



July 20, 2021

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Re: Norfolk County Registry of Deeds Chief Information Officer

Dear Commissioners:

The Real Estate Bar Association for Massachusetts (REBA) endorses hiring of a dedicated Registry Chief Information Officer (CIO) at the Norfolk Registry of Deeds. This appointment is necessary with the retirement of the incumbent on June 30th. This on-site Registry CIO position reporting to the Register is a funded position that has been in existence at the Norfolk Registry of Deeds for over 20 years. The Norfolk Registry needs a full-time CIO.

Technology has been the foundation of the modernization initiatives that have been implemented over the years at the Norfolk Registry of Deeds. Technology overseen by the Registry CIO is essential and critical for services to the users and stakeholders of the Norfolk Registry of Deeds.

REBA has been a long-time supporter and partner of the continuing technology improvements at the Norfolk Registry, which are essential to a modern land records system. The need for professional expert oversight, as provided by the CIO, seems essential to us. Without commenting on the importance of other county budget priorities, please note that the Registry contributes significant funds – well in excess of its own operating costs. With over \$81 million dollars in Fiscal Year 2021 collected at the Norfolk Registry, these revenues support other important county functions, as well as state programs. The Norfolk Registry is one of the few registries still operated by county government. Real estate professionals and their clients – homeowners, lenders and other business entities – have come to rely on the Norfolk Registry staff for their professionalism and service.

Thank you for your consideration of this very important issue to our organization and its members.

Very truly yours,

Peter Wittenborg

Neil D. Golden

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