the real estate industry and the citizens of Iowa by ESS, and to prepare for a relocation by January 1, 2023.

The following steps will be completed by January 1, 2023.

1. ESS will independently lease a multi-function copier/printer, and at any point ESS may relocate the device to a new office environment.
2. ESS will independently implement a VOIP phone system which at any point may be relocate the device to a new office environment. All that will be required is Internet service at a new office location.
3. ESS will have retired the local area network server and backup system, and implemented file management and office software system based on Microsoft Office 365, SharePoint and OneDrive. The system will be accessible at any new office location. All that will be required is Internet service. A new Office 365 "tenant" is being established in the name of the Electronic Services System.
4. ESS may establish an independent service agreement with All Covered or any other technology service provider to secure technical support for the computing devices used by ESS staff.

Further work is required to identify an appropriate new office location for ESS operations. The Parties agree to continue the current shared office arrangement with the goal of establishing an independent office location on January 1, 2024.

The Parties hereto have caused this amendment to the MOU to be executed as of the date set forth below.

APPROVED BY: Electronic Services System



By: Nancy Booten  
Date: November 10, 2022  
Title: ESS Chair

APPROVED BY: Enterprise Iowa



By: Phil Dunshee  
Date: November 10, 2022  
Title: President

## **AMENDMENT 4 - MEMORANDUM OF UNDERSTANDING**

The Memorandum of Understanding ("MOU") adopted on February 1, 2017, as amended on July 1, 2019, on November 9, 2021, and November 10, 2022 by Enterprise Iowa Inc. ("EI") and the Electronic Services System ("ESS") is further amended as follows. EI and ESS are collectively referred to as the "Parties."

### **BACKGROUND**

The Electronic Services System (ESS) is a 28E organization in the State of Iowa organized to administer the Iowa Land Records system (ILR) and other electronic services for county government and related organizations. Enterprise Iowa Inc. (EI) is a private consulting and services organization designated by ESS through a competitive selection process to provide project management, communications, marketing and other administrative services necessary for the operation of ILR and ESS. The original MOU established the terms and conditions for acquiring a new server and related computing equipment as well as technical support services for the equipment and the local area network. These changes were required in order to address the security needs of ESS, and to clarify the rights and responsibilities of the Parties under the shared office arrangements as described in the MOU and the Agreement between the Parties.

The essential Terms and Conditions described in the MOU remained unchanged until 2019. ESS owned the File and Print Server (including the server cabinet), Firewall, Switches, a back-up device, a Wireless Access Point and the computing devices assigned to ESS employees. EI and its affiliates co-located in the shared office arrangement continued to be authorized to utilize the server and other local area network equipment including the wireless access point and back up services while the shared office arrangement is in effect. The cost of technical support services for the local area network has been apportioned based on the number of devices operating on the network; specifically the computing devices assigned to ESS and EI employees, the server, the back up device, and the "site" which includes collectively the switches, firewall and wireless access point.

In July, 2019, the MOU was modified to reflect changes in Internet Services, the installation of an updated multi-function printing device, and changes in the number of supported devices under a service agreement with All Covered, an affiliate of Konica Minolta. Adjustments in the reimbursement amounts for Internet services, printing services or technical support services have been addressed through the ESS budget and amendments to the ESS and Enterprise Iowa Agreement. This practice continued into calendar year 2022.

To prepare for future changes the MOU was modified again in November, 2021. It was determined that ESS needed to be positioned to move away from a shared office environment with Enterprise Iowa and toward an independent office environment. The Parties agreed that further planning would be undertaken to prepare for the establishment of an independent location or work environment for the employees and any authorized contractors working in service to ESS. The goal of this process was to enable the continued successful delivery of information and services to the real estate industry and the citizens of Iowa by ESS, and to prepare for a possible relocation by January 1, 2023.

The following steps were to be completed by January 1, 2023.

1. ESS would independently lease a multi-function copier/printer, and at any point ESS may relocate the device to a new office environment.

This action has been completed. A multifunction device was installed in the name of ESS and it may be relocated to an alternative office environment at any time.

2. ESS will independently implement a VOIP phone system which at any point may be relocate the device to a new office environment. All that will be required is Internet service at a new office location.

This action has been completed. A VOIP phone service was installed in the name of ESS and it may be relocated to an alternative office environment at any time. The phones would

3. ESS will have retired the local area network server and backup system, and implemented file management and office software system based on Microsoft Office 365, SharePoint and OneDrive.

This action has been completed. A new Office 365 “tenant” has been established in the name of the Electronic Services System. The server and backup system has been retired. Enterprise Iowa has assumed responsibility for maintaining the firewall as a part of providing Internet service to the current office environment. Business documents and files have been backed up to several portable hard drives, and the ESS/ILR team have been conducting work in SharePoint and OneDrive. A Dropbox account has been set up to archive documents. Because operations now primarily exist in the “cloud” ESS can conduct operations from any office location.

4. ESS may establish an independent service agreement with All Covered or any other technology service provider to secure technical support for the computing devices used by ESS staff.

This action has been completed. A separate service agreement between ESS and All Covered was established for 2023. In October 2023 Enterprise Iowa and the ESS team issued an RFI for information technology services to identify alternative services to support and maintain ESS computing devices and to support the operation of the ESS Office 365 SharePoint system. Services provided by All Covered have been modified to be “month-to-month”, and based on information gathered through the RFI – ESS will be free to secure office IT services from any qualified vendor.

In October 2023 the ESS team issued an RFI for office space to several commercial office brokers in the Des Moines area. Responses are currently being reviewed.



**Office Transition**

All steps necessary to facilitate the transition of ESS operations to alternative office facilities have been completed. ESS and Enterprise Iowa mutually agree to provide the other with notice which is not less than 90 days prior to any change in office location or arrangements.

Reimbursement for expenses associated with office facilities shall be provided to Enterprise Iowa as provided in the Contract Terms and Conditions between ESS and Enterprise Iowa.

The Parties hereto have caused this amendment to the MOU to be executed as of the date set forth below.

APPROVED BY: Electronic Services System

By: Nancy Booten  
Date: November 9, 2023  
Title: ESS Chair

APPROVED BY: Enterprise Iowa

By: Phil Dunshee  
Date: November 9, 2023  
Title: President

November 9, 2023

To: ESS Coordinating Committee  
From: Phil Dunshee, ILR Project Manager  
Re: ILR Staff Compensation

Included in the ESS agenda there is an item under the heading "Contracts and Agreements" labeled ILR Staff Compensation. There are two recommended human resources actions associated with the budget. Your action on the budget will precede consideration of these two topics, because they are conditional. Specifically, IF you approve of the proposed budget line items for the Communications Coordinator position and for the members of the development team, then the following two actions are proposed.

1. Approve an offer of employment to Kristen Delaney Cole for a newly structured Communications Coordinator position. The new structure provides that the position is part-time, at an hourly rate of \$31.25. This is the same level of hourly compensation provided under the current structure. The position has been offered, subject to the approval of the ESS Coordinating Committee.
2. Part of the effort to manage expenses during this period is a temporary wage freeze for ESS staff. When conditions improve, we would expect to resume normal review processes and compensation adjustments. One exception to the wage freeze is a pay adjustment for Merna Addison. For the past few years, we have made adjustments to help "catch up" the compensation level for Merna so that it is comparable to other developers on the ESS team.

For this reason, and notwithstanding the general wage freeze, I am recommending a five percent compensation increase for Merna. She has been the principal developer for the creation of the updated E-Submission API, and she is leading the development of the new County Upload API. These are central and critical systems for the operation of Iowa Land Records.

**Action Requested**

Your approval of the hiring of Kristen Delaney Cole for the restructured Communications Coordinator position, and approval of the recommended compensation adjustment for Merna Addison is respectfully requested. Again, this assumes the approval of the related budget line items.

## Chapter 7 Policy and Procedures Access Review Procedures

Chapter 7 of the Electronic Services System (ESS) Policies and Procedures is amended to clarify various phrases with respect to the ESS Terms of Service and Privacy Policies.

