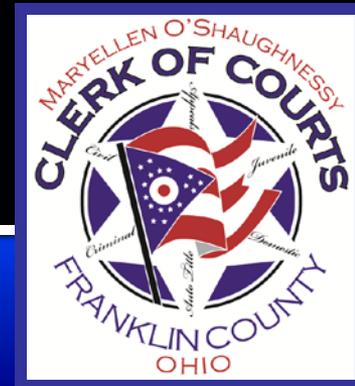


Auto Title Division- A Year In Review

2012



Auto Title Division Overview

The Clerk of Courts is responsible for issuing titles that represent the official ownership of automobiles, watercraft, motorcycles and other types of road-worthy vehicles. The Franklin County Auto Title Division ranks the highest in title issuance throughout the State of Ohio. Currently we operate in four locations throughout Franklin County.

Our Main office is located at 45 Great Southern Blvd. in South Columbus. Our other locations include East Main Street, Morse Road and West Broad Street.



West Branch



North Branch



East Branch



South Branch/Admin Offices

*Have title questions? Call our Dedicated Title Help Line at (614) 525-3090
or visit: www.franklincountyohio.gov/clerk/at.cfm*



Automated Title Processing System (ATPS)

The Clerk of Courts Auto Title Division operates a computer system maintained and owned by the Ohio Bureau of Motor Vehicles (BMV), named the Automated Title Processing System or ATPS. Our office has participated in a statewide committee to develop the next generation of ATPS (ATPS III), which is anticipated to launch in the spring/summer of 2013. We will continue our efforts to ensure that ATPS III provides improved service to the citizens of Franklin County and beyond.

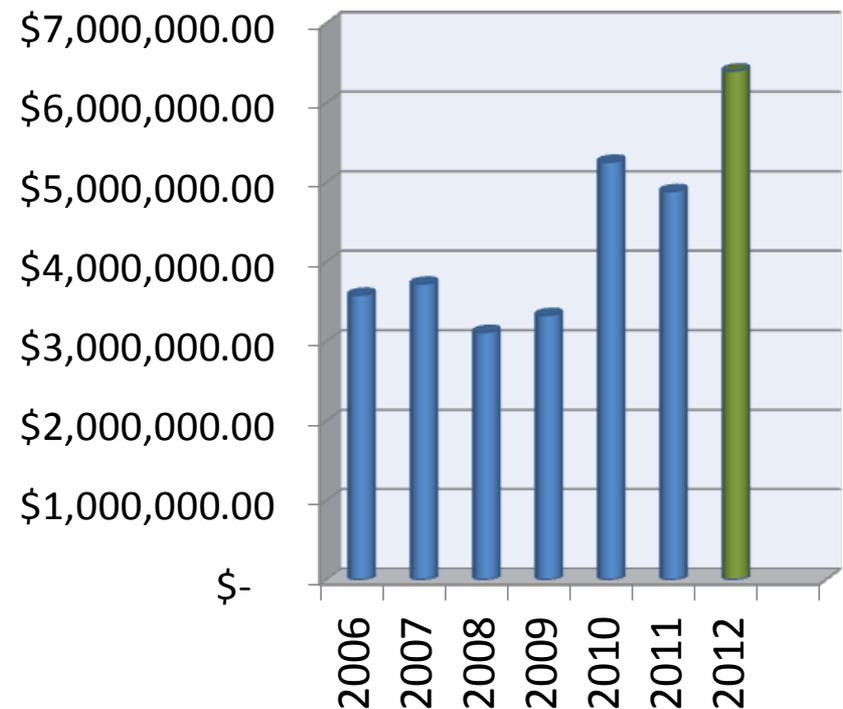


Auto Title Enterprise Fund

The Auto Title Division does not use county general fund dollars. We maintain all title fees for titles issued in Franklin County, and maintain a portion of the sales tax collected (poundage) by various dealerships in a Certificate of Title Administration Fund (CTAF). Even if the title is issued in another county, the sales tax poundage of 1.01 percent is maintained by Franklin County. The CTAF provides the operating dollars for our titling services.

