

PAYROLL COMPARISON – 2026

Proposer Name: Chris Overton

Evaluator Printed Name: Michael Farrell

| PAYROLL from Operational Form 4.3 Staffing and Personnel Calculation | | | | | | |
|--|--------------------|---------------|---------------|---------------|---------------|---------------|
| | Location Number(s) | | | | | |
| | <u>Loc. 1</u> | <u>Loc. 2</u> | <u>Loc. 3</u> | <u>Loc. 4</u> | <u>Loc. 5</u> | <u>Loc. 6</u> |
| | 55-A | | | | | |
| Highest Rate | \$21/hr | | | | | |
| Lowest Rate | \$16/hr | | | | | |
| Number of Hours Recommended | 308 | | | | | |
| Number of Hours Proposed | 335 | | | | | |
| Total Monthly Wages | \$22,032 | | | | | |

Comments:

PERSONAL EVALUATION (2026)

Chris Overton
55-A / 26009
Miami County, Troy
BMV Site

Evaluation Team Number: _____

Location(s) Proposed: (#1) 55-A _____

Proposed as 2nd Location _____

Verify Proposer's Full Name: (#2) Chris Douglas Overton

Proposer's County of Residence (NPC Operation) _____

Verify Proposer's Driver's License Number: (#6) _____

Proposing as Minority: (#9) Yes _____ No

Proposing as: (#10) Individual Clerk of Courts _____ Co. Auditor _____ Nonprofit Corp. _____

SCORING SUMMARY

| | | |
|--|--------------------|------------|
| FORM 3.0, PERSONAL CHECKLIST | (Max. 16 Points): | <u>16</u> |
| PERSONAL EVALUATION, Page 2 | (Max. 55 Points): | <u>55</u> |
| BUSINESS AND EMPLOYMENT EXPERIENCE, Page 3 | (Max. 100 Points): | <u>100</u> |
| PERSONAL EVALUATION, Page 5 | (Max. 28 Points): | <u>28</u> |
| PERSONAL EVALUATION, Page 6 | (Max. 17 Points): | <u>17</u> |
| PERSONAL EVALUATION, Page 7 | (Max. 27 Points): | <u>27</u> |
| PERSONAL EVALUATION, Page 8 | (Max. 15 Points): | <u>15</u> |

TOTAL POINTS (Max. 258 Points): 258

Comments: Yes + No marked proposing as MBE. No forms received.

Evaluators' Signatures

Evaluators' Printed Names

Date

(1) Michael Farrell Michael Farrell 2/23/26

(2) _____ _____ _____

PERSONAL EVALUATION

OK | NO

| | | |
|--|---|---|
| 1. Proposer does not and will not hold a PROHIBITED elective public office other than County Clerk of Courts or County Auditor? (#11 & 12) | 5 | * |
| 2. Proposer does not hold an overlapping deputy registrar contract? (#13) If contract overlaps, what is the expiration date of the contract? <u>6/2029</u> | 0 | 0 |
| 3. Proposer is not a prohibited relative of a current deputy registrar? (#14, 15 & 16) | 5 | * |
| 4. Proposer is not a prohibited relative of an ODPS employee, or (if a relative) proposer has either been a deputy registrar continuously since January 1, 1992, or the ODPS employee became employed after the proposer was first appointed deputy registrar? (#17) | 5 | * |
| 5. Proposer is not a State of Ohio employee or will resign? (#19) | 5 | * |
| 6. Proposer is not an active insurance agent or is nonprofit? (#20) | 5 | * |
| 7. Proposer states no criminal conviction within the last 10 years? (#21) | 5 | * |
| 8. Proposer owes no local, state, or federal delinquent taxes, social security payments, workers' compensation premiums or mandatory contributions? (#22) | 5 | * |
| 9. Proposer agrees to maintain acceptable business liability insurance in accordance with Ohio Revised Code section 4503.03(C)? (#23) | 5 | * |
| 10. Proposer can meet bond requirements? (#24 and acceptable proof) | 5 | * |
| 11. Acceptable educational information OR nonprofit corporation? (#25) | 5 | 0 |
| 12. Proposer has computer training or experience? (#26) | 5 | 0 |

PERSONAL EVALUATION POINTS, Page 2 (Max. 55 Points) 55

NOTE: Score indicated "*" may lead to disqualification OR contract contingency. Score "0" may lead to contract contingency.

