

# MINUTES OF OHIO AUTOMATED TITLE PROCESSING (ATP) BOARD

April 16, 2024

VOTING MEMBERS PRESENT: Anne Dean, Assistant Registrar  
Branden Meyer, Clerk of Courts, Fairfield County, Governor Appointee  
Tracy Zuver, Clerk of Courts, Fulton County, Governor Appointee  
Calvin Freeman, Mercer County, OCCA President  
Sandy Wilson, Clerk of Courts, Fayette County, Designee for OCCA President

VOTING MEMBERS ABSENT: Charles L. Norman, Registrar

NON-VOTING MEMBERS PRESENT: Christina Frass, Office of Budget and Management (OBM) Designee  
Mariah Kanode, Ohio Department of Natural Resources (ODNR), Division of Watercraft Designee

NON-VOTING MEMBERS ABSENT: Steven Russell, Ohio Department of Taxation Designee

ODPS/BMV PERSONNEL: Karim Aba, Administrative Officer 2, Title Support Services  
Gene Riggs, Administrative Officer 1, Title Support Services  
Karen Casparro, Administrative Officer 2, Application Development  
Ashley Nelson, Financial Manager, Fiscal Section 3  
Tina Palmer, Financial Program Manager, Fiscal Section 3  
Tiffany Crawford, Constituent Services Coordinator  
Scott Perry, Financial Manager, Revenue Management  
Sydney King, Program Administrator 3

ALSO IN ATTENDANCE: Deborah Myers, Clerk of Courts, Ashland County, OCCA Vice President  
Sheila Bevington, Geauga County, OCCA Treasurer

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 Assistant Registrar Anne Dean at 1:31 p.m. Assistant Registrar Dean announced that Registrar Charles Norman was unable to attend however, there was a quorum. The meeting was held in conference room 1106 of the Shipley Building at 1970 West Broad Street, Columbus, Ohio.

Board members reviewed the minutes from the January 16, 2024, board meeting. Tracy Zuver motioned to approve the meeting minutes. Branden Meyer seconded the motion, which passed unanimously.

## OLD BUSINESS/ONGOING AGENDA ITEMS:

**ATPS Team** – Karen Casparro reported that the team has been working on two major projects: the NMVTIS data sync and the House Bill (HB) 33 sales tax remittance. Two developers have been working actively on the NMVTIS data sync. Ohio started with AAMVA in 2005 and many records needed synced so that the title data seen by clerk's offices and other states is improved. The HB 33 sales tax remittance project changes the submission of taxes from the Treasurer of State to the ATPS system. Meetings were held with twelve volunteer counties to show them screens in the test environment. Additional feedback and participation are desired as it appears that only five of the twelve counties logged in, and the new features will become active with the first sales tax remittance report in June. A

meeting will likely happen next week to go over changes and emphasize that feedback is needed. Any feedback should be submitted by April 19, 2024. As sales tax remittance will be available on June 3, 2024, ATPS-IT has been passing files between Revenue Management, Key Bank, the Department of Taxation and the Treasurer of State to ensure a smooth transition. The team is hopeful regarding some wording that might solve the problem of the watercraft tax submission. Work on two miscellaneous transaction types requested by the clerks has begun: driver exam and non-title tax. The non-title tax is when a passport photo is taken and tax must be charged. A decision will be needed before work can start on the watercraft item; some counties have expressed the wish for all of the registration money to be in there, while others would rather the money to the clerk and state be separated on the same transaction. Regarding the Batch Add TOD, testing has been done but it is not ready to send to production. This item will probably go out in May's release.

Tracy Zuver asked that the watercraft options be repeated. Ms. Casparro indicated that one option would be for everything to go to the county, and then the county would allocate the funds. The other option would be for the funds to be split, since three dollars goes to the county.

Calvin Freeman asked for clarification regarding the driver's exam feature and Ms. Casparro explained that counties had asked for the option to select driver exam as a menu option, which will then show up on the miscellaneous receipt screen or the title issuance receipt tab.

Work is being done to enhance the ETA screen to allow navigation to the inquiry screen instead of having to back out of a transaction. The team is also working on a request from Title Support Services and BMV Investigations to add a button to the Ohio Title Portal. The button would allow clerks to send suspicious transactions to BMV Investigations. This action will place a hold on the transaction until it is reviewed by BMV Investigations and they release the hold.

Tracy Zuver was pleased to relate that Fulton County had two OTP transactions so far in April. However, they had a case where the customer used OTP and then visited the BMV. When the customer displayed the title on their phone the BMV refused to issue plates. Despite the title office staff explaining the process to the deputy registrar, the customer was obligated to obtain a paper title in order to receive plates. Assistant Registrar Dean was given the title number and will follow up regarding the matter.

Sandy Wilson asked about the possibility of a message board or something that could pop-up instantaneously, similar to the BMV message boards. A suggestion was made by Branden Meyer for an internal notes screen that could be attached to the title. Ms. Wilson and Tracy Zuver recounted an experience regarding a customer with fraudulent out of state titles who was visiting title offices in neighboring Ohio counties. A supervisor in one of the title offices called the surrounding counties to forewarn them, and the customer was arrested by BMV Investigations the same day. However, three days after the arrest occurred, a broadcast was issued warning counties to watch for the customer and was never recalled. Ms. Wilson and Mr. Zuver also mentioned the possibility of a process where such messages could be submitted to and reviewed by the BMV before being broadcast. Assistant Registrar Dean will talk to Sydney King and some of the legal office about the request.

