

**MEETING MINUTES
CENTRAL FLORIDA PRIA LOCAL CHAPTER**

Date: March 10, 2020

Time: 11:00 a.m. - 1:00 p.m.

Location: First American Title
2301 Maitland Center Parkway, Suite 450
Maitland, FL 32751

Attendance Registration List Attached

Host: Heather Szynaka
Agency Sales Representative
First American Title

Agenda

- I. Registration
- II. Welcome and Introductions
- III. Lunch
- IV. PRIA Winter Symposium

A. R.O.N. (Remote Online Notary)

Kyle Quackenbush, Manager
Official Records, Orange County Comptroller's Office

Symposium Participation: Kyle was a panel facilitator for the "Secure and Trusted Application of RON in the Recorder's Office."

Meeting Notes

- The session was geared toward bringing attention to issues and questions regarding the new online notary law in Florida.
- Each county seems to interpret the law differently.
- The burden of proof is on the notary, not the recorder.
- Discussion Question: Will you reject a RON document if the jurat/acknowledgment form contains the words "in person" only? Meeting attendees answered "Yes."

B. Increasing eRecording and Reducing Rejections

Ryan Smith, Assistant Manager
Official Records, Orange County Comptroller's Office

Symposium Participation: Ryan was a panel facilitator for the "How to Grow Your Recording Volume."

Meeting Notes

Increasing eRecording

Ryan provided several tips for increasing the volume of eRecorded documents.

- eRecording is more efficient (no mail and checks).
- Most eRecording counties have reached the 70% threshold. Orange County Official Records averages approximately 75% eRecording and 25% paper.
- Ryan discussed actions that Orange County Official Records has taken to promote eRecording to customers.
 - Created a Power Point presentation for viewing in the front counter area. Content addresses common questions about recording, including the benefits of eRecording.
 - Provide eRecording informational flyers at the front counter.
 - Using various methods (i.e. phone, email, mailed flyers, etc.), provide eRecording information to companies that submit paper documents for recording who still record paper through a variety of methods: phone, email, flyers sent by mail.
- David Rooney mentioned that Orange County Official Records compiles an annual survey containing eRecording percentages from counties across the state. The survey will be available soon.

Reducing Rejections

Ryan provided tips for reducing rejections.

- The most common rejection reason is financial (incorrect fees).
- Communicate with vendors using a variety of methods (calls, email, flyers, meetings, etc.).
- Be consistent when accepting payments.
- Develop over/short policies.
- Contact the eRecording vendor to discuss rejection reasons. The vendor will work with the customer to improve quality.
- Inform customers that eRecording vendors do not offer "one-time" recordings (ex. from individuals). This protects the property owners from fraud and other issues such as submissions from sovereign citizens.
- Creating a partnership with the county or city building department can be a win-win:
 - Some building departments have agreed to be trained to certify or record NOCs; and will submit them to recording. This could provide customers with one stop shopping (permitting and recording in one location).
 - Luanne Woodley noted that the Seminole County Clerk/Comptroller is working on a program to allow the building department to process NOCs.
 - David Rooney mentioned that Orange County Official Records has that program in place for unincorporated Orange County.
- Kyle Quackenbush added that such a program can present a challenge for building departments (ex. training staff, errors, cost, etc.)
- David Rooney noted that a PRIA best practice could address a standard message for one-time recordings, perhaps through the creation of a kiosk.

C. GIS

David Rooney, Assistant Comptroller
Records Administration Division, Orange County Comptroller's Office

Symposium Participation: David was a panel facilitator for the "GIS Toolkit - How to Get Started" session.

Meeting Notes

David summarized key topics discussed during the GIS Toolkit session.

- PRIA is working to modernize records.
- The toolkit project is an extension of the previously published GIS and Land Records Integration paper. Note: The paper is a good resource and is available on the PRIA website in "Resources." PRIA membership is not required to access the resources.
- The toolkit provides a step-by-step guide to starting the integration process.
- Symposium session participants noted that they index primarily by name.
- Nine states require the parcel number.
- Thirty percent of states are willing to pick up the parcel number.

D. Confidentiality & Redaction

Stacy Morningstar, Senior Information Technology Specialist
Enterprise Technology Services, Broward County

Symposium Participation: Stacy served on a panel of facilitators for the "State of the Redaction Movement Around the Country" session.

Meeting Notes-Reducing Rejections

- Stacy noted the initial goal of the workgroup was to update the 2014 Redaction best practices white paper; but they found out no one uses it anymore.
- Four states have legislation regarding confidentiality of record
- The workgroup goal is to create best practices that can be presented to the legislature to address the overall importance of property records.
- Current Florida confidentiality law focuses on keeping the public record safe; provides structure for protection of citizens vs. the real property industry.
- Terminology interpretations: Definitions for the words confidential, sealed and expunged differ by interpreter.

Questions/Comments:

- Summary: Confidentiality laws that solely focus on the protection of citizens presents significant problems for everyone (citizens, government, real property industry).
- Suggestion: Invite law enforcement to PRIA meetings or go to their forum meetings to educate and promote a need for legislative change.
- Barbara Burke would like to collect statistics for FLTA: How many documents redacted with in the past five years (by organization)?
- Records data sharing across all counties (index sharing).
- PRIA is working on best practices that will address all states. Some states cannot share records online due to state law.
- Discussed safe-at-home law exceptions.
- Florida has not sunset provisions (can't unredact documents at a later date.)
- FLTA is working toward these issues
- Ryan Smith asked if recorder have the responsibility to verify names of records requestors. The answer given was "no."
- Question: Do you keep the unredacted copies. Answer given was "yes."

V. Follow-Up Discussion (from last meeting): Confidentiality

- FCCC and PRIA should plan not to overlap conferences.
- Submit recommendations to Stacey for the PRIA workgroup.
- Kyle mentioned that the planned topics for upcoming FCCC Conferences are
 - Summer: Records
 - Fall: Courts

VI. Open Floor

VII. Wrap up/Plans for Next Meeting

Tuesday, May 19, 2020

11:00AM - 1:00 PM

Registration Fee: \$10.00 ****Cash Only****

Hosted by: The Fund

2400 Maitland Center Parkway, Maitland, FL 32751

Lunch Provided By: TBD