Comments: _____

BUSINESS AND EMPLOYMENT EXPERIENCE VERIFICATION

Person called: Verified at telephone () _____

Company: EFR License Agency

Relationship: Deputy Registrar

Verified experience as: Deputy Registrar Agency Owner (50) Other Business Owner (34) _____

Manager or Supervisor (25) _____ Deputy Registrar Employee (23) _____ Other Employee (20) _____

Hours per week: 15

From (date): 6/2012 To (date): 2/2026 Length: 13.8

Verified Hours 15 = Factor 1 x Years 13.8 x Points 50 = 690

Person called: _____ at telephone () _____

Company: _____

Relationship: _____

Verified experience as: Deputy Registrar Agency Owner (50) _____ Other Business Owner (34) _____

Manager or Supervisor (25) _____ Deputy Registrar Employee (23) _____ Other Employee (20) _____

Hours per week: _____

From (date): _____ To (date): _____ Length: _____

Verified Hours _____ = Factor _____ x Years _____ x Points _____ = _____

Person called: _____ at telephone () _____

Company: _____

Relationship: _____

Verified experience as: Deputy Registrar Agency Owner (50) _____ Other Business Owner (34) _____

Manager or Supervisor (25) _____ Deputy Registrar Employee (23) _____ Other Employee (20) _____

Hours per week: _____

From (date): _____ To (date): _____ Length: _____

Verified Hours _____ = Factor _____ x Years _____ x Points _____ = _____

BUSINESS AND EMPLOYMENT EXPERIENCE CALCULATION

13. DEPUTY REGISTRAR AGENCY OWNER Experience, Form 3.2

| ITEM | AGENCY/COMPANY | HOURS | = | FACTOR | x | YEARS | x | POINTS | = | SCORE | VERIFIED |
|--|---------------------------|-------|---|--------|---|-------------|---|--------|---|------------|----------|
| A. | <i>EFR License Agency</i> | # NA | = | 1.0 | x | <i>13.8</i> | x | 50 | = | <i>690</i> | ✓ |
| B. | | # NA | = | 1.0 | x | | x | 50 | = | | |
| C. | | # NA | = | 1.0 | x | | x | 50 | = | | |
| Subtotal of 13-A, 13-B & 13-C = | | | | | | | | | | <i>690</i> | |

14. OTHER BUSINESS OWNERSHIP Experience, Form 3.2

| ITEM | AGENCY/COMPANY | HOURS | = | FACTOR | x | YEARS | x | POINTS | = | SCORE | VERIFIED |
|--|----------------|-------|---|--------|---|-------|---|--------|---|-------|----------|
| A. | | # | = | | x | | x | 34 | = | | |
| B. | | # | = | | x | | x | 34 | = | | |
| C. | | # | = | | x | | x | 34 | = | | |
| Subtotal of 14-A, 14-B & 14-C = | | | | | | | | | | | |

15. SUPERVISORY / MANAGEMENT (ANY BUSINESS – INCLUDING DR) Experience, Form 3.2

| ITEM | AGENCY/COMPANY | HOURS | = | FACTOR | x | YEARS | x | POINTS | = | SCORE | VERIFIED |
|--|----------------|-------|---|--------|---|-------|---|--------|---|-------|----------|
| A. | | # | = | | x | | x | 25 | = | | |
| B. | | # | = | | x | | x | 25 | = | | |
| C. | | # | = | | x | | x | 25 | = | | |
| Subtotal of 15-A, 15-B & 15-C = | | | | | | | | | | | |