1. Section 7.5, unnumbered paragraphs 1 and 6 are amended by substituting the term “they” for the term “he/she”.

### **ESS – 7.5 Iowa Land Records E-Submission Service Terms of Service.**

(Iowa Code Section 331.604, 3(a))

#### **Unnumbered Paragraph 1:**

##### **Terms of Service**

Each registered organization and user represents and warrants that they agree ~~he/she agrees~~ that the user identification and authentication procedures implemented by the Iowa Land Records Electronic Submission Service, i.e., a user ID and password, is a valid electronic signature under Section 554D.103 of the Iowa Code, and that it is legally recognized as a signature under Section 554D.108.

#### **Unnumbered Paragraph 6:**

Each participating county and county recorder represents and warrants that they agree ~~he/she agrees~~ that the user identification and authentication procedures implemented by the Iowa Land Records Electronic Submission Service, i.e., a user ID and password, is a valid electronic signature under Section 554D.103 of the Iowa Code, and that it is legally recognized as a signature under Section 554D.108. Each participating county and county recorder agrees that submission of a document through the Iowa Land Records Electronic Submission Service is equivalent to delivery of a document through the U.S. mail, courier service or over-the-counter at designated offices in each county or jurisdiction.

2. Section 7.5, unnumbered paragraph 2 is amended by inserting the term “physical” prior to the term “document.”

#### **Unnumbered Paragraph 2:**

Each registered organization and user agrees that submission of a document through the Iowa Land Records Electronic Submission Service is equivalent to delivery of a physical document through the U.S. mail, courier service or over-the-counter at designated offices in each county or jurisdiction. Organizations and users agree that a County Recorder or other designee may correct any index information submitted which may be in error or which may require clarification. Organizations and users agree that the Iowa Land Records E-Submission Service or a Site Administrator may modify the format or scale of a scanned or rendered electronic document, without altering the content of the electronic document, in order to conform to standards established by the Electronic Services System. Organizations and users agree that a County Recorder or a Site Administrator may delete or otherwise remove Abandoned Documents from the Iowa Land Records Electronic Submission Service.

3. Section 7.7, subsection 3 is amended to clarify that ESS may require an applicant to provide government documents to verify their identity.

#### **ESS – 7.7 Iowa Land Records Application Procedures**

(Iowa Code Section 331.604, 3(a))

**7.7 (3)** The Electronic Services System including its officials, employees and contractors reserves the right to verify and validate the information provided by an organization or user on the application form. Verification may include a review of government issued identification documents such as a passport or a REAL ID (<https://www.dhs.gov/real-id>). Further, the Electronic Services System reserves the right to conduct a review of the background of an organization to determine whether the applicant has or may be likely to engage in activities which are prohibited by these Terms of Service.

4. Section 7.8, subsection 1 is amended to clarify the reference to ESS services.

#### **ESS – 7.8 Iowa Land Records Access Revocation Procedures**

(Iowa Code Section 331.604, 3(a))

**7.8 (1)** The purpose of this policy is to clarify the process for revoking an organization's or a user's access to the Iowa Land Records Search application or the Iowa Land Records E-Submission service. As provided in Sections 7.3, 7.5 and 7.7, a registered organization and user is required to comply with the Iowa Land Records Terms of Service. Through various means, the Electronic Services System including its officials, employees and contractors will regularly monitor the activities of registered organizations and users to ensure compliance with the ESS Terms of Service. Registered organizations and users who do not comply with the ESS Terms of Service may have their access privileges revoked. The basis for revoking an organization's or user's access to ESS Iowa Land Records services, the likely actions for revoking access, and the process for appealing a decision to revoke access is described in this section.

5. Section 7.9, subsections 1 and 2, are amended to clarify how a temporary adjustment to document image view limits will apply to users in a registered organization and users who have registered as individuals.

## **ESS – 7.9 Temporary Adjustment to Document Image View Limits**

7.9 (1) Section 7.3 specifies that the maximum number of document images which may be viewed or downloaded by an organization user shall not exceed 120 documents per day, except when authorized by a Site Administrator. This limitation is programmatically enforced. Permission to view more than 120 documents per day per organization user may be granted to organizations and organization ~~individual~~ users who are in good standing on a case-by-case basis. Such permission may be denied or revoked by a Site Administrator as provided in Section 7.8(2).

Section 7.3 specifies that the maximum number of document images which may be viewed or downloaded by a registered individual user shall not exceed 10 documents per day, except when authorized by a Site Administrator. This limitation is programmatically enforced. Permission to view more than 10 documents per day per registered individual user may be granted to users who are in good standing on a case-by-case basis. Such permission may be denied or revoked by a Site Administrator as provided in Section 7.8(2).

The purpose of the limitation is to ensure that the Iowa Land Records Search application is structured to serve the needs of real estate professionals as they perform their various functions. Iowa Land Records is not intended to serve as a conduit for facilitating the aggregation of data for private commercial use or for resale. The purpose of this policy is to specify the conditions when an organization user may be granted authorization to temporarily exceed the standard limitation on the number of documents which may be viewed in a day.

7.9 (2) ~~Organizations~~ As provided in Section 7.9 (1), organizations, organization users and registered individual users may request permission to temporarily exceed the applicable daily document image view limitation ~~of 120 documents per day~~. Requests shall be submitted ~~by an organization administrator~~ via email to ESS and Iowa Land Records at support@clris.com. A request shall specify the purpose for the temporary authorization, the desired number of document views per day, the number of users who would be exceeding the standard limit (if applicable), and the desired duration of the temporary authorization.

~~The decision to grant permission to view more than 120 documents per day by an organization user shall be made on a case-by-case basis. Such permission may be denied or revoked by a Site Administrator as provided in Section 7.8(2). The decision to grant permission to view more than 10 documents per day by an individual user shall be made on a case-by-case basis. Such permission may be denied or revoked by a Site Administrator as provided in Section 7.8(2).~~

## Chapter 3 Policy and Procedures Associated References

Chapter 3 of the Electronic Services System (ESS) Policies and Procedures is amended to clarify requirements for Associated Document References.

1. Section 3.1 of the ESS Policies and Procedures is amended by striking the definition of an Associated Document Reference and inserting in lieu thereof the following.

### **ESS – 3.1 Definitions.**

(Iowa Code Section 331.604, 3(a))

Associated Document Reference – The Document Reference Number assigned to related documents by a county, which may be represented as a book and page or as a reference number, coupled with the recording date of the document.

2. Section 3.1 of the ESS Policies and Procedures is amended by inserting the following new definition.

### **ESS – 3.1 Definitions.**

(Iowa Code Section 331.604, 3(a))

Bilateral Reference – Associated Document References between recently recorded documents and any antecedent document, when electronically indexed. When a recently recorded document and an antecedent document each include an Associated Document Reference to the other, it is a Bilateral Reference.

3. Section 3.9 of the ESS Policies and Procedures is amended by striking the section and inserting in lieu of the following.

### **ESS – 3.9 Associated Document References.**

(Iowa Code Section 331.604, 3(a))

3.9(1) The purpose of establishing standards, policies and procedures for Associated Document References is to ensure that the information is accurate, complete, consistent, and accessible through the county land record information system, and to ensure that information about associated documents including index information and document images can be retrieved. In some cases, the retrieval of associated document information will be implemented through a search link using the document reference information for the associated document or documents. Therefore, associated document reference information must be maintained in a format which is identical to the original document reference number and the Unique Code Value, as provided in section 3.9(3), for the associated document.

3.9(2) Each County shall include in its electronic index an Associated Document Reference to an antecedent document, if the reference is present in a document when submitted for recording. When electronically indexed, each County shall include in its electronic index for associated antecedent documents an Associated Document Reference to a recently recorded associated document.

Required Associated Document References in a County electronic index include the following.

