

## Bureau of Conveyance

### **Transfer Certificate of Title (TCT) Certification Backlog Project Approval**

#### **• Background**

- Land Court (LC) properties have a TCT issued for each new owner
- TCTs require detailed updates for each document recorded for the property
- Extensive research & verification needed by staff to complete this process
- Backlog to complete these TCTs existed prior to current Registrar
- To date, an estimated 90,000+ TCTs still require certification
- Backlog grows by approximately 1600 new TCTs issued monthly

#### **• Risks**

- State “guarantees” title for LC properties
- Delays with certification jeopardize the accuracy & validity of title conveyed
- Delays perpetuate errors on current TCTs issued requiring more corrections
- Expansion of backlog due to 40% loss of specialized staff (Assistant Registrars) in 2020 and 2021
- Certification delays expose State to very possible legal liabilities & money damages due to faulty title or related inaccuracies
- Owners may incur delays & monetary consequences due to title inaccuracies

# Transfer Certificate of Title (TCT) Certification Backlog Project Approval

## • Corrective Actions

- Workflow changes, temp assignments & overtime resulted in minimal success
- HGEA consultation started November, 2018 for temporarily outsourcing TCT certification until backlog eliminated
- Pilot program for proof of concept & process/procedures/logistics under competitive bid in October, 2021
- Award made to “HDEP International” due to LC experience, references & work plan
- December 2021 launch with training & integration with existing staff workflow resulted in 11 months certified in 6 months time (nearly 150% increase)

## • Summary & Recommendation

- Pilot was successful and 2<sup>nd</sup> phase started July, 2022 is successful to date with needs for expanded quality control measures for accuracy
- Anticipating continued success so 3<sup>rd</sup> phase solicitation is in progress to be awarded contingent on BLNR approval today as well as Governor’s approval
- **BOC respectfully requests BLNR approval** so TCT backlog & inherent associated risks can be mitigated
- Questions?