Total DR, Ownership and/or Management #13-15 (Max. 100 Points) = *100*

16. DEPUTY REGISTRAR EMPLOYMENT (NON-MANAGEMENT) Experience, Form 3.2

| ITEM | AGENCY | HOURS | = | FACTOR | x | YEARS | x | POINTS | = | SCORE | VERIFIED |
|--|--------|-------|---|--------|---|-------|---|--------|---|-------|----------|
| A. | | # | = | | x | | x | 23 | = | | |
| B. | | # | = | | x | | x | 23 | = | | |
| C. | | # | = | | x | | x | 23 | = | | |
| D. | | # | = | | x | | x | 23 | = | | |
| Subtotal of 16-A, 16-B, 16-C & 16-D = | | | | | | | | | | | |

Total DR Employment Experience #16 (Max. 90 Points) =

17. OTHER EMPLOYMENT Experience, Form 3.2

| ITEM | AGENCY/COMPANY | HOURS | = | FACTOR | x | YEARS | x | POINTS | = | SCORE | VERIFIED |
|--|----------------|-------|---|--------|---|-------|---|--------|---|-------|----------|
| A. | | # | = | | x | | x | 20 | = | | |
| B. | | # | = | | x | | x | 20 | = | | |
| C. | | # | = | | x | | x | 20 | = | | |
| D. | | # | = | | x | | x | 20 | = | | |
| Subtotal of Lines 17-A, 17-B, 17-C & 17-D = | | | | | | | | | | | |

Total Other Employment Experience #17 (Max. 80 Points) =

ENTER LARGEST OF TOTALS [13-15 (100 pts.), 16 (90 pts.), or 17 (80 pts.)] = *100*

PERSONAL EVALUATION

OK | NO

| | | |
|--|-----------|---|
| 18. Form 3.3 – Customer Service Experience | | |
| Did proposer provide acceptable list of ideas to improve customer service at a deputy registrar agency or provide an example of something done as part of a job or business to improve services for customers? | <u>2</u> | 0 |
| 19. Form 3.4 – Start-Up Cost Funds On Deposit (not required for Auditors or Clerks of Courts) | | |
| A. Are funds in acceptable financial institution and verified with bank/teller stamp? | <u>5</u> | * |
| B. Are funds in proposer's or proposer's business name or joint with spouse? | <u>5</u> | * |
| 20. Form 3.5 – Political Contributions Report (not required for Auditors or Clerks of Courts) | | |
| Did proposer mark "NO" for every category, every year? (For Nonprofit Corporations, evaluate both Corporation's and CEO's Form 3.5) | <u>5</u> | * |
| 21. Form 3.6 – Personnel Policy Summary | | |
| Does proposer agree to provide/maintain a written personnel policy covering the following: | | |
| A. Hiring employees with deputy registrar agency experience? | <u>11</u> | 0 |
| B. Equal Employment Opportunity? | | |
| C. Employee training by the deputy registrar? | | |
| D. Participation in BMV provided training? | | |
| E. Evaluation of employee performance? | | |
| F. Grounds for discipline or dismissal/termination (list) which shall include drug and alcohol use? | | |
| G. Progressive disciplinary steps? | | |
| H. Dress code with list of acceptable attire? | | |
| I. Dress code with list of unacceptable attire? | | |
| J. A policy for maintaining the professional appearance of all staff at all times? | | |
| K. Fringe benefits (beyond those required by law or contract)? | | |

PERSONAL EVALUATION POINTS, Page 5 (Max. 28 Points)

28

NOTE: Score indicated "*" may lead to disqualification OR contract contingency. Score "0" may lead to contract contingency.

Comments: _____

PERSONAL EVALUATION

OK | NO

| | | |
|--|----|---|
| 22. Form 3.7 – Security Plan Summary - Did proposer agree to provide: | | |
| A. An electronic alarm system? (Mandatory) | 13 | * |
| B. Alarm system monitored 24 hours, off-site? (Mandatory) | | |
| C. Alarm system reports off-site if wires cut or tampered with? (Mandatory) | | |
| D. Adequate alarm monitored panic/hold-up buttons? (Mandatory) | | |
| E. Motion detectors connected to alarm system? (Mandatory) | | |
| F. Alarm monitored contacts on all exterior doors? (Mandatory) | | |
| G. Alarm monitored contacts on all exterior windows? (Mandatory) | | |
| H. Video recording camera surveillance system? (Mandatory) | | |
| I. Safe or secured locking cabinet? (Mandatory) | | |
| J. Secured storage room with alarm monitored contacts on door(s) and window(s), if applicable? (Mandatory) | | |
| K. Cross cut shredder to be made available to destroy customer copy records? (Mandatory) | | |
| L. All doors and all windows will be securely locked when license agency is closed? (Mandatory) | | |
| M. Smoke, fire, and carbon monoxide detection devices (Mandatory)? | | |
| N. Interior/Exterior motion activated security lights? (Suggested) – Check OK or NO | | |