- a. Index references between conveyance documents, e.g., deeds, contracts or bills of sale. The index information for a recently recorded conveyance document shall include an Associated Document Reference with the previous conveyance document for a property, and the index information for a previous conveyance document, if electronically indexed, shall include an associated reference to the recently recorded conveyance document.
- b. Index references between mortgage and satisfaction of mortgage documents. The index information for a recently recorded satisfaction or partial satisfaction document shall include an Associated Document Reference with the mortgage, and the index information for a mortgage document, if electronically indexed, shall include an associated reference to any recently recorded satisfaction or partial satisfaction document(s).
- c. Index references between state and federal tax liens and releases of federal and state tax liens. The index information for a recently recorded lien release or partial lean release document shall include an Associated Document Reference with the lien, and the index information for a lien document shall include an associated reference to any recently recorded lien release or partial lien release(s).
- d. Index references between other associated documents such as original documents, re-recorded documents, or corrected documents. The index information for a recently recorded corrected document or re-recording shall include an Associated Document Reference with the document originally recorded, and the index information for a document originally recorded shall include an associated reference to any newly recorded corrected document(s) or re-recording(s).
- e. Index references between conveyance documents, e.g., deeds, contracts or bills of sale and any recorded and required companion document such as a Groundwater Hazard Statement. The index information for a recently recorded conveyance document shall include an Associated Document Reference with any recorded and required companion document such as a Groundwater Hazard Statement, and the index information for a recorded and required companion document such as a Groundwater Hazard Statement shall include an associated reference to the associated and recorded conveyance document.
- f. Index references between a survey or plat, corner certificate, monument preservation certificate, or easement and any similar documents related to the same property. The index information for a recently recorded survey and plat, corner certificate, monument preservation certificate, or easement shall include an Associated Document Reference with a previously recorded survey and plat, corner certificate, monument preservation certificate, or easement for a property, and, if electronically indexed, the index information for a previously recorded and associated survey and plat, corner certificate, monument preservation certificate, or easement document shall include an associated reference to the recently recorded survey and plat, corner certificate, monument preservation certificate, or easement document.

3.9(3) For the purpose of enabling links between associated documents, the Unique Code Values assigned to related documents shall be utilized by the county land records management system. The Unique Code Values are used to quickly retrieve information about related or associated documents.

3.9(4) Each associated document reference shall be transferred to the county land record information system when the reference is created in the County indexing system as specified in Chapter 4.

3.9(5) A County shall not decline a document submitted for recording if an associated reference is missing from a document which is contemporaneously submitted for recording, such as a groundwater hazard statement, or from a document which does not modify or have a legal effect on a previous transaction, such as a survey or plat, corner certificate, monument preservation certificate.

This amendment shall be effective January 1, 2025.

\*\*\*\*\*



Chapter 3  
Policy and Procedures County Data and Information Standards

1. Section 3.1 of the ESS Policies and Procedures is amended to correct a spelling error in the definition for the term “Public”.

Public – The term used to reference the citizens of a County in the land record index by a County Recorder with respect to the document type Corner ~~Certificates~~ Certificates.

2. Section 3.10 of the ESS Policies and Procedures is amended to require the indexing of parcel identification numbers.

**ESS – 3.10 Parcel Identification Numbers.**

(Iowa Code Section 331.604, 3(a))

3.10(1) The purpose of establishing standards, policies and procedures for Parcel Identification Numbers is to ensure that the information is accurate, complete, consistent and accessible through the county land record information system, and to ensure that information about Parcel Identification Numbers can be used as link or reference to other property information systems. Parcel Identification Numbers can be used as a search criteria data element when searching for information in the county land record information system. ~~In some cases, the retrieval of document or property information will be implemented through a search link using the parcel identification number. Therefore, the~~ The format of Parcel Identification Number information must be maintained in a format which is identical to the format used in other County systems which assign or maintain Parcel Identification Number information.

3.10(2) ~~When practicable, each~~ Each County indexing system shall provide for archiving parcel identification numbers as specified herein. All parcel identification numbers associated with a property which is described in a recorded conveyance document shall be archived. The parcel identification number shall be the number assigned by the County or City Assessor to the property. Parcel identification number(s) shall be added to the appropriate document index as soon as possible.

3.10(3) ~~Parcel identification numbers shall be archived in exactly the same format as the parcel identification numbers archived in the applicable County or City Assessor database.~~

3.10(4) In the event that parcel identification numbers associated with a property are subsequently changed by a County or City Assessor, the County Recorder

shall not modify the indexed parcel identification number associated with ~~the recording of a recorded conveyance~~ document. The indexed parcel identification number is intended to be a historical reference concerning the property at the time of recording.

This section shall be effective ~~January 1, 2016~~; January 1, 2025.

Section 3.10(5) amended 12.11.13.

Section 3.10(2) amended 8.12.15.

PROPOSED ACTION

## Chapter 6 Personally Identifiable Information

### **ESS – 6.1 Definitions.**

(Iowa Code Section 331.604, 3(a))

As used in this Chapter:

**Actual Cost** – The proportionate amount of the equivalent hourly compensation of the person assigned to supervise, assist or implement a Batch Transfer of information from a County plus the actual cost of the media used to transfer the information.

**Batch Transfer** - The delivery or transfer of an accumulation of electronic documents or records recorded or maintained by a County Recorder.

**Certifying Authority** - A City Chief of Police, County Sheriff, County Attorney, or a designated administrative official of a State of Iowa Law Enforcement agency with direct knowledge concerning a Compelling Safety Interest of a former law enforcement official.

**Compelling Safety Interest** – A circumstance or condition in which a former law enforcement officer attests that there is a credible risk to their physical safety and well-being, and the risk is confirmed in writing by a Certifying Authority.

**Electronic Document** - A document or instrument that is received, processed, disseminated, or maintained in an electronic format. The submission of an electronic document through the county land record information system electronic submission service shall be equivalent to delivery of a document through the United States postal service or by personal delivery at designated offices in each county.

**Personally Identifiable Information (PII)** - One or more of the following specific unique identifiers when combined with an individual's name:

- (1) Social security number.
- (2) Checking, savings, or share account number, credit, debit, or charge card number.

**Private Image Repository** – The storage system used by the county land record information system to permanently archive original, unaltered images of recorded documents.

**Public Access Terminal** – A personal computer or other public computer terminal provided to the public at a service counter or other designated area for the purpose of providing read-only access to information and images for recorded documents.

Qualified Individual – Current or former law enforcement officers as follows:

- a. a current or former peace officer as defined in section 801.4 of the Code of Iowa,
- b. a current or former civilian employee of a law enforcement agency,
- c. a current or former state or federal judicial officer,
- d. a current or former state or federal prosecutor

A person holding or seeking public office shall not be considered as a Qualified Individual.

Recently Recorded Documents – Documents which are recorded and transferred to the county land record information system within the previous three business days as provided in Section 4.6(1).

Redaction - The process of permanently removing all or a portion of personally identifiable information or other information specified by Iowa law from electronic documents.

Section 6.1 revised 8.10.21

### **ESS – 6.2 Authority and Purpose.**

(Iowa Code Section 331.603; 331.604, 3(a); 331.606, 4; 331.606A )

6.2(1) The Electronic Services System (ESS) is required to implement electronic recording in each county, and to maintain a statewide internet web site to provide electronic access to records and information. County Recorders, the Electronic Services system and the county land record information system are prohibited from publishing personally identifiable information on web sites, and prohibited from transferring electronic documents which contain personally identifiable information. In order to comply with the requirements of Iowa law, it is necessary to establish policies and procedures which will clarify how certain documents are handled.

.