The 2012 year end balance for the CTAF is \$6,404,442.78

Year-End CTAF Fund Balance

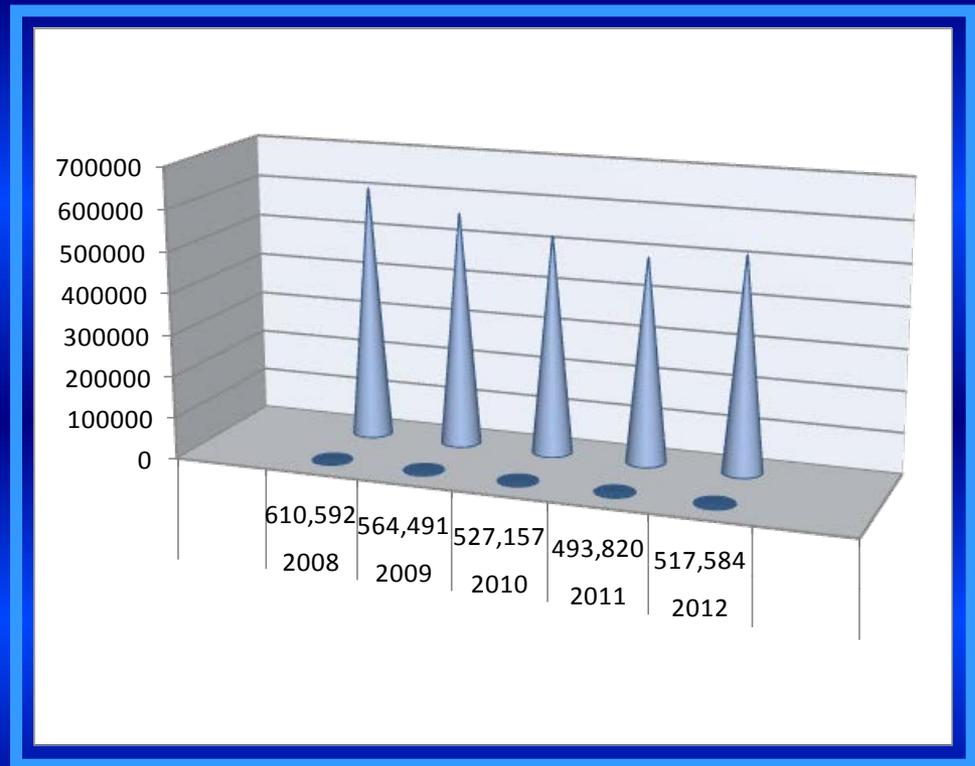


Total Titles Processed - 2012

In 2012, the Franklin County Auto Title Division issued 517,584 titles, a 5% percent increase in business over the last year.

We continue to pursue the goal of capturing the title service business of every dealership doing business in Franklin County.

In response, the Auto Title Division has developed a host of dealer focused initiatives in order to ensure dealerships that we provide the best titling services in Ohio.



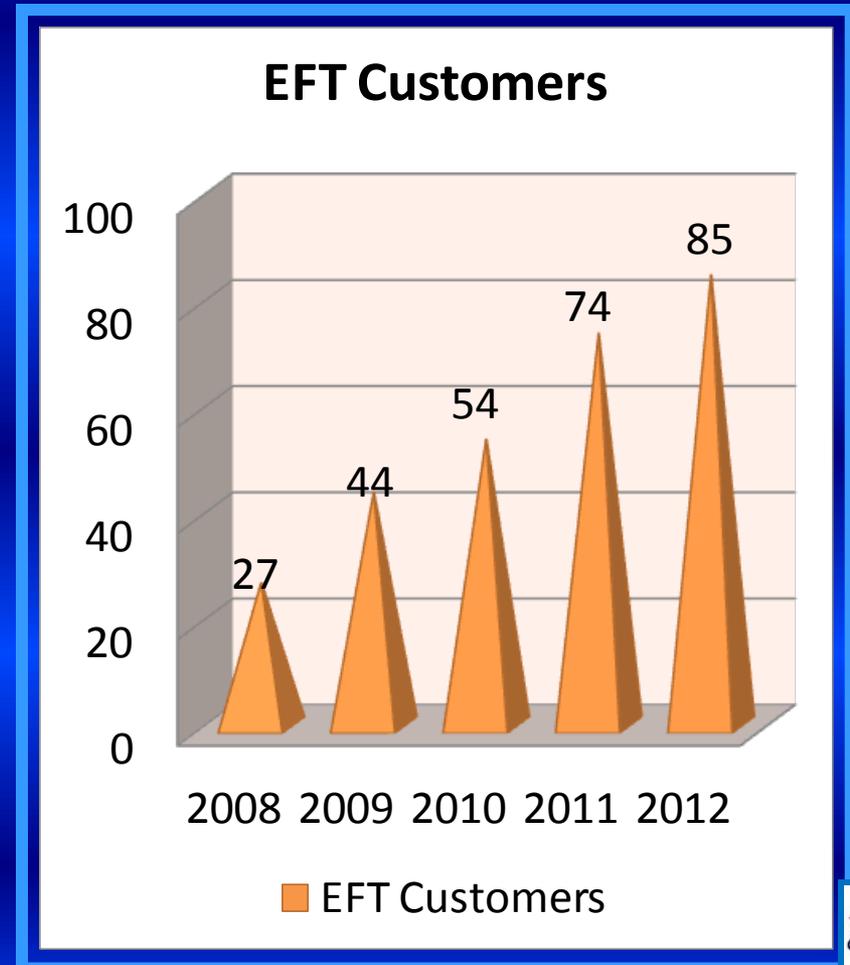
Electronic Funds Transfer (EFT)

