

MINUTES OF OHIO AUTOMATED TITLE PROCESSING (ATP) BOARD

April 17, 2018

VOTING MEMBERS PRESENT:

Don Petit, Registrar
Anne Dean, Assistant Registrar
Maureen Kelly, Clerk of Court, Lake County – OCCA President's Designee
Todd Bickle, Clerk of Court, Muskingum County
Bernie Quilter, Clerk of Court, Lucas County

VOTING MEMBERS ABSENT:

NON-VOTING MEMBERS PRESENT:

Sharon Hanrahan, Office of Budget and Management (OBM)
Kemmeth Kirk, Ohio Department of Natural Resources (ODNR), Division of Watercraft

NON-VOTING MEMBERS ABSENT:

Steve Russell, Assistant Administrator, Department of Taxation

ODPS/BMV PERSONNEL:

Teresa Johnson, Chief, BMV Title Support
Nancy Blair, Supervisor, BMV Title Support
Demitria Crumiell-Hagens, AP2, BMV Title Support
Pam Newman, ODPS-IT
Karen Casparro, Program Administrator 2, ODPS-IT
Tiffany Crawford, Publications Coordinator, ODPS
Adam Chaffin, ODPS-IT
Ron Wehner, Fiscal Manager
Barbara Hamilton, ODPS Fiscal
Taylor Pair, Budget Analyst, OBM
Lolitha Jordan, BMV, Title Support Section

ALSO IN ATTENDANCE:

Cindy Mollenkopf, Clerk of Court, Van Wert County - OCCA President
Jean Meckstroth, Clerk of Court, Auglaize County
Joe Cannon, Ohio Auto Dealers' Association
Dan Pullium, Manager of Government Affairs, DealerTrack
Andrea Dodson, Lucas County
Michelle Mumford, Clerk of Court, Shelby County
Chell Everett, Title Office Manager, Shelby County
Sara Bruce, Ohio Auto Dealers' Association
Pam Dillard, Chief Deputy, Lucas County

MINUTES BY:

Demitria Crumiell-Hagens, AP2, BMV Title Support



Meeting of the Ohio Automated Title Processing (ATP) Board was called to order by Registrar Don Petit at 1:38 p.m. The meeting was held in the Atrium of the Shipley Building at 1970 West Broad Street, Columbus, Ohio.

Board members reviewed the minutes from the January board meeting. There were no revisions requested. Bernie Quilter motioned to approve January's meeting minutes and Maureen Kelly seconded the motion.

OLD BUSINESS/ONGOING AGENDA ITEMS:

Karen Casparro gave the Automated Title Processing System (ATPS) update. ATPS – IT team continues to complete monthly deployments of bug fixes and modifications. Wednesday, April 11, 2018, ATPS – IT completed the first major deployment of system change requests from the Clerk of Courts (Clerks). There were 13 modifications put in place. The next major deployment is set for May 9, 2018. There will be a number of Clerk requests in that deployment as well as bug fixes. The system bugs are decreasing but there are still many more fixes needing to be put in place. There were minor problems that occurred Thursday, April 12, 2018 after the deployment. A piece of code was extended to the wrong place due to the miscommunication to the extended IT team that does the deployment of the codes. ATPS – IT became aware when the receipt did not change from "Total Due" to "Total". The more concerning issue was a mistake with the "Payoff/Print" button. People would hit "Payoff/Print" and receive a generic error, however, nothing would print. Titles could be issued but when attempting to issue electronic titles there was a problem. The problem was caused due to the sequence number reaching its maximum limit. Since the beginning of the new ATPS system we have issued approximately one million electronic titles. ATPS – IT fixed the issue that day and will be reworking the process of sequence numbers so the issue does not occur again. The issues caused were not by any modifications that were made for the Clerks. During the March deployment there was an issue where ATV titles would not process because of a body type issue. This occurred for a week before a clerk reported it to Karen Casparro. Karen asks that all clerks please report all issues to ATPS-IT because they may not be aware unless the issue has already been placed on the ATPS message board. No questions were posed.

In Tony Leo's absence, Karen Casparro gave the update for the Title Redesign. Karen stated that the paper stock for testing was received the week of April 9, 2018. The paper is 8 ½ x 11 and is 24# weight. Currently the Title Redesign committee is waiting on printers to be paid for and delivered. The Clerks will participate in testing the printers and new paper stock. The goal is to push the printers to their limits and the extreme to see what they can handle and the best printer can be chosen. The printers are not being tested with system changes. The Title Redesign project is on track for implementation in the first quarter of 2019. Maureen Kelly inquired on where the printer testing would take place. Karen informed Maureen that initial testing would begin on site at DPS then the printers would be sent out to various offices. Tony will decide which offices and testers participate.