## **ESS – 6.8 Redaction Requests.**

(Iowa Code Section 331.604, subsection 3(f))

6.8(1) Request For Redaction of Qualified Individual Name. A Qualified Individual may request that their name be redacted from electronic documents displayed for public access through an ESS internet site. ESS will fulfill a valid redaction request at no cost when all of the following conditions are true:

- a. The person requesting the restriction is a named party in the document or documents, and
- b. The person is a Qualified Individual as verified by the employer, or if a former employee, verified by a supervisor or other human resources manager with the former employer, and
- c. If the person is a former law enforcement officer, verification by an Certifying Authority that the person has a Compelling Safety Interest, and
- d. The request is made in writing using a form approved by ESS, and
- e. The person specifies the documents to be redacted, and
- f. The person does not currently hold or is not seeking public office, and
- g. The redaction request is reviewed and approved by the county recorder or their staff

6.8(2) Form of Image Restriction Request. An individual requesting the restriction of document images shall provide all of the following information.

- a. Contact information for the person requesting a redaction (the Qualified Individual including name, phone number, and e-mail address).
- b. The Compelling Safety Interest (if applicable).
- c. The name of the County in which the document has been recorded.

- d. The document reference number assigned to the electronic document(s) by the County. There are various formats used by different counties. In some cases the reference number is a book and page number.
- e. The date on which the document(s) was recorded.

Requests to redact a name from an electronic document without the required specific document information will not be considered. All requests must be submitted in writing using the required form through a county recorder's office. The Office of the County Recorder shall deliver approved requests via e-mail to [support@clris.com](mailto:support@clris.com) with the subject "Electronic Document Redaction Request".

6.8(3) Disposition Of Image Restriction Requests. Pending the completion of the redaction of a name, the applicable electronic document(s) will be temporarily removed from public access. A person who has made a redaction request will be notified of the disposition of the request. If a request is denied, the individual will be informed of the reason for the denial by the office of the county recorder.

6.8(4) No Restriction Of Index Information. Information about electronic documents which is used to index and reference information filed with the Office of the County Recorder shall not be restricted.

6.8(5) Removal of Redaction. ESS will restore unredacted electronic documents when any of the following conditions exist.

- c. The individual requesting the restriction of document images rescinds the request in writing.
- d. Four years following the application of a requested redaction to an electronic document.

6.8(6) Renewal of Redaction Request. A person may request that an electronic document continue to be redacted under this section by submitting an application for renewal to the Office of the County Recorder.

New Sections 6.6 (1-2) adopted 12.9.15

New Sections 6.7 (1-5) adopted 8.9.16

New Sections 6.8 (1-6) adopted 8.10.21

**Section 331.606B, Subsection 1 is amended to read as follows.**

**331.606B Document or document formatting standards.**

1. Except as otherwise provided in subsection 7, the county recorder shall ~~refuse~~ decline any document or instrument presented for recording that does not meet the following requirements:
  - a. Each document or instrument shall consist of one or more individual pages, ~~not permanently bound or~~ in a continuous form. For the purposes of this section, continuous form shall mean individual one-sided pages. ~~The A~~ document or instrument in a physical form shall not be permanently bound, have any attachment stapled, taped, or otherwise affixed to any page except as necessary to comply with statutory requirements, or contain text or graphics on the back side of a page. However, the individual pages of a document or instrument in a physical form may be ~~stapled~~ clipped together for presentation for recording. A label that is firmly attached to a document or instrument in a physical form with a bar code or return address may be accepted for recording.
  - b. All ~~preprinted~~ text shall be in a legible font of at least eight ~~ten~~ point in size and no more than ~~twenty sixteen~~ characters and spaces per inch. All other text typed or computer generated, including but not limited to all names of parties to an agreement, shall be at least ten point in size and no more than sixteen characters and spaces per inch. If a document or instrument, other than a plat or survey or a drawing related to a plat or survey, presented for recording contains type smaller than eight point type for the preprinted text and ten point type for all other text, the document or instrument shall be accompanied by an exact typewritten or printed copy that meets the requirements of this section. However, a plat or survey or a drawing related to a plat or survey may contain text in a legible font of at least eight point in size.
  - c. Each document shall be of sufficient legibility to produce a clear reproduction. If all or a portion of a document or instrument, other than a plat or survey or a drawing related to a plat or survey, is not sufficiently legible to produce a clear reproduction, the illegible portion of the document or instrument shall be accompanied by a legible copy as an attachment ~~an exact typewritten or printed copy~~ that meets the type size requirements of paragraph "b" ~~and which~~ shall be recorded contemporaneously as additional pages of the document or instrument.
  - d. Each document or instrument, ~~other than a plat or survey or a drawing related to a plat or survey~~, shall be on standard white paper of not less than ~~twenty pound weight~~ without watermarks or other visible inclusions markings. All text within the document or instrument shall be of sufficient color and clarity legibility to ensure that the text is readable when reproduced from the record.
  - e. All signatures on a document or instrument shall be in black or dark blue ink and of sufficient color and clarity to ensure that the signatures are readable clear and discernable when the document or instrument is reproduced from the record. The corresponding name shall be typed, printed, or stamped beneath the original signature. The typing or printing of a name or the application of an embossed or inked stamp shall not cover or otherwise materially interfere with any part of the document or instrument except where provided by law. Failure to print or type signatures as provided in this paragraph does not invalidate the document or instrument.
  - f. The first page of each document or instrument, other than a plat or survey or a drawing related to a plat or survey, shall have a top margin of at least three inches of vertical space from left to right which shall be reserved for the recorder's use. All other margins on the document or instrument shall be a minimum of three-fourths of one inch. Nonessential information including but not limited to form numbers, page numbers, or customer notations may be placed in a margin except the top margin. The recorder shall not incur any liability for not showing a seal or information that extends beyond the margin of the permanent archival record.

# Recording PII

## **331.606B Document or document formatting standards.**

- g. Each document or instrument presented for recording shall meet the requirements of [section 331.606A, subsection 2](#). However, a document which includes personally identifiable information shall be recorded provided that the document is subjected to a redaction process as specified in Section 331.606A, section 3.

### 331.606A Document content — personally identifiable information.

- 2. Inclusion of personally identifiable information. The preparer of a document shall not include an individual's personally identifiable information in a document that is prepared and presented for recording in the office of the recorder. This subsection shall not apply to documents that were executed by an individual prior to July 1, 2007.

**This amendment shall be effective January 1, 2025.**

#### EXPLANATION

- 331.606B (1g) - This amendment would clarify that a document submitted with PII may be recorded, if it is processed to redact PII.



## Discussion Topics – Possible Amendments to 331.606B

1. Section 331.606B, Section 1, introductory statement, is amended to read as follows.

~~1. Except as otherwise provided in subsection 7, the county recorder shall refuse any document or instrument presented for recording that does not meet the following requirements:~~ The purpose of document or document formatting standards is to ensure that the documents and associated images are legible and contain the necessary information for the county recorder to perform their duty to create a permanent, unaltered archive and index of information that is accessible and searchable by the citizens of Iowa, and commercial and government organizations. If the form or content of a document or instrument prevents or inhibits the county recorder from performing this duty, the county recorder may decline to record a document or instrument.

The standards may relate to the physical processing or handling of a paper document, the processing of an electronic document, or the content of a document, and they are enumerated as follows.

2. Section 331.606B, Section 1, paragraph f, is amended to read as follows.

~~f. The first page of each document or instrument, other than a plat or survey or a drawing related to a plat or survey, shall have a top margin of at least three inches~~ one-half inch of vertical space from left to right, and with a blank rectangular space at the top of the first page which shall be three and three-fourth inches in width and two and one-half inches in height reserved and delineated for the county recorder's use, unless the document is accompanied by a cover sheet approved by the governing board of the county land record information system. ~~Which shall be reserved for the recorder's use.~~ All other margins on the document or instrument shall be a minimum of three-fourths of one inch. Nonessential information including but not limited to form numbers, page numbers, or customer notations may be placed in a margin except the top margin. The recorder shall not incur any liability for not showing a seal or information that extends beyond the margin of the permanent archival record.

3. Section 331.606B, Section 2, the introductory paragraph, is amended to read as follows.

2. Each document or instrument, other than a plat or survey or a drawing related to a plat or survey, that is presented for recording shall contain the following information necessary for a county recorder to archive and index the document or instrument on the first page below the three-inch margin:

4. Section 331.606B, Section 2, subsections a through i, by striking the subsections and inserting in lieu thereof the following.