The Auto Title Division offers dealerships and business customers the ability to pay for their title work through electronic funds transfer (EFT).

EFT allows our customers to transfer title fees and sales tax electronically from their account, via a secure transaction site implemented by Huntington Bank. EFT customers are no longer required to submit a check with their title applications.

The exact amount is automatically transferred from the dealership's account, eliminating the need for refund checks, or a delay in returning the completed title applications if the amount submitted is insufficient. Transaction turn-around time for the funds is greatly shortened, allowing dealerships to complete vehicle transactions faster.

EFT is safe, secure and environmentally friendly!



Title Editing

The Auto Title Division prides itself in accuracy. We review the title issuance of every employee. In 2012, we edited an average of 25% percent of all titles issued. Our goal is to reverse any critical errors by replacing the title at no cost to the customer. In addition, we use this information to ensure our employees are properly trained to issue titles. Each employee is held accountable for their performance which is measured on a monthly basis.

In 2012, our average Editing error rate was approximately 2.5 percent with 0.6 percent replaced due to critical errors.



Dealer Services Initiatives



Dealer Services Team

The Dealer Services team is charged with managing relationships, dealer retention and quality assurance efforts with the dealership and business community. These positions play a critical role in keeping dealer business in Franklin County.



Hddie Will
Dealer Training
Customer Service Clerk II



Jeff Coleman
Dealer Services
Dealer Liaison



Holly Grimes-Rader
Dealer License Plate Services
Customer Service Clerk II

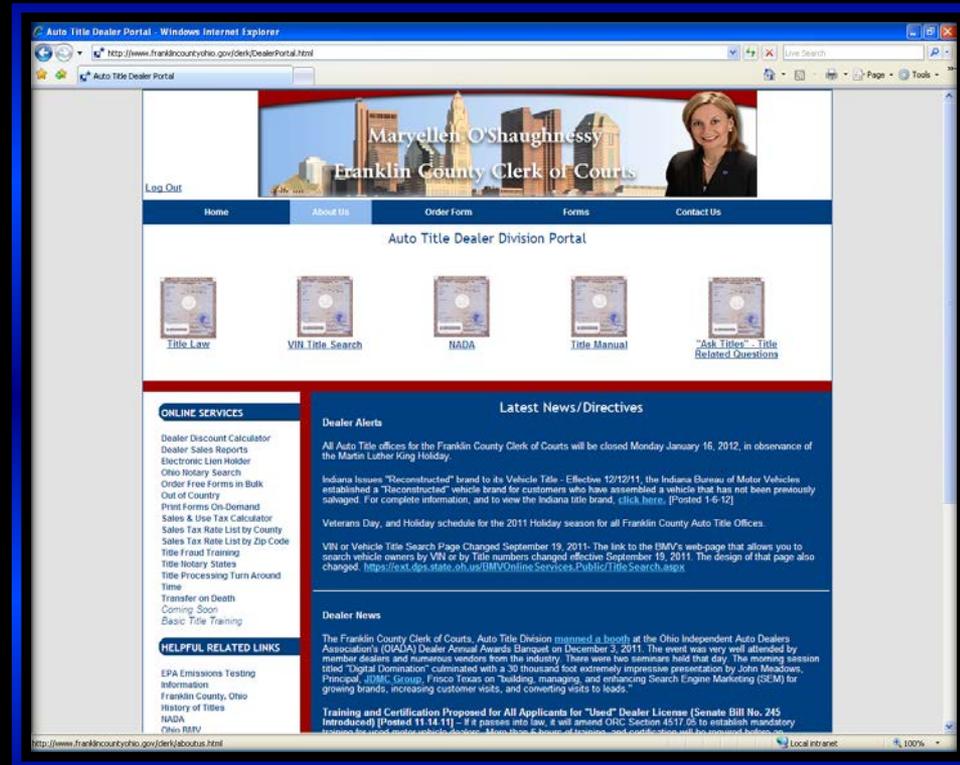
Contact : Jeffrey Coleman, Dealer Services Liaison at (614) 525-3090.



