

## Gulf to Bay Office Reopens

Laurel Whitney

As many of you know, the Gulf to Bay office closed August 1<sup>st</sup> in preparation for a long awaited renovation. The office is now open, with the following features:

- **More convenient dealer drop-offs.** You can now drop off your work at the reception desk, rather than going all the way to the back to the old dealer counter.
- **Facility upgrades.** New flooring, paint, and furniture have replaced their worn out counterparts. Public restrooms have been added at the front of the building, the lobby has been expanded and 7 workstations have been added to the front counter.
- **Enhanced customer services.** The customer resource center, where you can use our computer or phone to obtain information to assist you with title processing, is now more easily accessible.
- **Expanded driver license services.** The Gulf to

Bay office now offers road tests, full suspension and revocation clearances, and license processing for non-U.S. citizens. 🚗



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*Committed to citizen-centered government*

# E-Titles are Here!

## Phase 1

Steve Colburn

As of mid-August, transferring a Florida title became simpler, easier, and quicker. This is all because of a new paperless process known as e-titles. Phase 1 has just been implemented for dealer transactions, and will affect customers whose Florida titles were recorded using the ELT (Electronic Lien) process. Now, when one of those e-liens is paid off, instead of DHSMV releasing a paper title, the owner will receive a notification letter saying their lien has been released, and that the clear title record is being maintained electronically by DHSMV. The letter also advises owners that they no longer need a paper title when they trade their car in to a dealer. To accommodate these customers, the HSMV 82994 ("Rainbow Form") has been modified to allow transfer of ownership to a dealer without the title. Think of the convenience this brings, to customer and dealer alike, in reducing the paperwork that must be completed for a transfer of title. Full details on the owner notification letters and the dealer trade-in process are all provided in DMV Technical Advisories T07-03, T07-04, and T07-06, available online at [www.hsmv.state.fl.us](http://www.hsmv.state.fl.us). A sample of the revised HSMV 82994 has been posted, as well.

How will this affect dealer paperwork? For Phase 1, the impact will be fairly minimal, since the only people with e-titles will be those whose vehicles or vessels were recently paid off by an ELT lienholder. DHSMV has provided a convenient online Motor Vehicle Check, where anyone can verify if a title is being held electronically or on paper (see sample screen below).

Most titles will continue to be transferred using paper titles, as e-titles are being phased in gradually. If you haven't attended our dealer training class recently, now would be a good time to consider doing so, since it has been updated to provide an overview of the new e-title process.

And where is the future of e-titles heading? Phase 2 will expand the process to casual (non-dealer) sales. And for those who prefer paper, have no fear—owners who need a paper title will still be able to obtain one, for example, if they wish to take the vehicle out of state. Owners can order paper titles by visiting the DHSMV website from the convenience of their homes; titles will be mailed to them within two days. The Tax Collector's Office can also print paper titles as needed, when needed, using the fast title process.

Refer to the DMV Technical Advisories on Electronic Titles for more details and links to affected procedures.



Here is a MV Check screen for a vehicle with an Electronic Title. This information displays immediately below the Title Status. Paper titles will have a blank unlabelled field immediately below the Title Status.

### Vehicle Information Check

|  |                          |                                      |                    |
|--|--------------------------|--------------------------------------|--------------------|
| There is a <b>STOP</b> on the record found for the title or VIN that was entered. For more information, please call the Customer Service Center at 850/922-9000. Our hours of operation are Monday through Friday, 7 a.m. - 5 p.m. Eastern Standard Time. Please have the title or VIN number available when you call. |                          |                                      |                    |
| Vehicle Information  |                          |                                      |                    |
| <b>Vehicle Identification Number:</b>  | WDDDJ76X66A011234        | <b>Year/Make:</b>                    | 2006 MERCEDES-BENZ |
| <b>Previous Title State:</b>   | NEW JERSEY               | <b>Registration Expiration Date:</b> | 04/04/2008         |
| <b>Title:</b>  | 98571361                 | <b>Title Issue Date:</b>             | 07/12/2007         |
| <b>Odometer Reading/Status:</b>  | 23,853<br>ACTUAL MILEAGE | <b>Odometer Date:</b>                | 06/04/2007         |
| <b>Color:</b>  | GRAY                     | <b>Vehicle Type:</b>                 | AUTO               |
| <b>Title Status:</b>   | ACTIVE                   | <b>Owner Information:</b>            | 1 owner            |
| ELECTRONIC TITLE   |                          |                                      |                    |
| <b>Brands:</b>   |                          |                                      |                    |

|                  |                           |                 |  |              |            |
|------------------|---------------------------|-----------------|--|--------------|------------|
| Lien Information |                           |                 |  |              |            |
| <b>Name:</b>     | JPMORGAN CHASE BANK, N.A. | <b>Address:</b> | PO BOX 901033<br>FORT WORTH, TX 76101-2033 | <b>Date:</b> | 06/04/2007 |

## Rave Reviews for Our Training Classes

Toni Wolff

The Pinellas County Tax Collector's Training Team is receiving rave reviews for the curriculum taught in our dealer and towing and storage classes. A number of Tax Collectors around the state have requested copies of our class materials to develop similar training in their counties.