- a. The title of the document or instrument
- b. All grantors' names.
- c. All grantees' names.
- d. For any instrument of conveyance, the name of the taxpayer and a complete mailing address
- e. The parsed location information as applicable, including the quarter section, section, township, and range, and the lot, block, subdivision name and city or town, if platted
- f. A page reference for the full legal description of a property, if applicable
- g. The instrument date
- h. A recording reference number of an associated, recorded document or instrument as specified by the county land record information system, or for other statutory requirements, if applicable

In addition to the information required for archiving and indexing, a document or instrument that is presented for recording shall contain any address required by statute.

A document or instrument shall also contain the name, mailing address and phone number of either the person who prepared the document or instrument or the person best able to address any issue affecting the recordability of the document or instrument. If a document or instrument is presented in electronic form, the information about may submitted as metadata which accompanies a document or instrument.

The information specified in this section is for the purpose of providing the information necessary for recording and indexing a document or instrument. Document information necessary to execute a transaction or to have legal effect shall be included in a document as determined by the preparer in accordance with established legal standards.

5. Section 331.606B, Section 3, is amended to read as follows.

~~3. If insufficient space exists on the first page for all of the information described in subsection 2, the page reference of the document or instrument where the information is located shall be noted on the first page.~~

The information specified in 331.606B, Section 2 may be provided in one of the following forms.

- a. As a part of the first page of a document or instrument, conforming to Section 331.606B, Section 1, paragraph f.
- b. As a cover sheet or page accompanying a document or instrument. A Cover Sheet shall be recorded contemporaneously as an additional first page to the document or instrument. The Cover Sheet may include a page reference for the document or instrument where information is located, and shall otherwise conform to Section 331.606B, Section 1, paragraph f. An attestation statement, or any information intended to have legal effect shall not be included on the Cover Sheet.
- c. As an Index Legend. An Index Legend may be incorporated with the first page of a

document or instrument or with a Cover Sheet. An Index Legend, if utilized, shall be configured in a compact grid format to provide the information specified in Section 2, which may include the page reference of the document or instrument where information is located. An Index Legend, if included on the first page of a document or instrument other than a plat or survey or a drawing related to a plat or survey, shall be placed at the top of the page.

DRAFT  
FOR DISCUSSION

## EXPLANATION

1. Section 331.606B, Section 1, introductory statement – This can be written in several ways, but the may idea is to make declining a document permissive – not the mandatory “shall refuse”. It also puts the focus on things that affect the recording process – rather than judging the legality of a document.
2. Section 331.606B, Section 1, paragraph f – This section provides the alternative of the stamp area, removing the requirement for a full three-inch margin a the top of the first page.
3. Section 331.606B, Section 2, the introductory paragraph – This new language puts the focus on information needed for the recording process.
4. Section 331.606B, Section 2, subsections a through h – this rearranges things mostly, and puts the focus on elements needed or helpful to the recording and indexing process.
  - e. Provides additional detail about location (legal description) information
  - h. Associated references are more clearly specified
  - Gives emphasis to the need for useful contact information (not just a return mailing address) And the information doesn’t necessarily have to be below the top margin (but it does have to be on the first page (or a cover sheet or index legend)
  - Allows for electronic documents to provide information as metadata
5. Section 331.606B, Section 3 – Here is where cover sheets (for the first time) are explained and authorized, and where Index Legends are authorized beyond surveys and plats.

## Indexing Data Points – PIN

Benefits	Hurdles
Offers alternate way for the public to search land records.	Relevant county offices' data is not integrated so do not share information.
Adds value and offers innovative services to stakeholders, e.g., new ways to search for, locate and purchase documents.	May add data entry time and redundant tasks if PIN was not previously entered into the LRMS.
In linked systems, improves data quality through multiple validation sources, e.g., assessor's office, GIS, title industry.	Data is prone to errors if multiple offices are entering the PIN in their offices' land records management system, versus a linked system.
In linked systems, combines and shares data in an enterprise-wide environment where the data connects jurisdictional offices.	If integration is not available, each jurisdictional office uses its own data sets in a siloed system.
Modernizes engagement with the public resulting in reduced foot traffic and fewer phone calls.	PINs being reused for both a historic parcel and a new parcel leading to incorrect or incomplete data.

## Indexing Data Points – Notary Information

Benefits	Hurdles
Helps law enforcement with fraud cases by identifying the notary on the document.	Search results could return large amounts of data which LRMS can't handle.
Can help authorities identify fraudulent notaries.	Makes it easier for bad actors to create a duplicate fraudulent notary stamp.
Identify notaries whose commissions have expired.	Additional time for the recording staff. Cost to benefit ratio may be lacking.
Provides a deterrent to fraudulent notaries if this information is searchable.	Presents another opportunity for human error.
If a notary signs up for a fraud alert, they would receive a notification for every document they notarized.	If a notary name has been indexed, they would receive a notification for every document they notarized.

### **Indexing Data Points – Secondary Water Rights Number**

#### **Benefits**

#### **Hurdles**

Prove water is with the land	
------------------------------	--

**Commented [sk1]:** Stevie - UT recorders. Emailed Brenda McDonald and Chad Montgomery with questions on 10/5/2023.

### **Indexing Data Points – Non-land Property**

#### **Benefits**

#### **Hurdles**

Attach to condos	
------------------	--

### **Indexing Data Points – Court Information**

#### **Benefits**

#### **Hurdles**

Link cases to other systems.	
------------------------------	--

**Commented [sk2]:** Carrie Arkansas

### **Indexing Data Points – Address**

**Commented [sk3]:** Lisa Long

**Benefits****Hurdles**

People know their address.	Address doesn't match other systems.
	Protected populations.

**Indexing Data Points – Life Estate****Benefits****Hurdles**

	Not sure what to index.
--	-------------------------

**Indexing Data Points – Considerations****Benefits****Hurdles**




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919.459.2081

## **Indexing Best Practices**

**Adopted by the PRIA Board on October 19, 2022**

<http://www.pria.us>



PROPERTY RECORDS INDUSTRY ASSOCIATION

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For  
PRIA Completed Work Product

October 2022

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## Introduction

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The recorder's property records index is the means for searching data to retrieve a recorded document from a county's Land Records Management System (LRMS) or record books. The index does not answer the question of whether ownership of property or an interest in the property has changed. The document itself must be evaluated to determine ownership or interest.

Typically, statutory requirements for an index are: 1) names of the parties to the document; 2) the date and time of filing or recording; 3) the document/instrument number (or other location data, such as "book and page"); and 4) the type of document/instrument.

Many recorders have adopted practices for adding information to the index to make it easier for all users to determine whether a particular document needs to be examined more closely.

Examples of information added to the index include abbreviated legal descriptions, cross-references to related documents or court-case numbers, multiple variations on a name appearing in a document, and specific types of documents. Improvements in document imaging have made it much easier to offer a user a view of the actual document for evaluation rather than solely providing that information through the index.

Additionally, the index is a living document. Index information is added and changed daily, and corrections are made when errors are discovered.

## Background

Throughout the approximately 3,600 recording jurisdictions in the United States, there is minimal legislation or administrative regulation on how to index recorded documents. For example, the states of Georgia, North Carolina, and Virginia have statewide indexing standards and rules for the various recording jurisdictions. Indexers should review and discuss the guidelines in place in their jurisdiction for indexing property records. Understanding the standards, rules, and guidelines is important for keeping the index consistent and searchable.

Historically, there was no expectation for submitters to provide any index data when presenting their paper document for recording. This was the responsibility of the recorder. The advent of eRecording made it possible for document submitters to furnish a minimal amount of index data. Today, the submission requirements for indexing continue to vary significantly among eRecording jurisdictions; however, to expect each submitter to duplicate the indexing expertise of the recorder's internal staff is impractical. Therefore, each recording jurisdiction should continually maintain quality control within their records.

