

# MINUTES OF OHIO AUTOMATED TITLE PROCESSING (ATP) BOARD

April 15, 2025

VOTING MEMBERS PRESENT: Charles L. Norman, Registrar  
Anne Dean, Assistant Registrar  
Branden Meyer, Clerk of Courts, Fairfield County, Governor Appointee  
Tracy Zuver, Clerk of Courts, Fulton County, Governor Appointee  
Deborah Myers, Clerk of Courts, Ashland County, OCCA President  
Sandy Wilson, Clerk of Courts, Fayette County, Designee for OCCA President

VOTING MEMBERS ABSENT: None

NON-VOTING MEMBERS PRESENT: Mariah Kanode, Ohio Department of Natural Resources, Division of Watercraft Designee

NON-VOTING MEMBERS ABSENT: Steven Russell, Ohio Department of Taxation Designee  
Christina Frass, Ohio Office of Budget and Management Designee

ODPS/BMV PERSONNEL: Karim Aba, Administrative Officer 2, Title Support Services  
Gene Riggs, Administrative Officer 1, Title Support Services  
Shalu Madan, Information Technology Supervisor 3, Application Development  
Ashley Nelson, Financial Manager, Fiscal Section 3  
Barbara Hamilton, Deputy Director 4, Fiscal Services  
Scott Perry, Financial Manager, Revenue Management  
Tiffany Bender, Constituent Services Coordinator

ALSO IN ATTENDANCE: Jordan Wheeler, Clerk of Courts, Ross County  
Mary Swain, Clerk of Courts, Butler County  
Sheila Bevington, Clerk of Courts, Geauga County  
Stephanie Schantz, Clerk, Fulton County  
Jennifer Yates, Chief Deputy, Licking County  
Aundrea Patterson, Business Process Analyst, Franklin County  
Alexa Jenkins, ETA/ETS Client Trainer, Vitu

MINUTES BY: Alisan Duran, Administrative Professional 2, Title Support Services

The meeting of the Ohio Automated Title Processing (ATP) Board was called to order by Registrar Charles Norman at 1:32 p.m. The meeting was held in conference room 1106 of the Shipley Building at 1970 West Broad Street, Columbus, Ohio.

Registrar Norman announced that there was a quorum. Board members reviewed the minutes from the January 21, 2025, meeting and Branden Meyer motioned to approve the meeting minutes. Sandy Wilson seconded the motion, which passed unanimously.

## **OLD BUSINESS/ONGOING AGENDA ITEMS:**

**ATPS Team** – Shalu Madan reported on the accomplishments made since the last meeting. Projects included the submission of new tax rates in the system as required by the Ohio Department of Taxation, and no longer permitting dashes in the make codes which had caused problems with system data, and the data sync with the American Association of Motor Vehicle Administrators (AAMVA). Preventing dashes in the system by converting it to “UNKN” has been helpful in preserving the integrity of the data in ATPS. ATPS forms were also updated since the make codes were not displaying correctly on some of them. User interface (UI) enhancements have been made, to reduce clicks for the user and make things better from an alignment standpoint. The team also handled any issues and ServiceNow cases that were reported.

Work is underway on the Representational State Transfer Application Programming Interface (REST API) implementation, which will continue for some months. The team is working closely with AAMVA to determine the best architecture, design and development path for the project. Work related to House Bill (HB) 33 continues with creating one debit for the county sales tax instead of multiple debits. There is no release date yet, but it will hopefully be released into production next month. ServiceNow cases are always worked on by the team, along with technology upgrades and modernization efforts to ensure the application is meeting industry standards and improve it for users. Ms. Madan and the ATPS-IT team always welcome feedback for the system. A question was raised during the last board

meeting about the inability to print two-sided reports. After checking with a few people in IT, the reason given was that the same printers are being used for receipt printing, which could mess up the data that is printed. Disabling the two-sided option prevents accidental printing of multiple customers on the same sheet of paper. A question was raised about the possibility of being able to choose to print a report double-sided. After the report prints, the printer would default to single-sided printing. Ms. Madan indicated that she could discuss this with IT support.

