

# MINUTES OF OHIO AUTOMATED TITLE PROCESSING (ATP) BOARD

October 15, 2024

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  
Calvin Freeman, Clerk of Courts, Mercer County, OCCA President  
Sandy Wilson, Clerk of Courts, Fayette County, Designee for OCCA President

VOTING MEMBERS ABSENT: None

NON-VOTING MEMBERS PRESENT: None

NON-VOTING MEMBERS ABSENT: Steven Russell, Ohio Department of Taxation Designee  
Christina Frass, Ohio Office of Budget and Management Designee  
Mariah Kanode, Ohio Department of Natural Resources, Division of Watercraft Designee

ODPS/BMV PERSONNEL: 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  
Tina Palmer, Financial Program Manager, Fiscal Section 3  
Tiffany Crawford, Constituent Services Coordinator

ALSO IN ATTENDANCE: Jeanne Stephen, Clerk of Courts, Tuscarawas County  
Wendy Jones, Deputy Clerk, Tuscarawas County  
Sheila Bevington, Clerk of Courts, Geauga County  
Deborah Myers, Clerk of Courts, Ashland 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 1:34 p.m. The meeting was held in conference room 1106 of the Shipley Building at 1970 West Broad Street, Columbus, Ohio.

Tracy Zuver informed the Board that it was Calvin Freeman's final meeting as OCCA President, and that Deborah Myers will be appointed OCCA President in December.

Registrar Norman announced that there was a quorum. Board members reviewed the minutes from the July 16, 2024, meeting. 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. The team delivered on House Bill (HB) 195, with the codes deployed to production in ATPS, the Ohio Title Gateway (OTG), and the Electronic Title Application (ETA). Batch Transfer on Death (TOD) is in production, and HB33 legislative implementation was completed a couple of months ago. An issue reported by Dealertrack for previous owner accounts in the ETA service has been fixed. The team is actively working on Senate Bill (SB) 98. The change for performing the physical inspection is slated for October 23, 2024, and is under miscellaneous fee in the ATPS system. The development and IT testing for the Ohio Title Portal (OTP) hold functionality has been completed. Once BMV Investigations tests and provides their sign off, it should be deployed to production. A request for information (RFI) was made regarding the signature pad project. Ms. Madan hopes to receive the RFI responses from the analyst this week and have some details on the device. The team continues work on using the National Highway Traffic Safety Administration's (NHTSA) vehicle identification number (VIN) decoder. ATPS has VINA for VIN decoding, but the data sync revealed that NHTSA provides a better result set.

Therefore, the goal is to use that as a layer over the VINA service to provide better results with the make codes in ATPS, and help Ohio's data to remain in sync with AAMVA. The team is also working on batch jobs to keep Ohio in sync with AAMVA in case a network outage occurred and data reporting to AAMVA fell behind. Technical tasks such as security scans, identifying vulnerabilities, keeping up with technology and looking into ServiceNow cases are also done on a regular basis. Upcoming projects include the American Association of Motor Vehicle Administrators (AAMVA) Representational State Transfer (REST) Application Programming Interface (API) and the sunseting of their Unified Network Interface (UNI) technology. Dealertrack has requested the capability for dealers to submit PDFs so that they can be reviewed in ATPS the way images can. The option is being explored and no changes have been made to the system yet.

Branden Meyer asked about which option to select on the drop-down menu for VIN inspections. Ms. Madan indicated that the option is called physical inspection, which is a five-dollar fee the system will add automatically. What makes it different from other miscellaneous fees is that the fee is waivable. When the fee is waived, a pop-up will appear to confirm that. Mr. Meyer also inquired about the current inspection form and the fee disbursement language on the clerk's version of it. Gene Riggs confirmed that a form was created for the clerks that mimics the original form.

**Title Manual Status Update** – Tiffany Crawford reported that due to the holiday, the Title Manual Committee would meet the following Monday. Ms. Crawford will work on drafts that will be sent to the Committee, once editing is complete.

**Title Support Services Update** – Gene Riggs reported that Title Support Services met with Keith Hall and PC Support regarding the PC and scanner replacement project that will begin on October 29, 2024, with three pilot sites. The role of Title Support Services will be to contact the clerk's offices to inform them in advance of when to expect the technicians. Once the schedule is provided by PC Support, Title Support Services will begin calling the counties. Registrar Norman asked if the project included a switch to Windows 11, and Mr. Riggs believes this to be the case. Assistant Registrar Dean inquired if signature pads would also be involved. Mr. Riggs stated that the signature pad project was still in process.

Calvin Freeman expressed a concern regarding smaller county offices when a computer goes down, as they may lack extra equipment for an employee to utilize. Mr. Freeman asked about the possibility of providing a spare computer to smaller counties, or having repair technicians leave a spare computer while repairs are made. Mr. Riggs indicated that PC Support would need to be consulted about extra computers. Title Support Services and the Registrar's Office are working with Keith Hall's team on finding solutions to ensure issues are expedited. If a ServiceNow ticket is submitted, counties can email Mr. Riggs, Chief Aba, or a manager in Title Support Services to request expedited assistance. Registrar Norman asked if Excel had towers in their trucks. Mr. Meyer indicated that Excel formerly carried extra computers and equipment, but not anymore. Additionally, Excel rarely has the needed part to fix the issue and so must return, sometimes multiple times. Several counties have reported wait times of three to four weeks. Barbara Hamilton asked for an estimate of smaller offices having this issue, in order to determine if Fiscal could assist by purchasing extra computers. Mr. Freeman believes the number could be determined by counties with less than four units to a station. Mr. Meyer suggested that the Excel technician have a machine on hand to replace the one needing service, since a spare machine stored at clerks' offices may not receive timely updates. Assistant Registrar Dean believes there may be a disconnect in communication from what Excel relays to the county offices and what the BMV is informed of. Registrar Norman requested that Mr. Riggs inform Fiscal of the number of clerks' offices with four terminals, or less.

**GENERAL BUSINESS:**

Barbara Hamilton distributed reports containing financial information for the first quarter of fiscal year 2025. If ten additional computers are needed for the clerks' offices, it would be possible. Ms. Hamilton also informed the Board that Fiscal is still working with the Department of Taxation on making a change to the weekly sales tax collection.

**OTHER BUSINESS:**

Tracy Zuver motioned to adjourn the meeting. Branden Meyer seconded the motion, which passed unanimously. The meeting adjourned at 1:59 p.m.

UPCOMING MEETINGS: January 21, 2025, at 1:00 p.m.

MINUTES:

  
\_\_\_\_\_  
CHAIRPERSON

APPROVED  DISAPPROVED

This 21<sup>st</sup> day of January 2025.