PRIA recommends that recording jurisdictions require only the minimum amount of index data necessary to match a submitted document to its associated image(s). Also, recording jurisdictions should set reasonable tolerance levels for accuracy of submitted data, allowing for misspellings, punctuation variances, abbreviations, and other variables. The adoption of indexing best practices should address submission discrepancies and help reduce eRecording rejections.

In the past, limited field lengths of legacy database systems, and significant input and data storage costs made the abbreviation of common names and words necessary. Advances in technology, including expanded field lengths, optical character recognition, and low-cost storage have resulted in reduced training times for indexers, more consistent data elements, and overall improvement in data quality.

These advancements in technology have allowed for a “key it as you see it” approach where index data is not abbreviated or expanded, nor are the spellings changed from how they appear on the documents. However, there remain certain naming conventions, punctuations (e.g., dashes, apostrophes), and special characters (e.g., @, &) that often require some special handling to keep search routines and outputs consistent.

## Scope

This paper focuses primarily on the manual procedures and data structures deemed necessary to achieve the desired consistency in the database elements across any LRMS. Where appropriate, this paper will provide multiple options that address both the limitations and abilities of data field design and database structures. The methodologies and procedures required to perform queries and searches of the indices themselves are beyond the scope of this paper.

## Section 1. General Guidelines

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### 1. Capitalization of Letters

- A. Recommend upper case letters throughout the index. Most LRMS systems convert lower to upper case.

### 2. Corrections

- A. Make corrections to the index whenever and wherever necessary. Internally within the LRMS, incorrect data should never be deleted from the index; rather an additional index entry with the corrected information should be added, if the system allows.
- B. Strive to make the index consistent and accessible over time. Provide notice in the comments/notes section indicating where, when, and why changes occurred.

### 3. Index as Shown on the Document

- A. Index data as it appears on the documents. This statement applies to all applicable fields within your LRMS. If it is spelled incorrectly on the document, input exactly as shown.

### 4. Cross-Indexing/Referencing

- A. Cross-Indexing refers to the practice of indexing names of individuals or entities that may be related to another name or heading.
- B. Use common sense when cross-indexing by name variation (e.g., when you see a/k/a or f/k/a, key the second name separately). The extra time it takes to cross-index a name variation may save hours of searching in the future.
- C. Cross-referencing is vital when indexing documents in a chain of title (e.g., document number, book and page, legal description, receipt number).

### 5. Numbers

- A. Arabic numbers stay as numbers (e.g., 1, 2, 3, 4, 10).
- B. Roman numerals stay as numerals (e.g., I, II, III, IV, X).
- C. Legacy system restrictions may require different variations.

### 6. Abbreviations

- A. Most recording jurisdictions now have an unlimited or 100-character field length for the party name field, so DO NOT ABBREVIATE, unless the abbreviation is on the document.
- B. Legacy software may dictate the need to truncate entries if there is inadequate room in the entry field.

### 7. Punctuation, Special Characters, and use of “The” and “A” in Organization/Corporation Names

Key the organization/corporation name as presented to maintain the integrity of the name.

- A. If there is a possessive apostrophe (’), use it (e.g., JOE’S).
- B. If there is an apostrophe (’) in a name, use it (e.g., O’MALLEY’S).
- C. If there is a period (.), use it (e.g., BANK.COM).
- D. If there is a comma (,), use it (e.g., ROMER, COOK & JONES).
- E. If there is a hyphen (-), use it (e.g., ROSS-JONES APOTHOCARY).

- F. If there is a slash (/), use it (e.g., ROSS/JONES APOTHCARY).
- G. If there are any other special characters, use them (e.g., @, #, \$, &).

## Section 2. Indexing Individual Names

### 1. Single Last Names

Index as: LASTNAME FIRSTNAME MIDDLENAME/INITIALS SUFFIX

Name(s) on Document	Index Entry
Richard and Sarah Marshall	MARSHALL RICHARD MARSHALL SARAH
John J. Brown	BROWN JOHN J
Dorothy Brown	BROWN DOROTHY
William Samuel Jones III	JONES WILLIAM SAMUEL III
J B Smith	SMITH J B

NOTE: Avoid the use of “Mr.” and “Mrs.” Use only when first name for the individual is not presented. When back indexing historical records, it may be necessary to consider the following examples.

Mrs. John J Brown	BROWN JOHN J MRS
Mr. and Mrs. Brown	BROWN MR BROWN MRS
Richard Marshall and spouse	MARSHALL RICHARD

### 2. Last Name Prefixes and Compound Names

If unsure of last name or middle name, index multiple ways, as follows.

Name(s) on Document	Index Entry
Mary Der Kegan	DER KEGIAN MARY KEGIAN MARY DER
John Mac Donald	MAC DONALD JOHN DONALD JOHN MAC
Walter Van de Kamp	VAN DE KAMP WALTER DE KAMP WALTER VAN
Ted de Grazia	DE GRAZIA TED GRAZIA TED DE
John L. St. George	ST GEORGE JOHN L
Jean Saint Martin	SAINT MARTIN JEAN MARTIN JEAN SAINT
Dorothy Ste. Marie	STE MARIE DOROTHY
Diane de la Varga	DE LA VARGA DIANE VARGA DIANE DE LA

### 3. Hyphenated Last Names of Individuals

USE the hyphen as follows. Index entries showing “\*” are optional indexing:

Name(s) on Document	Index Entry
Cecil P. Spring-Rice	SPRING-RICE CECIL P RICE CECIL P SPRING-*
Blanche Duff-Gordon	DUFF-GORDON BLANCHE GORDON BLANCHE DUFF-*

### 4. Common Middle Name or Two Word Last Name with No Hyphen

Index entries showing “\*” are optional indexing:

Name(s) on Document	Index Entry
Joyce Martin Gray	GRAY JOYCE MARTIN MARTIN GRAY JOYCE*
Hernando Gomez Gonzalez	GONZALEZ HERNANDO GOMEZ GOMEZ GONZALEZ HERNANDO*

### 5. Individual Names Beginning with Honorary Title

Any known honorary title should be ignored.

Name(s) on Document	Index Entry
Rev. John W. Jones	JONES JOHN W
Captain Robert Baker	BAKER ROBERT
The Honorable Roy Jones	JONES ROY

### 6. Individual Names Ending with Professional Title

Any known professional title should be ignored.

Name(s) on Document	Index Entry
Betty R. Smith, CPA	SMITH BETTY R
Norma Jane Baker, MD	BAKER NORMA JANE
Judson Starr, Esq.	STARR JUDSON

## 7. Parentheticals and Nicknames

If the name presented appears to be a nickname and is typed or signed, DO pick up the variation with or without special characters.

Index entries showing “\*” are optional indexing:

Name(s) on Document	Index Entry
James (Jim) Smith	SMITH JAMES JIM SMITH JAMES* SMITH JIM*
George "Rocky" Brown	BROWN GEORGE ROCKY BROWN GEORGE* BROWN ROCKY*
Mary (Smith) Brown	BROWN MARY SMITH BROWN MARY* SMITH MARY BROWN*

If a portion of a name appears in parenthesis and the intent is NOT clear, index each possible variation

Index as follows:

Name(s) on Document	Index Entry
R Margaret Watts (Barber)	BARBER R MARGARET WATTS WATTS BARBER R MARGARET WATTS R MARGARET BARBER

## 8. International Names

Index entries showing “\*” are optional indexing:

Name(s) on Document	Index Entry
Federico Sanchez Martinez	MARTINEZ FEDERICO SANCHEZ SANCHEZ MARTINEZ FEDERICO*
Magda Maria de Sanchez	DE SANCHEZ MAGDA MARIA SANCHEZ MAGDA MARIA DE MARIA DE SANCHEZ MAGDA*
Tuey Far Low	LOW TUEY FAR FAR LOW TUEY*
Bill Soo Hoo	HOO BILL SOO SOO HOO BILL*
King Chana	CHANA KING

## 9. “Also Known As” or “Formerly Known As” Names (a/k/a and f/k/a)

Index entries showing “\*” are optional indexing:



Name(s) on Document	Index Entry
Mary Smith Brown a/k/a Mary Smith	BROWN MARY SMITH SMITH MARY SMITH BROWN MARY*
Jean Jones Williams f/k/a Jean Jones	WILLIAMS JEAN JONES JONES JEAN JONES WILLIAMS JEAN*

### 10. Individual's Name Abbreviated

Index as presented. When back indexing historical records, it may be necessary to look at how the document was signed and then index additional entries, as noted below.

