MINUTES OF OHIO AUTOMATED TITLE PROCESSING (ATP) BOARD

October 18, 2022

VOTING MEMBERS PRESENT:

Charles L. Norman, Registrar

Tracy Zuver, Clerk of Courts, Fulton County, Governor Appointee Brandon Meyer, Clerk of Courts, Fairfield County, Governor Appointee Kim Bood, Clerk of Courts, Morrow County, Designee for OCCA President

Mary Swain, Clerk of Courts, Butler County, OCCA President

VOTING MEMBERS ABSENT:

Anne Dean, Assistant Registrar

NON-VOTING MEMBERS PRESENT:

None

NON-VOTING MEMBERS ABSENT:

Steve Russell, Administrator, Department of Taxation

Casey Raver, Ohio Department of Natural Resources (ODNR), Division of

Watercraft

Christina Frass, Office of Budget Management (QBM)

ODPS/BMV PERSONNEL:

Karim Aba, Administrative Officer 2, Title Support Gene Riggs, Administrative Officer 1, Title Support

Karen Casparro, IT, Administrative Officer 2

Ashley Nelson, Administrative Officer 2, AP/Budget Tiffany Crawford, Publications Coordinator

Scott Perry, Administrative Officer 2, Revenue

Management

Barbara Morse, Sr. Financial Analyst

Sydney King, Policy Advisor

ALSO IN ATTENDANCE:

None

MINUTES BY:

Alisan Duran, Administrative Professional, Title Support

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 announced that it was Mary Swain's final meeting as OCCA president, and Registrar Norman thanked her for her service.

Board members reviewed the minutes from the July 19, 2022, board meeting. Brandon Meyer motioned to approve the meeting minutes. Tracy Zuver seconded the motion, which passed unanimously.

OLD BUSINESS/ONGOING AGENDA ITEMS:

ATPS Team – Karen Casparro reported that the Ohio Title Portal (OTP) was released in July and is very noticed and used by the public however, few titles are issued due to the notary section of the title not being completed. This issue was discussed at the Title Portal Committee Meeting, along with how the ATPS team will be working on making it easier for counties to reject these transactions. Some of the rejection messages the customer receives will be adjusted for clarity of language, thereby eliminating the need for a typed response from the county. In the case of a walk-in customer that must be turned away, county offices could assist with the paperwork, witness it, and encourage use of the OTP, instead of returning to the office. Encouraging use of the OTP would not take money from counties, since the county has a period of time where they can grab the transaction in the OTP and process it.

The team continues working on adjusting about forty forms within ATPS to fit the signature pad, and trying to improve things for electronic lien holders and non-electronic lien holders who employ a service provider to manage their titles. Lien cancellations are free,

tedious, and often fall on the counties. While trying to improve this process for counties, the fact that the public needs and wants their title is kept foremost in mind. Also, a backlog of about forty-four features and fifty bugs is concurrently being worked on.

Registrar Norman inquired about the initial 70% OTP rejection rate, and if there was any decrease since recent image improvements. Karen reported that as the OTP usage has increased, so have the rejections. Approximately 99% of rejections are due to the notary portion being completed incorrectly. Registrar Norman asked for the number of transactions, to which Karen replied that out of over 1,600 applications, only about 150 titles have been issued. Registrar Norman requested that the team research the number of unique site visits to look up other information, so that a decision can be made.

Karen announced that Phil Ross would be retiring at the end of the year, and expressed that it is a big loss for IT-PC support.

Registrar Norman asked Karim Aba to share the final draft of the OTP instruction video to the other board members for their feedback.

Title Manual Status Update - Tiffany Crawford reported that they meet on a quarterly basis, and held an exceptionally productive meeting the day prior. Many topics were reviewed, and eighteen will be placed in the manual. A new form was created and submitted to the group for review. Tiffany was very pleased with the progress that was made. Kim Bood and Tracy Zuver expressed their appreciation for the software training that Tiffany provided. As a result, two forms were combined, and one of the topics from 2019 was completed.

GENERAL BUSINESS:

Ashley Nelson distributed reports containing financial information as of September 30, 2022, for fiscal year 2023. There was a breakdown of standard expenses, what was expensed out, and what has been encumbered on a PO to be sent out later in the year. To date, 2 million has been spent, 2.8 has been encumbered, and 11.5 million of appropriation remains that could be spent later in the fiscal year. A summary table of appropriations versus expenses and encumbrances for 2016 - 2023 was analyzed. The appropriation for fiscal year 2023 has been slightly increased, which is due to adjustments by OBM for the Cost of Living Adjustments (COLA) that were in the last contractual agreements. For the first quarter, 2.5 million dollars of revenue has been collected, which is slightly lower compared to last year. As of September 30th, 30.3 million dollars remains in the ATPS Fund.

A report with the number of titles invoiced by Dealertrack was reviewed. The invoice for August was not on the report due to it being returned to Dealertrak for corrections. The corrected invoice has since been received, and is in the process of being paid. Once the August invoice has been paid, Dealertrak will send the September invoice.

There have been no occurrences of credit card charge backs on the OTP. Tracy Zuver and Brandon Meyer requested a report on the revenue from the transactions, and the number of transactions, respectively. Karen Casparro and Ashley will create a report. There is a slight increase in revenue from electronic liens and titles, and the spending is in line with the collected revenue.

A projection of future expenses was discussed, which includes a planned computer equipment refresh for 2024-2025 at ATPS locations. If spending is consistent with the past, the operating fund balance looks fairly healthy into the future. However, if a large expense arises or is planned, that is something that should be reported and discussed.

OTHER BUSINESS:

Tracy Zuver mentioned that during the OCCA title meeting, Lolitha Jordan was honored and presented with a plaque for her dedication, service, and time spent in helping the OCCA. Branden Meyer added that they would miss working with her.

Branden Meyer thanked Sydney King for her assistance and attendance at unconventional vehicle title meetings, and noted that her legal expertise has been very helpful.

Branden Meyer motioned to adjourn the meeting. Tracy Zuver seconded the motion, which passed unanimously. The meeting adjourned at 1:58 pm.

UPCOMING MEETINGS: January 17, 2023, at 1:30 p.m.

MINUTES:

APPROVED >

CHAIRPERSON

This 17 day of January