

MINUTES OF OHIO AUTOMATED TITLE PROCESSING (ATP) BOARD

January 17, 2023

VOTING MEMBERS PRESENT: Charles L. Norman, Registrar
Anne Dean, Assistant Registrar
Brandon Meyer, Clerk of Courts, Fairfield County, Governor Appointee
Tracy Zuver, Clerk of Courts, Fulton County, Governor Appointee, 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
Casey Raver, Ohio Department of Natural Resources,
Division of Watercraft Designee
Christina Frass, Ohio Office of Budget Management Designee

ODPS/BMV PERSONNEL: Karim Aba, Administrative Officer 2, Title Support
Gene Riggs, Administrative Officer 1, Title Support
Karen Casparro, Administrative Officer 2, Application Development
Tiffany Crawford, Constituent Services Coordinator
Scott Perry, Financial Analyst Supervisor, Fiscal Services
Barbara Hamilton, Senior Financial Manager, Fiscal Services
David Shuster, Program Administrator 3, Information Technology

ALSO IN ATTENDANCE: Mary Swain, Clerk of Courts, Butler County
Rich Simms, Franklin County Auto Title
Calvin Freeman, Clerk of Courts, Mercer County
Nicole Sackenheim, Butler County Auto Title
Whitney Gentry, Butler County Auto Title

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

The meeting of the Ohio Automated Title Processing (ATP) Board was called to order by Registrar Charles Norman at 1:35 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 he is serving as the OCCA president for 2023, and has chosen Sandy Wilson to serve as the OCCA president appointee. Sandy Wilson is also serving as the Title Committee Chair. Cal Freeman is now the first vice president of the OCCA, and will serve as the OCCA president in 2024.

Sandy Wilson informed the Board that Nicole Sackenheim and Whitney Gentry are serving on the Title Committee as co-chairs.

Board members reviewed the minutes from the October 18, 2022, board meeting. Brandon Meyer motioned to approve the meeting minutes. Tracy Zuver seconded the motion, which passed unanimously.

OLD BUSINESS/ONGOING AGENDA ITEMS:

Multi-Factor Authentication (MFA) – David Shuster presented information to the Board about this type of end point security where email and instant messaging occur. Since clerks do not have the option to use a phone for multi-factor authentication, hard tokens will be used instead. The tokens will be mailed to the managers, who will in turn distribute them to employees. The counties will receive advanced notice of the activation date, and then activation will occur one county at a time. In the event that something doesn't work correctly, emails will not be accessible until DPS-IT resolves the issue. Karen Casparro clarified that any ATPS email issues would not affect the issuance of titles. Mr. Shuster explained that ATPS is the final section at DPS to go through the process, and the plan is to purchase five-hundred tokens.

Charles Norman recommended that email lists be cross-referenced in order to reduce the number. Branden Meyer suggested asking counties if they have a county email address accessible from the title office. If they do, the county email can be used instead of the ATPS email, thus further reducing the number of tokens needed. Board members discussed the possibility of eliminating ATPS emails altogether and communicating by other means, but ultimately concluded that the alternatives would not be feasible.

Permission to encumber ten thousand dollars for token purchasing was requested by Mr. Shuster, with the assurance that a hard count of each county would be completed before the order is placed. Barbara Hamilton advised that no issues would occur fiscally if a decision was made to encumber the money. Branden Meyer motioned to spend up to ten thousand dollars to purchase the tokens. Tracy Zuver seconded the motion, which passed unanimously. Karim Aba confirmed that Title Support would coordinate the audit of the counties in order to obtain a precise number of tokens needed.

ATPS Team – Karen Casparro reported that the receipt printer replacement project is ongoing, and moved from pilot to implementation within the last few weeks. The current HP printers are being replaced with Lexmark, which is the same type currently in place for title processing. Counties will purchase toner for the receipt printers and request reimbursement, as they currently do when ordering toner for their title printers.

Tracy Zuver inquired about the reimbursement processing time, and the status of a reimbursement that had been submitted. Barbara Hamilton said she would look into the matter.