Auto Title Dealer Portal

The Auto Title Division launched an internet based dealer portal exclusively for dealerships who conduct their business in Franklin County.

This online resource provides a one-stop shop to dealerships for important announcements, BMV directives, title forms and other resources needed to facilitate the title issuance process. We've grown to a total of 126 portal users.

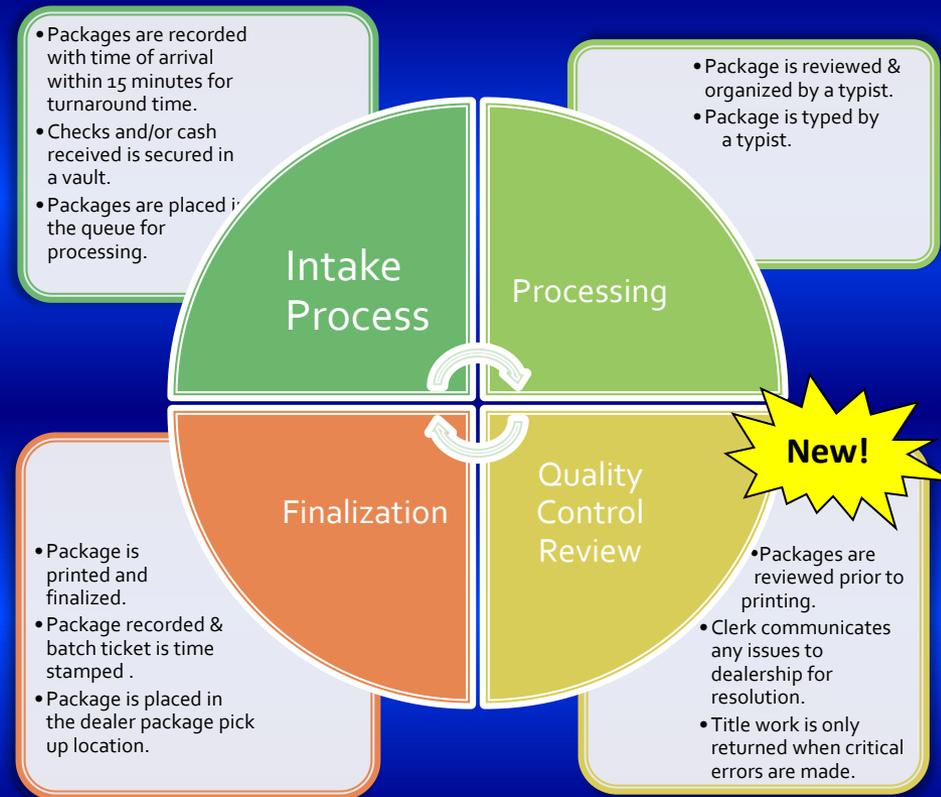


Visit: www.franklincountyohio.gov/clerk/at.cfm for details and to register!



Dealer Quality Control Process

- The Auto Title Division implemented a new Quality Control Review Process for dealer packages in order to ensure all dealer transactions are conducted in a timely and accurate fashion.
- The percentage of titles replaced as a whole on our waived fee report due to office errors was an average of 1.1 percent of all titles issued.



The Auto Title Division is 98.9% accurate in title issuance and near perfect in cash balancing!



Dealer Courier Service

As an added benefit to car dealerships that conduct their title transactions in Franklin County, the Auto Title Division provides a complimentary pickup and drop off service of title work for larger volume dealerships.



*Going the **EXTRA MILE** to serve our dealer customers with timely, accurate and courteous service!*



New in 2012!

