

**Motor Vehicle Advisory Board**  
**June 10, 2021**  
**Meeting Minutes**

Members Present

- Secretary Sullivan
- Fritz Kreuzinger
- Rachel Hazaray
- Danny Hockett
- Tom Kelley
- Steve Hartwig
- Ken Eckstein
- Sen. Jim Arnold
- Mike Hamilton

SOS Staff Present

- Brandon Clifton
- Rachael Ehlich
- Scott Conner
- Christina Schnaith

Non-Members Present

- Sen. Dennis Kruse
- Matthew Norris
- Jason Wetzel
- Malika Butler
- Rachael Hoffmeyer
- Michael Solari

Members Not Present

- Mike Hierholzer
- Mark Fuson

Adoption of September 10, 2020 and November 12, 2020 Minutes

- Tom Kelley moves to approve.
- Sen. Jim Arnold seconds.
- All in favor, none opposed.

Division and System Update

- Still remote, but we will be heading back in the office full time this summer.
- New licensing clerk Cecelia Reynolds started on June 1.
- Transport Operators will be added to the Division on July 1.
- NetFor is our new call center.
  - They handle all incoming calls and escalate calls to the clerks as necessary.

Enforcement Update

- Rise in complaints overall from 2019 to 2020 and 2020 to 2021.
  - Dealers near the border are having increased issue with title delays due to the consumer's home state which is causing delays.

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- Salvage dealers are now required to keep the certificate of authority. Sellers were already required to provide it or the title, but salvage dealers were not previously required to keep it.
- Law enforcement has reached out to the Division to see how we regulate issues related to catalytic convertor theft. Suggestion is that salvage dealers might need to also be precious metal dealers since catalytic converters contain platinum.
  - Catalytic converters are not currently considered a major component part.
  - There is a new law that increases the penalty for theft of one.
- In order for the Division to issue a consumer a second temporary plate, they must file a complaint with our office, but that does not always lead to enforcement action against the dealer.

Legislative Changes – July 1, 2021

- Transport Operators will be added to the Division's regulations and has been the focus of legislative updates this year.
- Transfer dealers will no longer have access to temporary plates as of July 1. This change was done in 2020 but delayed implementation to 2021.
  - Division has been sending many notices and reminders to existing transfer dealers.
- Salvage update mentioned by Scott was in the 2019 bill, delayed to 2020 and then delayed again to 2021
- Dealers can deliver vehicles away from the dealership as long as the consumer has made that request in writing and that the delivery is commencing from the dealership location.

Member Open Discussion

- Danny Hockett – It is only a misdemeanor to sell a car without the title. Should it be considered for increased penalties?
- Tom Kelley – Issue requiring physical power of attorney and odometer statement forms rather than digitally.
  - Most dealers already create and maintain 90% of a transaction paperwork digitally but must keep physical files due to these two documents.
  - BMV is working on the providing e-lien release forms.
- Mike Hamilton – If Plates On Demand goes down, what does the dealer do?
  - Division is working with the Indiana Office of Technology to gain access to back-up servers when the primary servers are down.
    - Part of this is that IOT can provide a maximum amount of time for remedy which we can pass along to dealers.
  - Division was working with outside cloud-based companies for possible back-up but have not found an adequate solution yet.
  - The last outage was due to our vendor VINtelligence, so the Division is possibly looking into what can be done if this occurs again, possibly dropping off that piece of Plates On Demand to possibly regain partial access.
- Cybersecurity is of utmost importance to the SOS office as a whole, so the agency does do internal trainings to help keep the staff aware.
  - One thing dealers can do is to have at least a small online presence so that they can ensure that no one is posing as them and harming consumers.

Closing

- Fritz Kreutzinger moves to close.
- Tom Kelley seconds.
- All in favor none opposed