

MINUTES OF OHIO AUTOMATED TITLE PROCESSING (ATP) BOARD

April 21, 2026

VOTING MEMBERS PRESENT: Charles L. Norman, Registrar
Branden Meyer, Clerk of Courts, Fairfield County, Governor Appointee
Natalie Fravel, Clerk of Courts, Delaware County, Governor Appointee
Sandy Wilson, Clerk of Courts, Fayette County, OCCA President's Representative
Joe Cannon, Ohio Automobile Dealers Association, President's Representative

VOTING MEMBERS ABSENT: Anne Dean, Assistant Registrar
Tracy Zuver, Clerk of Courts, Fulton County, Governor Appointee

NON-VOTING MEMBERS PRESENT: Mariah Kanode, Ohio Department of Natural Resources,
Division of Parks and 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
Shalu Madan, Information Technology Supervisor 3, Application Development
Barbara Hamilton, Deputy Director 4, Fiscal Services
Amber Griffith, Financial Manager, Fiscal Section 3
Scott Perry, Financial Manager, Revenue Management
Sydney King, Program Administrator 3, Bureau of Motor Vehicles

ALSO IN ATTENDANCE: Alexa Jenkins, Operations Manager, Vitu
Colleen Borys, Government Affairs, Vitu
Courtney Smith, Product Manager, Vitu
Michael Heim, Operations, Vitu
Rich Simms, Director of Auto Title, Franklin County

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 1:43 p.m. 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 20, 2026, meeting. Branden Meyer motioned to approve the minutes and Sandy Wilson seconded the motion to approve, which passed unanimously.

OLD BUSINESS/ONGOING AGENDA ITEMS:

ATPS Team – Shalu Madan reported on the accomplishments since the last meeting in January. The Electronic Liens and Titles (ELT) State ID project has been completed. This involved creating a process to issue state IDs and onboard new ELT service providers since the American Association of Automobile Vehicle Administrators (AAMVA) no longer issues national IDs. It can be tested by interested parties and is ready to deploy into production. In response to requests from Dealer Licensing, modifications were made to the DBA field and associated expiration date in ATPS. The updates now allow titles to be issued for prior sales, even if the business status has changed. The team has been working closely with the Ohio Clerk of Courts Association (OCCA) Change Request Committee and has completed approximately 50% of the submitted requests, which have been deployed to production. Several of these updates also benefit service providers, including National Highway Traffic Safety Administration (NHTSA) access. Internal projects such as required server and environment upgrades were completed to maintain system stability and support in ATPS but were not necessarily functionality related. Geocoding had previously been a concern for service providers, as Electronic Title Applications (ETA) were being automatically rejected due to geocoding errors. An alternative submission method has been implemented, allowing clerks to review the transactions, assess the geocoding information, and determine whether to reject the application or proceed with issuing the title.

Upcoming work includes the Chase onboarding project. Significant progress has been made, with completion anticipated within the next month. Once finalized, the system will be prepared for testing with service providers, enabling them to process payments on behalf of their lienholders. A service provider has submitted requests for a new application programming interface (API) to support data transfers to their system, particularly for title and vehicle identification number (VIN) inquiries, with the goal of improving efficiency. Geocoding updates are being worked on due to changes made by the Department of Administrative Services (DAS). These updates will not affect system functionality and are limited to IT-related adjustments. Development of the National Motor Vehicle Title Information System

(NMVTIS) Representational State Transfer (RestAPI) is nearing completion. This project was initiated due to AAMVA's decision to sunset their older technology, requiring corresponding updates. The team will soon transition to internal testing, followed by several weeks of testing with AAMVA to ensure everything is working well with NMVTIS. Deployment to production is targeted for the fall of 2026. Work on the signature pad project continues and a meeting with OCCA is scheduled for the first week of May. Chris Rednour is serving as the project manager, and further details will be discussed in the upcoming meeting. The team has also been focused on ensuring everything, including all applications and PDFs, comply with the Americans with Disabilities Act (ADA). Work will continue through April 2027 due to required timelines. Building has begun on APIs for the Business Applications Support System (BASS) point-of-sale integration, which is part of a rewrite and requires corresponding updates within ATPS. OCCA requests and any new items that arise continue to be addressed. Once the ELT service provider changes are completed for onboarding Chase, the team will shift attention to the ELT portal project, which has an approved business case under Revenue Management. The team is putting in a lot of work and effort, with many of these projects expected to go live within the year.

Title Support Services Update – Chief Karim Aba reported that the title stock delivery was completed without issues on April 14, 2026. Title offices are fully stocked and inventory continues to be monitored while planning for the next cycle. Title Support Services continues to coordinate with IT and the clerks for the network upgrade deployment project, with approximately thirteen sites completed. The Ohio title contract will expire in June 2026, and the contract went up for bid April 14, 2026. Working through the procurement process is expected to take a month.

Branden Meyer shared feedback from a supervisor noting that the title stock delivery, as well as the accompanying communication, was the smoothest they had experienced. Natalie Fravel added that the same was true for Delaware County. Ms. Fravel stated that Delaware County experienced an outage beginning on a Wednesday afternoon. A ticket was submitted to the Help Desk and Service Now, and the issue was quickly identified as a communication error caused by outdated equipment on their side. Ms. Fravel expressed appreciation to Gene Riggs, Karim Aba, and their team for the prompt communication and coordination with Spectrum and AT&T. The team continued providing updates late into the evening, which allowed staff to keep customers informed throughout the incident. Mr. Riggs noted that credit was due to Robin Schmutz and her team for addressing problems immediately, which has proved very helpful.

GENERAL BUSINESS:

Barbara Hamilton distributed a report on the financial information for the third quarter of fiscal year 2026 and was thanked by Joe Cannon for sending the report in advance of the meeting.

Scott Perry reported on a process being developed that will allow direct debiting of service providers, to accommodate lienholders who prefer not to have their accounts debited. This is intended to provide a customer-friendly, service option. The ELT portal project is anticipated, which will streamline onboarding for new lienholders and significantly reduce processing times compared to traditional mail. Ms. Hamilton believes that the system will provide a user-friendly process for new participants onboarding to the ELT program, as well as for updates to bank accounts or contact information. By shifting to an electronic format instead of paper, the team expects to periodically verify and update lienholder contacts, enabling additional communication. Mr. Perry and Ms. Hamilton thanked Shalu Madan and her team for their hard work on these projects.

OTHER BUSINESS:

Registrar Norman expressed hope for all board members to attend the next meeting when a photographer will be present to take an official board photograph.

Alexa Jenkins inquired about a system cleanup for inactivated dealer licenses that are still showing as active ETA participants. Shalu Madan requested that Ms. Jenkins email the list to her for evaluation, noting that it should be a quick fix to resolve the matter.

Colleen Borys suggested that service providers be included whenever changes are made to onboarding workflows during the development of the ELT portal, to ensure their processes can be updated accordingly. Shalu Madan confirmed that service provider onboarding documents will be electronic and will therefore undergo the conversion process as well.

Branden Meyer motioned to adjourn the meeting. Natalie Fravel seconded the motion, which passed unanimously. The meeting adjourned at 2:13 p.m.

UPCOMING MEETINGS: July 21, 2026 at 1:30 p.m.

MINUTES:


CHAIRPERSON

APPROVED ☒ DISAPPROVED ☐ This 21 day of July 2026.