LADR Offerings for Dealers

Our office now offers license plate services as an added benefit to dealerships who conduct their title business in Franklin County.

- **Eliminates the Multi-Step Process** - One convenient step for title and license plates transactions.
- **Faster Service** – Completed and returned within one business day.
- **More Time for Dealership Staff** – License plates and stickers are mailed directly to the customer from the BMV.
- **Convenient Electronic Payment Option** – One electronic fund transfer for title & license plate payments.
- **Eliminates Issues with Expiring Temporary Tags** – A complimentary 30-day license plate placard provided for customers until permanent plate arrives by mail.

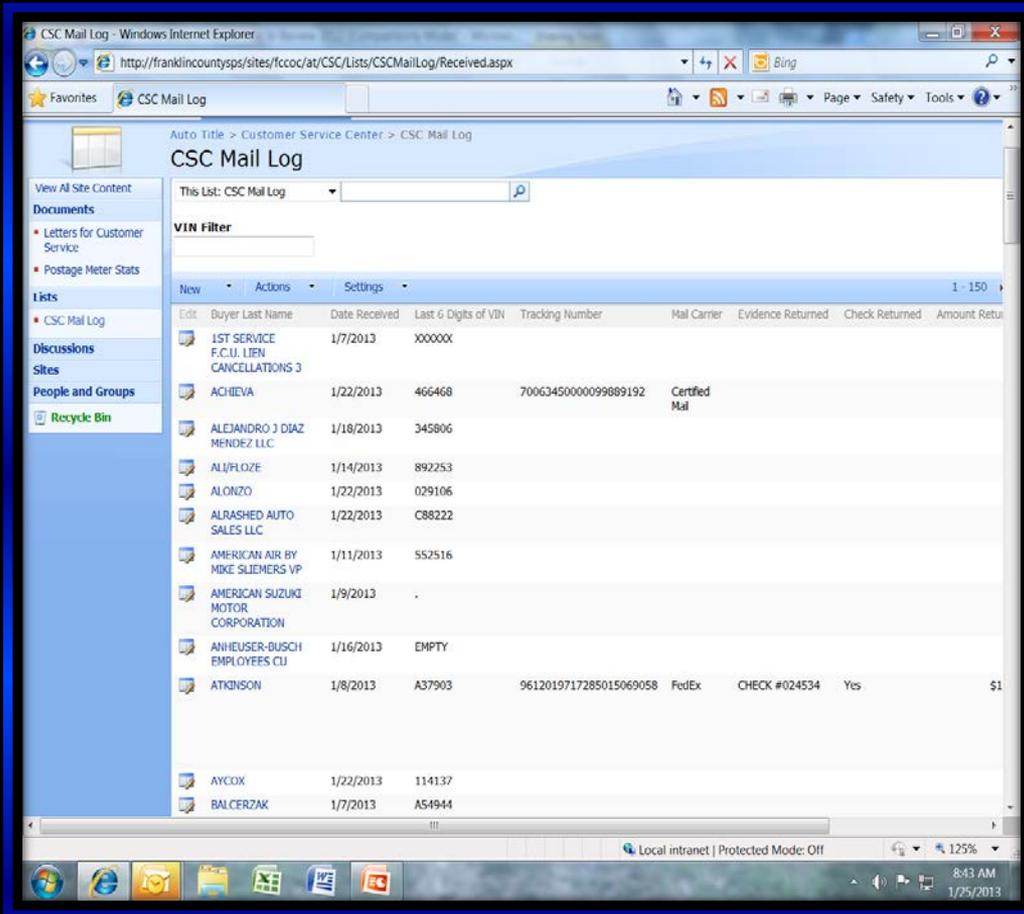


New in 2012!