| | | |
|---|---|---|
| 23. Form 3.8 – Facility Maintenance Plan Summary - Did proposer agree to provide: | | |
| A. Indoor/Outdoor maintenance and cleaning? | 1 | 0 |
| B. Prompt snow and ice removal? | 1 | 0 |
| C. Carpet and/or floor cleaning (if appropriate)? | 1 | 0 |
| D. Repainting? | 1 | 0 |

PERSONAL EVALUATION POINTS, Page 6 (Max. 17 Points) 17

NOTE: Score indicated "*" may lead to disqualification OR contract contingency. Score "0" may lead to contract contingency.

Comments: _____

PERSONAL EVALUATION

OK | NO

| | | |
|---|---|---|
| 24. Form 3.9 – Involved and Invested in Your Business | | |
| 1. How do you plan to manage, be responsible, and be accountable for this business at all times? | 1 | 0 |
| 2. How will you ensure that all laws, rules, guidelines and procedures are followed, at all times, specifically with regard to issuing and renewing driver licenses, identification cards, and vehicle registrations? | 1 | 0 |
| 3. What measures will you put in place to detect, deter, and prevent fraud? | 1 | 0 |
| 4. The Ohio Bureau of Motor Vehicles routinely issues new and/or revised policy and procedural changes through email broadcasts to the deputy registrars. How will you ensure that policies and procedures are communicated to the staff and followed on a daily basis? | 1 | 0 |
| 5. How will you demonstrate good leadership to your employees? | 1 | 0 |
| 6. How will you maintain a high level of professionalism each day in this business? | 1 | 0 |
| 7. How do you intend to recruit and retain high quality employees? | 1 | 0 |
| 8. How will you provide a safe, clean, and friendly place to do business? | 1 | 0 |
| 9. How would you deal with an irate customer? | 1 | 0 |
| 10. What training or advice do you, or will you, give to your employees for dealing with irate customers? | 1 | 0 |
| 11. How will you meet the expectations of the Ohio Bureau of Motor Vehicles? | 1 | 0 |
| 12. Why should the Ohio Bureau of Motor Vehicles consider you for a deputy registrar license agency contract? | 1 | 0 |
| 25. Form 3.10(A) (B) or (C) – Affidavit of Individual, Auditor/Clerk of Courts or Nonprofit Corporation | | |
| A. Did proposer submit proper affidavit without alteration and does it appear to be complete, accurate, and truthful ? | 3 | * |
| B. Is it the affidavit duly signed and notarized? | 2 | * |
| 26. Local Law Enforcement Report / Articles of Incorporation (AOI) | | |
| A. No disqualifying convictions for individual / AOI for nonprofit corporation? | 3 | * |
| B. No convictions (except minor traffic) / AOI for nonprofit corporation? | 2 | 0 |
| 27. BCI / FBI Criminal Background (WebCheck) Report / AOI for Nonprofit Corporation | | |
| No disqualifying convictions for individual / AOI for nonprofit corporation? | 5 | * |

PERSONAL EVALUATION POINTS, Page 7 (Max. 27 Points)

27

OPERATIONAL EVALUATION (2026)