**Title Manual Status Update** – Tiffany Bender reported that the Title Manual Committee had met earlier in the day for their quarterly working session. Many of the changes are associated with information that will be shared later in the week at the Title Seminar. Ms. Bender will send updates next week and have the information available at the offices.

**Title Support Services Update** – Chief Karim Aba reported that the title stock order had been successfully completed. All of the eighty-eight counties are fully stocked. Title Support Services continually monitors inventory and is getting ready to plan for the next order. For the last two deliveries, no calls have been received from counties concerned about inventory levels, which reflects how the system has been perfected by Title Support Services, in partnership with the clerks.

A working group meeting was held last week to address issues clerks have been facing in regards to IT support. The meeting was attended by Excel, OCCA leadership, PC Support, ATPS-IT and Title Support Services. Chief Aba thanked the clerks for voicing concerns during the meeting, which assisted Excel and IT Support in determining the issue for the disconnect in communication. IT Support is working on a model for the ServiceNow tickets and will present the improvements made at the OCCA Meeting in May. Mr. Aba is optimistic about the plan and complimented Robin Schmutz and her group for the great job. Sandy Wilson commented that it was a good meeting and that it will be great to present the information in May. Since many of the problems and disconnect have been identified, Branden Meyer hopes that Excel is able to improve.

#### GENERAL BUSINESS:

Barbara Hamilton distributed reports containing financial information for the third quarter of fiscal year 2025.

Scott Perry reported on the work being done with ATPS-IT to reduce the weekly sales tax debits from three to one for the clerks. A new file had to be created that would go into the Ohio Administrative Knowledge System (OAKS) and split the single debit back into three, which is what the Department of Taxation prefers. However, there should not be any changes to the front end of the system. Testing is underway and once that is done, it should be deployed in the next month or so.

#### OTHER BUSINESS:

Tracy Zuver raised a question from Champaign County regarding being able to use ATPS computers for driver's examination stations. Registrar Norman stated that discussions about this have been taking place with DPS Legal and ATPS-IT. Apparently, DPS Legal does not believe there to be a legal prohibition from that happening, but operational firewalls would have to be worked through. Consideration would also have to be given to user limitations, and what kind of IT work that would involve. Shalu Madan added that outside of the firewalls and how the systems communicate with each other, it also involves individual systems having their own access to information. Limited Authority Deputy Registrars (LADR) and Full Authority Deputy Registrars (FADR) are able to access the Business Applications Service System (BASS) for the transactions, but those are transactions that are initiated in the ATPS system. So, for the outside transactions and the other BMV functions, those are things that still need to be discussed from a security standpoint. Branden Meyer indicated that there are counties that are using the ATPS computer for accessing BASS. Mr. Meyer explained that conflicting answers have been received regarding this issue and Champaign County requested that clarification be given in writing. Tracy Zuver noted that the issue is impeding the clerk from moving into a new office. Assistant Registrar Dean indicated that the matter would be researched more, along with consulting Ms. Madan. Registrar Norman understands the time sensitive nature of the question and that they would get something as soon as possible.

Tracy Zuver asked if more thought had been given in regards to a vendor discussed in the past. Bridge Payment had offered to give a program to the ATPS computers, which would allow credit cards to be run through the ATPS system and is not vendor specific. Registrar Norman suggested that it would be helpful for Bridge Payment to correspond with him via email so that the appropriate people can be involved in the discussion.

Tracy Zuver motioned to adjourn the meeting. Branden Meyer seconded the motion, which passed unanimously. The meeting adjourned at 2:11 p.m.

UPCOMING MEETINGS: July 15, 2025, at 1:30 p.m.

MINUTES:

CHAIRPERSON

This 15<sup>th</sup> day of July 2025.

APPROVED

DISAPPROVED