**Title Support Services Update** – Karim Aba informed the Board that due to Keith Hall being unable to attend to the meeting, he would give the IT equipment update on his behalf. The scanners, PCs and monitors are due for replacement. For efficiency, the plan is to replace all items simultaneously. Testing was conducted with Franklin County and Fairfield County and everything went smoothly. There is no timeline so far, but Title Support Services will be coordinating with IT and Excel to notify the clerks ahead of time as far as the logistics of deploying the scanners, PCs and monitors at the same time.

**Title Manual Status Update** – Tiffany Crawford reported that the committee met for a full day working session the day prior. The committee reviewed the drafts that Ms. Crawford had prepared. Ms. Crawford is working on putting the final draft together for a final review, and will get an update out soon. Tracy Zuver inquired as to whether the Title Manual could be considered complete, besides updates and maintenance. Ms. Crawford agreed that it was complete, aside from any kind of new information that comes up. Sandy Wilson complimented the work of the clerks on the Title Manual, the knowledge and information possessed by deputy clerks in the field, as well as the great job by Ms. Crawford. Karim Aba also acknowledged the value of the deputy clerks in the field. Assistant Registrar Dean inquired as to when work initially began on the manual. Ms. Crawford believed the work to have begun in 2017. Assistant Registrar Dean stated that prior to the Title Manual, clerks had to go through broadcasts and memos and that it was a matter of the clerks working together to create the draft and then get it to a workable document. Tracy Zuver acknowledged that credit was also due to Maureen Kelly with Lake County since she was the head of it. Calvin Freeman mentioned that he attended the meeting the day prior, and wished to echo the sentiment of the phenomenal job that Ms. Crawford has done and thanked the BMV for her work.

#### **GENERAL BUSINESS:**

Ashley Nelson distributed reports containing financial information for the third quarter of fiscal year 2024. Branden Meyer asked for the cost estimate for the replacement scanners, PCs, and monitors. Ms. Nelson believes the total to be about four million dollars. The updated total should be known by May, at which point Ms. Nelson will inform Mr. Meyer of the actual cost.

#### **OTHER BUSINESS:**

Sandy Wilson relayed a complaint from Shelby County about dissatisfactory service with Excel, noting that the county had experienced other issues as well. Branden Meyer recalled at least five instances when an Excel technician had shown up before realizing that they were in the wrong location/county. Tracy Zuver observed that the communication is the problem that everything leads to. Assistant Registrar Dean raised the question if there might be other counties that are having issues, and suggested that Karim Aba or Gene Riggs speak to the clerks about the matter. Mr. Aba indicated that the service issue with Shelby County was relayed to Title Support Services. Mr. Riggs explained that a network upgrade is currently underway, and due to problems arising with the project Title Support Services has been relaying many communications from IT to the counties. In one instance with Shelby County, a last-minute communication that the county visit would be canceled was missed. Assistant Registrar Dean asked if an update had been received from IT, and if it was known when the issues would be resolved. Mr. Riggs stated that while Title Support Services meets with them on a weekly basis, there was no update. The issue had been called a network degradation, although the project manager may have additional information.

Calvin Freeman showed concern about Excel installing the new scanners, PCs and monitors. Assurance was provided by Karim Aba that Title Support Services would always be happy to coordinate, help the counties and try to find a resolution through IT. Work is ongoing in streamlining processes with Excel and PC Support. In looking at resolution time for incidents, Mr. Aba noted that there have been some improvements with timelines being reduced from on average 14-20 days to two days. Mr. Aba reiterated that issues can continue to be sent to Title Support Services.

Branden Meyer revealed that the Board members have explained to other clerks that most of the issues are not with the BMV, but rather Excel. The efforts of the Registrar, Assistant Registrar and other BMV staff members to try to help and uncover issues was appreciated. Assistant Registrar Dean thanked Mr. Meyer for the continued support, but noted that Excel is a state contractor that the BMV needs to deal with.

Branden Meyer reported that Fairfield County is conducting driver's license exams. Susan Nicopolis and Todd Clark were thanked for being wonderful to work with. Additionally, the OCCA formed an official driver's exam committee that will meet monthly. Eventually, the committee will reach out to see if Ms. Nicopolis or someone from her team can join the meetings, if they're available. Virtual participation will also be an option. Mr. Meyer mentioned that his examiner had concerns related to computer programming and scheduling and asked if concerns should be directed to Ms. Nicopolis. Assistant Registrar Dean replied that they should, and that with the upcoming Bass 2.0 upgrade, scheduling will likely be something that is worked on.

Tracy Zuver and Calvin Freeman described the issues they had with driver exam no shows. Mr. Zuver wondered if there could be a way to take a non-refundable deposit to help offset costs that are being lost. Calvin Freeman indicated that there needs to be a deterrent and the committee is being formed so that all can express their concerns in order to make it work. Assistant Registrar Dean added that although no money is collected, the BMV is also having issues and it is a concern.

Tracy Zuver announced that he would not be in attendance for the July 16, 2024, meeting.

Branden Meyer motioned to adjourn the meeting. Sandy Wilson seconded the motion, which passed unanimously. The meeting adjourned at 2:16 p.m.

UPCOMING MEETINGS: July 16, 2024, at 1:30 p.m.

MINUTES:

  
CHAIRPERSON

APPROVED  DISAPPROVED

This 16<sup>th</sup> day of July 2024.