Tiffany Crawford gave a brief update on the Title Manual stating that a vast amount of information is ready and prepared for the pilot release of the Title Manual. The pilot program is the initial installment of the Title Manual to be used by the title committee members in their title offices. Bernie Quilter wanted to show the manual to the Dealers but Registrar Petit advised Bernie that the question was brought up last meeting about sharing the manual with Dealers and the answer is still pending with legal.

GENERAL BUSINESS:

Barbara Hamilton provided a financial update for the quarter as of March 31, 2017 and distributed a handout that listed a summary of obligations. Budget activity from Fiscal Year (FY) 2018 show disbursements of \$11,782,553 including payroll which is currently \$2,424,026. There are open encumbrances for a total of \$1,995,152 projected for FY18. Personnel Services for Dealertrack have encumbrance of 197,324 with only \$2,676 being disbursed as of March 31st. ELT has \$1,805,235 worth of transactions that are processed so far which is approximately \$355,235 more than half of the appropriation of \$2,900,000. The beginning cash balance was \$28,006,713. The ATPS ending cash balance is \$25,677,746 after disbursements from FY17 and FY18. Dealertrack budget activity was included in our quarterly financial report per Bernie Quilter's request. Weekly invoices are received and paid, then placed on the financial report. Todd Bickle mentioned that it appeared we would be under projection for this fiscal year and Barbara Hamilton confirmed that the budget was doing wonderfully.

OTHER BUSINESS:

Cindy Hofner spoke on the Electronic Title Service (ETS) agreement stating that it indicates the money is being received from the dealers and wanting the financial section of the agreement revised to include the money is coming through Dealertrack. The money is pulled from the dealer, sent to Dealertrack, and pushed to the county office. Her prosecutor has stated that she needs an agreement with Dealertrack to prevent them from running off with money that has been pulled from Dealer. Dealertrack is a third party vendor

that acts between the Dealer and the title office. Registrar Petit advised that the issue has been brought up to DPS Legal and that the agreement will remain the same. The agreement is sufficient as it stands and no clerk or county office is obligated to complete the agreement. It is up to each county and their legal team whether they create their own participant agreement to protect funds between Dealertrack and county offices.

Joe Cannon inquired on the difference between the new third party vendor and the previous vendor who pushed title applications to county offices. Registrar Petit advised that the same agreement is being used, aside from small verbiage changes from ETA to ETS. The process has not changed since the beginning of the service. Dan Pullium from Dealertrack stated that they will be working with Ohio Clerk of Court Association to address the concerns that have been raised. There is currently an ACH agreement that Dealertrack has between their business and county offices. Dealertrack's legal team is still reviewing the agreement. Dan Pullium has asked for Clerks to agree to one document and not different versions. An agreement is being reviewed to meet the needs of the Clerks and it is currently with the legal team. Maureen Kelly stated that she used Trivin the previous third party for a long time and her office has seen no changes or issues. The only change is that ATPS has become more user friendly.

Joe Cannon would like to have information placed on the website regarding the new ETS service. The expectation was to have something placed by January 31st, however the BMV Title Support section is currently waiting on the Website changes to be approved. Lucas County had a presentation set up with their dealers. Maureen stated that Dealertrack would give a presentation at the Title Seminar that taking place this week.

Bernie Quilter advised the Board of the intensity of the NMVTIS Junk Salvage Information issue and the complaints coming from customers regarding vehicles coming up as salvage after the title previously being clean. Registrar Petit informed the Board that he is well aware of the issue and multiple meetings have been held between dealers, OADA, and BMV. This issue is one that we need a solution to but is not a simple fix. Buyers are able to call clerk offices and inquire on VINs before purchasing a vehicle. Joe Cannon had conversations with the Registrar regarding placing a message on the online title inquiry page of the BMV website. However, the Registrar stated that BMV internal discussions are still taking place. The salvage issue is a major concern that is being handled collaboratively with all parties involved.

Bernie Quilter motioned to close the meeting. Maureen Kelly seconded the motion. The meeting was adjourned at 2:04 p.m.

The next ATP Board meeting is scheduled for July 17, 2018, at 1:30 p.m. in the Shipley Building Conference Room 1106.

UPCOMING MEETINGS: July 17, 2018

MINUTES:

DISAPPROVED _____

APPROVED

CHAIRPERSON

This 17th day of July 2018.