Branden Meyer asked if printers could instead be ordered by the state. When a printer is needed, the county would then reach out to the state. Anne Dean surmised that it would result in higher costs, due to shipping. It would also involve the state maintaining a stock of printers.

Karen Casparro informed the Board that her latest email was regarding NMVITIS and what will be done to resolve an ongoing issue. The ATPS team is currently testing, and if the results are favorable, the update should be on schedule for use on Thursday. Information about the update will be placed on the message board. Once the update takes place, the button will turn blue instead of green, yellow or orange. The signature pad work is ongoing, and the Ohio Title Portal numbers have been slightly higher in 2023.

Tracy Zuver related that a county asked about the Ohio Title Portal queue, and when applications are being pulled. Karen explained that the queue is open from 8:30am – 5:00pm. If a title office is able to pull applications outside of those times, the applications were either in the open queue from the previous day, or the applications were directed to that particular county.

It was reported by Anne Dean that 256 titles were issued from the inception of the Ohio Title Portal in July 11, 2022 – December 31, 2022. Twenty were completed so far in 2023, which brought the total to 276. However, those numbers only pertain to completed titles, not attempts. Karen Casparro noted that the total applications approximately number in the 1800s; they are often abandoned. Anne Dean will be reviewing the instructional video draft that Title Support created about the Ohio Title Portal. Karim Aba believes the video to be a great idea, and informed the Board that Title Support participated in a search optimization project for the BMV website. Key words were imbedded that the customer might use to find out about transferring titles electronically. Furthermore, the BMV Title page will be updated with a detailed overview of what the Ohio Title Portal is, how to use the system, and to whom customers may contact with questions.

Title Manual Status Update – Tiffany Crawford reported that some drafts were ready for review, and that the Title Manual Committee would be meeting about them following the ATP Board Meeting. Ms. Crawford hoped to send the updates out soon.

Tracy Zuver stated that the clerks will meet online every other week to collaborate on assignments, in hopes that more progress will be made when meeting with the BMV. Mr. Zuver expressed appreciation for the team and how well they work together. Karim Aba concurred, and mentioned his pride in the title manual. Requests and issues are still being received from counties, and the plan is to incorporate and bring those issues before the Title Manual Committee for inclusion in the title manual. Title Support staff are consistently encouraging the counties to use the title manual during their communications.

GENERAL BUSINESS:

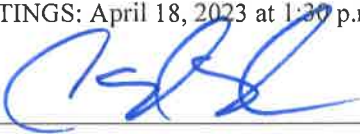

The financial report was distributed by Barbara Hamilton. Ms. Hamilton reported that at the halfway point through the fiscal year, the Board had quite a bit of appropriation left unused. There is a healthy amount of revenue coming into the fund, and a projection shows that it might slightly grow over time. There has not been any chargeback activity in the Ohio Title Portal.

OTHER BUSINESS:

Tracy Zuver informed the Board of an email he received from a county regarding ATPS equipment inventory and insurance. The last equipment lists the county received was in 2016, and they asked if they should receive a new one. Barbara Hamilton will find out if an inventory of equipment is stored in OBM's database, besides what has been sent and taken away, as well as inquire about the insurance. Anne Dean noted that a question about equipment insurance coverage was also raised in 2016. Ms. Dean explained that at the time, DAS confirmed that there is a policy on ATPS equipment, and stated the matter will be looked into. Karen Casparro asked if an equipment list is something that the counties would want, and that it could be provided, although the preference would be to wait until after the installation of the new printers. Ms. Dean believes it would be a good idea to create equipment lists after the printers are received.

Branden Meyer motioned to adjourn the meeting. Tracy Zuver seconded the motion, which passed unanimously. The meeting adjourned at 2:42 pm.

UPCOMING MEETINGS: April 18, 2023 at 1:30 p.m.

MINUTES:  APPROVED  CHAIRPERSON

DISAPPROVED _____

This 18th day of April 2023.