Chris Overton
55-A / 26009
Miami County, Troy
BMV Site

| FORM | DESCRIPTION | OK | NO |
|------|--|----|----|
| 4.0 | Operational Checklist – Maximum = 6 Points (enter points recorded on bottom of Form 4.0) | 6 | |
| 4.1 | Appointment of Agency Managers | | |
| | A. Deputy to Work at Least Twenty (20) Hours Per Week Proposed Work Hours Per Week <u>20</u> | 5 | * |
| | B. Appointment of Manager and Assistant OR Acceptable Statement | 3 | 0 |
| 4.2 | Experienced Employees Summary Gave Acceptable Statement OR Provided Names | 2 | 0 |
| 4.3 | Staffing and Personnel Calculation | | |
| | A. Hours Recommended: <u>308</u> Proposed: <u>335</u> | 4 | * |
| | B. Work Hours and Pay Calculated Correctly | 2 | 0 |
| | C. Meets Minimum Wage Requirement (2026 Ohio Minimum Wage Rate = \$7.25 or \$11.00 Per Hour) | 1 | * |
| 4.4 | Start-Up Costs Calculation | | |
| | A. Adequate and Accurate Personnel Costs | 3 | 0 |
| | B. Adequate and Accurate Site Preparation Costs | 2 | 0 |
| | C. Adequate and Accurate Rental Payments | 2 | 0 |
| | D. Total Required: \$ <u>32,313.24</u> On Deposit (Form 3.4): \$ <u>33,054.80</u> | 5 | * |
| 4.5 | Deputy Registrar Contract | | |
| | A. Filled Out Completely and Properly | 2 | 0 |
| | B. Signed and Properly Notarized | 3 | 0 |

OPERATIONAL EVALUATION POINTS (Max. 40 Points) 40

NOTE: Score indicated "*" may lead to disqualification OR contract contingency. Score "0" may lead to contract contingency.

Comments:

| Evaluators' signatures | Printed names | Date |
|-----------------------------------|------------------------|----------------|
| (1) <u><i>Michael Farrell</i></u> | <u>Michael Farrell</u> | <u>2/27/26</u> |
| (2) _____ | _____ | _____ |

Operational Evaluation (2026)

3.0 PERSONAL CHECKLIST

Proposer's Full Legal Name Chris Douglas Overton

Proposer Number (BMV use only) _____

INSTRUCTIONS: You must submit one original of this form and all documents listed on this form as appropriate based on your status as a proposer (individual, county auditor, clerk of courts or nonprofit corporation). Even if you are submitting more than one proposal, only one original of these forms are required. Please submit via email in accordance with the RFP instructions.