Customer Driven Enhancements



Better Method for Tracking Incoming & Outgoing Mail



CSC Mail Log - Windows Internet Explorer

http://franklincountysps/sites/fccoc/at/CSC/Lists/CSCMailLog/Received.aspx

Auto Title > Customer Service Center > CSC Mail Log

CSC Mail Log

This List: CSC Mail Log

VIN Filter

Buyer Last Name	Date Received	Last 6 Digits of VIN	Tracking Number	Mail Carrier	Evidence Returned	Check Returned	Amount Returned
1ST SERVICE F.C.U. LIEN CANCELLATIONS 3	1/7/2013	XXXXXX					
ACHIEVA	1/22/2013	466468	700634500009989192	Certified Mail			
ALEJANDRO J DIAZ MENDEZ LLC	1/18/2013	345806					
ALI/PLOZE	1/14/2013	892253					
ALONZO	1/22/2013	029106					
ALRASHED AUTO SALES LLC	1/22/2013	C88222					
AMERICAN AIR BY MIKE SLEJMERS VP	1/11/2013	552516					
AMERICAN SUZUKI MOTOR CORPORATION	1/9/2013	.					
ANHEUSER-BUSCH EMPLOYEES CU	1/16/2013	EMPTY					
ATKINSON	1/8/2013	A37903	9612019717285015069058	FedEx	CHECK #024534	Yes	\$1
AYCOX	1/22/2013	114137					
BALCERZAK	1/7/2013	A54944					

Through the collaborative efforts of the Auto Title Division and the Franklin County Clerk of Courts Information Technology Division, we have streamlined our method of maintaining, documenting and tracking the hundreds of pieces of mail we receive on a daily basis.

This new process allows our office to be more efficient and accountable for title documents that are mailed to and from our office.



Relocation of Auto Title East To Alum Creek Service Facility

On April 28th, 2012 we moved our Auto Title East location from 5111 East Main Street to 1583 Alum Creek Drive in conjunction with the State Highway Patrol and Deputy Registrar offices to better serve our customers.

- Provides citizens a convenient one-stop shop experience with Deputy Registrar, Titling Services & Drivers License Exams all under one roof.
- Easy access to facility from Interstate 70 and closer for downtown customers.
- Projected to save Franklin County over \$145,00.00 annually in operational costs.



Title South/Main Renovation

In the spring/summer of 2012 our South Branch was renovated to improve our work environment and to display aesthetic professionalism within the office. This included larger counter space and windows for customers/dealers, new lobby tile, carpet and paint. Improved signage to better reflect our business clientele.



This renovation was made possible through contractual negotiations with Spigel Properties resulting in saving over \$60,000 dollars to the citizens of Franklin County.



West Branch Expansion

- In 2012, the Auto Title Division partnered with the Bureau of Motor Vehicles to expand the Title West office due to the outgrowing our existing facilities. As a result, the Title West location was able to remain at its existing location which in turn saved over \$191,000 in annual operational costs in lieu of relocating to a larger facility.

Signage Update at AT West

Our Auto Title West branch physically works side by side with a Deputy Registrar. The Clerk of Courts Auto Title Divisions are regularly thought of as deputy registrar or affiliated in some way by the general public. This is not the case. In an effort to help guide customers to the proper facility, new signage was created at our West branch to help differentiate the offices.



Auto Title Informational Monitors

As a method of improving customer service, the Auto Title Division installed information monitors at the North and South branches in 2011 to provide important title related information to customers before they reach the counter. Content is provided in English, Spanish and Somali languages.

Information monitors will be installed at the West and East offices in 2013.



Communicating our message to the entire community in which we serve!



Titling Made Simple! Informational Brochures

In spirit of providing basic title information to benefit our customers, new title brochures were created. These handy individual brochures include:

- Buying a Vehicle
- Selling a Vehicle
- Out of State Transfers
- Watercraft Information
- Manufactured Homes
- Adding a Beneficiary to your Title
- Titles and Fees



Robbery Prevention & Best Practices

Auto Title Division implemented a Critical Response Plan. As part of this, all deputy clerks are required to attend a Robbery Prevention and Best Practices training hosted by the Franklin County Clerk of Courts and the Columbus Division of Police. Clerks are routinely refreshed to ensure they have the tools necessary to respond safely to emergency situations and minimize loss in the event of a robbery.



Auto Title Contact Information

Franklin County Clerk of Courts

Administrative Offices

373 S. High Street

Columbus, Oh 43215

(614) 525-3600

Maryellen O'Shaughnessy, Clerk of Courts

Angela Radney, Chief of Staff

Franklin County Auto Title Division

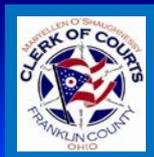
Administrative Offices

45 Great Southern Boulevard

Columbus, OH 43207

(614) 525-3090

Kenneth M. Skeaton, MBA, Director





Timely, accurate and courteous service is our goal!