Name(s) on Document	Index Entry
Chas. Jackson	JACKSON CHAS JACKSON CHARLES
Wm. Gardner	GARDNER WM GARDNER WILLIAM
Jos. Brown	BROWN JOS BROWN JOSEPH

### 11. Multiple Unidentified Parties (Unknown Tenants, Spouses, Heirs, Trustees, et al.)

Index the individuals shown and DO NOT add the unidentified parties or the phrase "et al." Additional entries may be necessary if there are other signatures included on the document.

Index as follows:

Name(s) on Document	Index Entry
Ringo Starr, et al	STARR RINGO

### 12. Trust Names Are Treated as an Organization

Index it as you see it. Some variations to this are those that index all documents as LAST NAME, FIRST NAME, MIDDLE INITIAL, TRUST as shown below

Index as follows:

Name(s) on Document	Index Entry
John J Smith Living Trust	JOHN J SMITH LIVING TRUST SMITH JOHN J LIVING TRUST

### 13. Misspelled Names.

Index as presented on document. If possible, note that document is indexed as presented.

Index as follows. It may be necessary to look at how the document was signed and then index based on the signature, as shown below.

Name(s) on Document	Index Entry
Dyylan Eric Jones	JONES DYLLAN ERIC JONES DYLAN ERIC
Megan Ann Smmith	SMMITH MEGAN ANN SMITH MEGAN ANN

## Section 3. Indexing Corporation/Organization Names

### 1. General Rules

#### Names of Corporations/Organizations

- A. Recommended format: Index official name as seen/shown.
- B. Use “The” at the beginning of a firm name if it is part of the official name.
- C. Use “A” at the beginning of a firm name if it is part of the official name.

#### Punctuation Marks

- A. Use punctuation marks and symbols.
- B. If there is a possessive apostrophe (’), use it (e.g., JOE’S).
- C. If there is an apostrophe (’) in a name, use it (e.g., O’MALLEY’S).
- D. If there is a period (.), use it (e.g., BANK.COM).
- E. If there is a comma (,), use it. (e.g., ROMER, COOK & JONES).
- F. If there is a hyphen (-), use it. (e.g., ROSS-JONES APOTHOCARY).
- G. If there is a slash (/), use it. (e.g., ROSS/JONES APOTHOCARY).
- H. If there are any other special characters, use them (@, #, \$, &).

### 2. Organization Names Containing Given Names or Initials

Index as follows:

Name(s) on Document	Index Entry
A L Johnson Corporation	A L JOHNSON CORPORATION
J and A Smith Co	J AND A SMITH CO
Marshall Field and Co	MARSHALL FIELD AND CO
Montgomery Ward & Co	MONTGOMERY WARD & CO
J. C. Penney	J. C. PENNEY
B. W. Paper Box Corp.	B. W. PAPER BOX CORP.
Virginia Insurance Corporation	VIRGINIA INSURANCE CORPORATION
Cecil W. Spring-Rice Title Co	CECIL W. SPRING-RICE TITLE CO
David Mac Donald Escrow	DAVID MAC DONALD ESCROW
Crown Savings Bank of New York	CROWN SAVINGS BANK OF NEW YORK
DiTech.com	DITECH.COM
Net.B@nk	NET.B@NK

### 3. Organization Names Containing Hyphens, Commas, Apostrophes, Slashes, Parenthesis, Numbers, Symbols, and Letters.

Index as the names appear as follows:

Name(s) on Document	Index Entry
Romer, Cooke, and Jones Inc.	ROMER, COOKE, AND JONES INC.
O'Malley and Johnson, Inc.	O'MALLEY AND JOHNSON, INC.
Bar-B-Q Pit of Florida	BAR-B-Q PIT OF FLORIDA
Ed's Bar B-Q	ED'S BAR B-Q
M & A Alexander Productions	M & A ALEXANDER PRODUCTIONS
D/3 Aluminum Products, Inc.	D/3 ALUMINUM PRODUCTS, INC.
Joe D'Andre 1980's Bar	JOE D'ANDRE 1980'S BAR
Century 21 (R) Mortgage (SM)	CENTURY 21 (R) MORTGAGE (SM)
A-1 Auto Parts	A-1 AUTO PARTS
\$1 Store	\$1 STORE
No. 6 Speckels, Inc.	NO. 6 SPECKELS, INC.

### 4. Multiple Names: Also Known As (a/k/a), Formerly Known As (f/k/a), Doing Business As (d/b/a), Successor By, As Trustee, etc.

Index as follows:

Name(s) on Document	Index Entry
Bank of America National Association as Trustee successor by merger to Lasalle Bank National Association, as trustee for Wachovia Bank Commercial Mortgage Trust, Commercial Mortgage Pass-through Certificates, Series 2006-C24 by Wells Fargo Bank N.A., and successor by merger to Wachovia Bank N.A., as master servicer	BANK OF AMERICA LASALLE BANK WACHOVIA BANK WELLS FARGO BANK
24/7 Services Repair DBA Stamps Truck & Tire Repair	24/7 SERVICES REPAIR STAMPS TRUCK & TIRE REPAIR
Generations Bank f/k/a First Community Bank	GENERATIONS BANK FIRST COMMUNITY BANK

### 5. Location and Directional Words in a Name

Index as follows:

Name(s) on Document	Index Entry
Bank of Brandon at Lutz	BANK OF BRANDON AT LUTZ
Robinson's of Florida	ROBINSON'S OF FLORIDA
Pacific Finance Co. San Diego	PACIFIC FINANCE CO. SAN DIEGO
Steel & Iron Co Dallas	STEEL & IRON CO DALLAS
Southeast Water Company	SOUTHEAST WATER COMPANY
5010 W. Kennedy Associates	5010 W. KENNEDY ASSOCIATES

## Conclusion

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This paper is intended to provide guidance for establishing indexing best practices for the property records industry. PRIA recognizes there may be differences in adoption by recording jurisdictions resulting from statutory/regulatory specifications, local rules, or LRMS system capabilities.

It is important to note that the goal of creating indexing best practices is to normalize the data elements and improve the overall quality, efficiency, and confidence in searching public land records. Today's LRMS allows for greater flexibility with indexing procedures which should be considered when adopting these best practices.

PRIA recommends that recorders, submitters, aggregators, and eRecording software vendors continue to work together to develop and refine technologies that will aid in the automated creation of index data.



Douglas Jacobs  
Douglas Jacobs

Signed and sworn to (or affirmed) before me on October 7, 2023,  
by Douglas Jacobs.

Signature of Notary Public



\* THE CORRECT OPTION MUST BE SELECTED TO DETERMINE WHETHER THE  
IOWA ESTATE TAX MAY CONSTITUTE A LIEN ON THE ABOVE DESCRIBED  
PROPERTY.

NOTARIA 21 DEL CÍRCULO DE MEDELLÍN  
AUTENTICACIÓN DE FIRMA

Ante el Notario Veintiuno del Circuito de Medellín, compareció:

**JACOBS DOUGLAS JOHN**

quien exhibió la Pasaporte 677279625

y declaró que la firma que aparece en el documento fue  
puesta por él. Ingrese a [www.notariaenlinea.com](http://www.notariaenlinea.com) para  
verificar este documento.