These classes provide you with valuable information, such as the implementation of the electronic title process (E-Title), to help you complete your forms correctly and save time at our dealer counters. Check the schedule of remaining classes in this issue and contact our Training Coordinator, Toni Wolff, at [www.twolff@taxcollect.com](mailto:www.twolff@taxcollect.com) or (727)464-8552 to reserve your seats in one or more of these classes. 🗨

## ILEV's, HYBRIDS, AND HOV DECALS

Steve Colburn

Alphabet soup? Not really. Under Federal Legislation which became effective on July 1, 2000, Inherently Low Emission Vehicles (ILEV's) are given special consideration on the nation's highways. Among those "clean air" vehicles qualifying for the special privileges are electric vehicles, vehicles powered by LP (liquid petroleum) or CN (compressed natural) gas, or hybrid vehicles using both gasoline and electric power, such as the Saturn Vue, the Ford Escape Hybrid SUV, the Toyota Prius, and the Honda Civic Hybrid. In Florida, these low emissions vehicles should be titled as an ILEV vehicle and are eligible for a distinctive green HOV (High Occupancy Vehicle) decal, which allows them to travel busy highways in a special lane reserved only for ILEV vehicles. Customers should complete form HSMV 83027 and submit \$5.00 for the decal; see TL-63 and RS-51 for more details.

You will see these specially-marked lanes in some of the more traffic-congested areas of Florida, such as Orlando and Miami-Dade. So the next time you see those vehicles zipping along in that special HOV "Diamond Symbol" lane, listen closely, the vehicle may just be purring with the sound of a gas-electric hybrid drive! 🗨

## Lienholders have 10 Days to Release Titles

Laurel Whitney

Our dealer staff sometimes receives calls asking what to do when a dealer has satisfied a lien but hasn't received the title. Don't forget, the new e-title process applies to electronic lienholders only, at least for the time being. Meanwhile, we would like to remind everyone that lienholders with paper titles have 10 working days to send you the title upon receipt of the loan payoff.

319.24 (5)(a) states ". . . If the lienholder, upon satisfaction of the lien and upon demand, fails or refuses to furnish a satisfaction thereof within 30 days after demand, he or she shall be held liable for all costs, damages, and expenses, including reasonable attorney's fees, lawfully incurred by the titled owner or person satisfying the lien in any suit brought in this state for cancellation of the lien. A motor vehicle dealer acquiring ownership of a motor vehicle with an outstanding purchase money lien, shall pay and satisfy the outstanding lien within 10 working days of acquiring ownership. The lienholder receiving final payment as defined in s. 674.215 shall mail or otherwise deliver a lien satisfaction and the certificate of title indicating the satisfaction within 10 working days of receipt of such final payment or notify the person satisfying the lien that the title is not available within 10 working days of receipt of such final payment. If the lienholder is unable to provide the certificate of title and notifies the person of such, the lienholder shall provide a lien satisfaction and shall be responsible for the cost of a duplicate title, including fast title charges as provided in s. [319.323](#). The provisions of this paragraph shall not apply to electronic transactions pursuant to subsection (9)." 🗨



# DHSMV Policy on Dealer Use of Substitute Forms

Ben Hagenlocher

There are times when forms other than those produced by DHSMV are acceptable, such as a General or Durable Power of Attorney vs. HSMV form 82053, or a lien satisfaction from an out of state lien holder on letterhead stationery vs. HSMV form 82260, and various other times as provided for in DMV procedure. If the instance is not listed in the procedures, the forms used (including those forms packaged with dealer software) must be approved by the DHSMV under the authority granted it under F.S. 319.17(1-2). At the current time our offices will not reject work if it can be determined that the substitute form is an exact replica of the approved DHSMV form (excluding secure forms), or otherwise provided for in procedure. We may, however, reject the work if an undue amount of resources are needed to verify the substitute form's accuracy.

If you have any questions regarding this information please call our e-Service Center at (727)562-3262. 📞

# October 1<sup>st</sup> Legislative Changes Reminder

Effective October 1, 2007, registrants will be able to make a voluntary contribution to the Children's Hearing Help Fund with their registration renewal. For more information about the fund, visit <http://www.childrenshearinghelpfund.com>.

Also, the Florida Sheriffs Youth Ranches specialty license plate fee increases from \$22.00 to \$27.00. 📞

## UPCOMING CALENDAR OF EVENTS

|                |                                |
|----------------|--------------------------------|
| September 11   | Vessel Dealer Training         |
| September 18   | Towing & Storage Lien Training |
| October 9      | Motor Vehicle Dealer Training  |
| October 30     | Mobile Home Dealer Training    |
| November 12    | Closed for Veterans Day        |
| November 22-23 | Closed for Thanksgiving        |
| December 4     | Motor Vehicle Dealer Training  |



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