Cod. k5s5w

Medellín, 2023-10-07 11:28:56

El Compareciente

**GUSTAVO ANIBAL SALAZAR MARIN**  
NOTARIO 21 DEL CÍRCULO DE MEDELLÍN



## Forward Looking Topics

1. Notary Information. In conjunction with the recent discussions about property fraud, we have noted that one of the big vulnerabilities is crooked notaries. Notary information, if tracked, could be a preventative measure with respect to property fraud. If this is true, one way to track notary information is to index the notary information present on a recorded document. One or more of the notary data elements could be made to be “searchable.”
2. There are a growing number of outside “registries” like MERS and emerging blockchain products that the industry is wanting to pursue. This introduces the idea that indexes could include cross references to those external systems. One or more of the registry data elements could be made to be “searchable.”
3. Through the PRIA blockchain working group ILR is being introduced to companies that are using blockchain to execute real estate transactions. There are conversations in that context that are exploring how those systems would/should interact with the public land registry. No specific direction has emerged to date, but those conversations are expected to continue.
4. Many county systems have “Look Up” tables in their indexing systems. If county systems regularly provided updated “Look Up” Table information, it could help ensure consistent spelling for data elements such as for subdivision names, town names and even company/organization names in E-Submission. It is possible, technically, to set up such a system through the APIs.
5. The following data elements are included in the ILR data schema: “Package,” “Parties,” “Contact Detail” and “Contact Points.” Contact information about the External Submitter customers could be presented to the recorders when reviewing documents so they could communicate with each other directly. The Package and Party information would also be relevant to changing the External Submitter API so we can stop abandoned packages and require the return of documents to ILR and recorders within the same package when corrections are made. This will likely be addressed in a future rewrite of the External Submitter API.
6. In the beginning of ILR it was believed that creating a short list of documents would make it easier for recorders and customers to navigate. And this has turned out to be mostly true for E-Submission. But we have also learned that the short list of E-Submission document types has not made it easier to search. There is a case to be made for creating an expanded, but still consistent, list of document types for the ILR database and search application. In summary, a short list for E-Submission, and a longer (but still uniform) list for search.

## PENDING COUNTY UPLOAD TECHNICAL ADJUSTMENTS

**Immediate Attention Requested.** These are items that were suggested by various users and stakeholders to include in the data we publish online.

**Instrument Date.** It stands out because the label is there in the new search, but there is no data in many cases. This would display the date a document is **executed** along with the recording date. **“Executed”** being defined as the when the parties sign the document traditionally, or by electronic means.

It is our understanding that this data element is consistently indexed in all counties. It is included in our data schema, and when the new API is published we will make it a “required” element in each record transferred. We will persist the information to our database and instruct local service providers to transfer it to ILR in the API transfer process. It may be necessary to ask counties and local services providers to “reupload” historical indexes to get it in the ILR database. We would provide instructions to the service providers on how to map it to the ILR system.

***Are there any questions or concerns about this plan?***

**Consideration Amount.** There are two different data elements in the ILR database schema. A Consideration associated with the “sale” amount and a Mortgage Consideration for the “mortgage” amount. The Mortgage Consideration would seem to be most closely associated with Mortgage documents and Modifications. And the general “Consideration” would seem to be most associated with Deeds and Contracts (conveyance documents), but could also include liens (State, Federal, Treasurers) with State Tax Liens being the most common (from Revenue and Iowa Workforce Development). There appears to be interest in having consideration amounts displayed in search results (but not as a searchable element).

“Consideration” and “Mortgage Consideration” are included in the ILR data schema. When the new API is published, we would instruct local service provider to transfer the data, if present, to Iowa Land Records, and we would persist the information to our database. It would then be displayed in the search results. Initially, it would *not* be a “required” element, but we would encourage counties to consistently index this information going forward. It may be necessary to ask counties and local services providers to “reupload” historical indexes (if consideration information is present) to get it in the ILR database. We would provide instructions to the service providers on how to map it to the ILR system.

We have discussed, but do not currently plan to create a new data element specifically for “Lien Consideration.” Liens would be included in the general “Consideration” category.

***Are there any questions or concerns about this plan?***

**Parcel Identification Numbers.** As we have discussed previously, there is a desire to have recorders consistently index the parcel identification numbers for conveyance documents. This would create greater opportunities to link recorder’s data with other databases including other geographic information systems. We’ve previously talked about the idea that recorders could/would do this if the PIN was “present” on the document being recorded. However, a problem with this approach is that the submitter would not necessarily know the new PIN if it was subdivided or consolidated in the county system.

## PENDING COUNTY UPLOAD TECHNICAL ADJUSTMENTS

“Parcel Identification Numbers” are included in the ILR data schema. When the new API is published, we would instruct local service provider to transfer the data, if present, to Iowa Land Records, and we would persist the information to our database. It would then be displayed in the search results. Initially, it would *not* be a “required” element, but as you know we have proposed that all counties consistently index this information going forward (using the most current parcel identification number assigned by the county). We would instruct local service providers to map the PIN to the correct element in the ILR database ILR database. Specifically, the PIN numbers should be associated with the type “parcel identification number”. This would be distinguished from other PIN “types” in the ILR/PRIA data structure such as “tax map identifier,” “tax parcel identifier,” or “Torrens identifier”.

***Are there any questions or concerns about this plan?*** This will be a topic of discussion at the next meeting.

**Chain of Location Data.** It has suggested that ILR provide for the ability to search platted land with the associated “unplatted” location information such as “section”.

“Section” is included in the ILR data schema for both unplatted and platted land. It is proposed that Iowa counties and ILR explore options for indexing the section number (and possibly the township and range) when recording plats, if the information was present on a plat submitted for recording. This would enable users to search platted properties using data elements typically associated with unplatted locations.

***Are there any questions or concerns about this idea?***



### **Development - Kelly**

Firewall Transition – **ESUB-394**

Cloud Scoping, TCO and Live Optics Setup – **ESUB-395**

Reconfigure Recently Recorded Query (don't run off of a view) - **ESUB-392** | Applies to ESRI and ESSI

Reconfigure Login Query Pending Groups (don't run off of a view) - **ESUB-393** | Applies to ESRI and ESSI

Support and No-Reply Email copies and forwarding - **ESUB-390**

### **Development – Mansi**

Enable Failed Payment Function in Admin 2 - **ADM2-15**

Retry Payment and E-Submission failures via Admin2 failure page - **ADM2-12**

Enable Failure Function in Admin 2 - **ADM2-14**

Prevent User Login When Organization Access Disabled – **ADM2-32**

Organizations: Duplicate Names Being Allowed – **ADM2-45**

E-Submission Setup For Search Organizations - **ADM2-46**

Create Dashboard for Search Users - **SPRTPRTL-1958**

Modify the Document Admin search in Search Management - **ADM2-43**

Run a db query to determine Redactions By Document Type (most recent 5 years) (no ticket)

FF Redaction Filter By Document Type – **ADM2-44**

Updated Decline Reasons Function - **ESRI2-47**

Decline Reasons Report – **ADM2-11**

### **Development - Merna**

Project Overhead for County Upload API - **EP2RS-31**

Service Provider Checklist

Adjust Spacing of the Location Information In Initial Results – **SPRTPRTL-1959**

### **Support – Kelly**

ESUB Activity Report Using Creation Time Instead of Submission time – and checking if weekend/holiday rule has been implemented - **ESUB-382**

Linn County Payment Auto-Report - **ESUB-379**

Enable Search for Pott County - **SPRTPRTL-1957**

### **Support - Mansi**

Make Documents Public – (**SPRTPRTL-1960**) – Chickasaw - **SPRTPRTL-1962**

Delete a Howard County Index Item - **SPRTPRTL-1920**

Edit Long Organization Names (so Search 2.0 can be added) – **ESUB-396**

11 E-Sub Account Name Changes Needed - **SPRTESUB-777**

Download of Redacted Documents in Iowa Counties – **SPRTRDCN-97 and 99**

Modify JIRA Projects Search App Development (SEARCH) - **SPRTESUB-797**

Delete Docs - **SPRTPRTL-1961**

There is also a desire for Mansi to do the initial triage on “unplanned” support

### **Support – Merna**

CESAPI County Integration Support - **ESUB2ES-82**