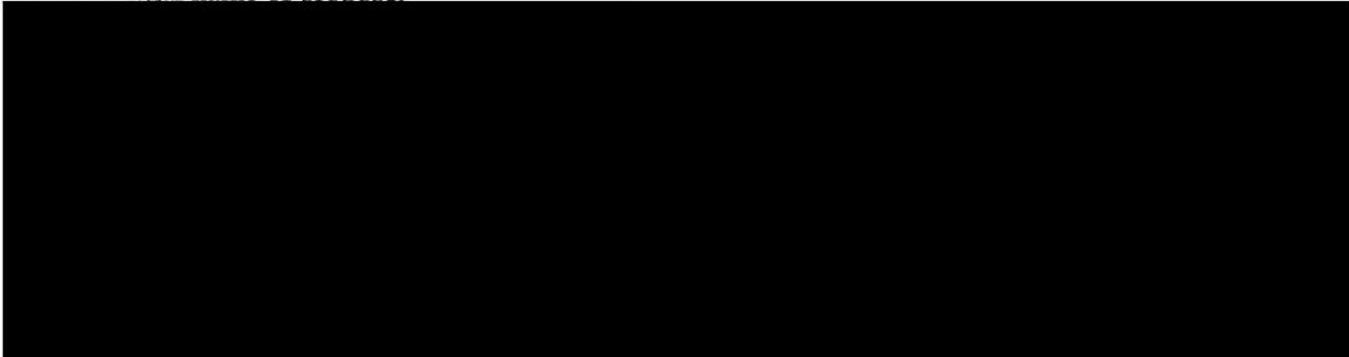
| INDIVIDUAL | ✓ | BMV | COUNTY AUDITOR OR CLERK OF COURTS | ✓ | BMV | NONPROFIT CORPORATION | ✓ | BMV |
|---|---|-----|--|---|-----|---|---|-----|
| Form 3.0 Personal Checklist (this form) | ✓ | | Form 3.0 Personal Checklist (this form) | | | Form 3.0 Personal Checklist (this form) | | |
| Form 3.1 Personal Questionnaire | ✓ | | Form 3.1 Personal Questionnaire | | | Form 3.1 Personal Questionnaire | | |
| Form 3.2 Business and Employment Experience | ✓ | | Forms 3.2 Business and Employment Experience | | | Forms 3.2 Business and Employment Experience | | |
| Form 3.3 Customer Service Experience | ✓ | | Form 3.3 Customer Service Experience | | | Form 3.3 Customer Service Experience | | |
| Form 3.4 Start-Up Cost Funds on Deposit | ✓ | | N/A | X | 1 | Form 3.4 Start-Up Cost Funds on Deposit | | |
| Form 3.5 Political Contributions Report | ✓ | | N/A | X | 1 | Form 3.5 Political Contributions Report Nonprofit Corporation | | |
| N/A | X | 1 | N/A | X | 1 | Form 3.5 Political Contributions Report Chief Executive Officer | | |
| Form 3.6 Comprehensive Personnel Policy Agreement | ✓ | | Form 3.6 Comprehensive Personnel Policy Agreement | | | Form 3.6 Comprehensive Personnel Policy Agreement | | |
| Form 3.7 Security Plan Agreement | ✓ | | Form 3.7 Security Plan Agreement | | | Form 3.7 Security Plan Agreement | | |
| Form 3.8 Facility Maintenance Plan Agreement | ✓ | | Form 3.8 Facility Maintenance Plan Agreement | | | Form 3.8 Facility Maintenance Plan Agreement | | |
| Form 3.9 Involved and Invested in Your Business | ✓ | | Form 3.9 Involved and Invested in Your Business | | | Form 3.9 Involved and Invested in Your Business | | |
| Form 3.10(A) Affidavit of Individual | ✓ | | Form 3.10(B) Affidavit of Auditor or Clerk of Courts | | | Form 3.10(C) Affidavit of Nonprofit Corporation | | |
| 2026 Credit Report | ✓ | | N/A | X | 1 | 2026 Certificate of Good Standing | | |
| 2026 Local Law Enforcement Report | ✓ | | 2026 Local Law Enforcement Report | | | Articles of Incorporation | | |
| 2026 WebCheck Receipt | ✓ | | 2026 WebCheck Receipt | | | N/A | X | 1 |
| Pre-approval Statement for \$25,000 Bond | ✓ | | Current Bond with BMV added as Additional Insured or CORSA | | | Pre-approval Statement for \$25,000 Bond | | |
| INDIVIDUAL | | | COUNTY AUDITOR OR CLERK OF COURTS | | | NONPROFIT CORPORATION | | |

3.1 PERSONAL QUESTIONNAIRE

1. List all location numbers for which the applicant intends to submit a proposal (limit six locations).
Check the box underneath if proposing the location as a second site in addition to a current agency:

55-A _____ _____ _____ _____ _____
_____ _____ _____ _____ _____ _____

2. Full legal name of proposer Chris Douglas Overton



7. Spouse's name (nonprofit corporation N/A) N/A

8. Spouse's home street address (nonprofit corporation N/A) N/A

City _____ State _____ Zip code _____

9. Are you proposing as the owner of a minority business enterprise (MBE)? No Yes

10. Proposer is (check one and follow instructions):

An individual person. These forms are designed to be self-explanatory for Proposers proposing as individual persons. Answer all questions as they apply to you personally. If a question does not apply to you, enter "N/A" or "Not applicable";

_____ The **Clerk of Courts** of _____ County;

_____ The **County Auditor** of _____ County. Answer all questions as they apply to you and your position as Clerk of Courts or County Auditor. If a question does not apply to you or your position, enter "N/A" or "Not applicable";

_____ A **nonprofit corporation (NPC).** An officer or an authorized agent should answer all questions and sign all documents on behalf of the NPC. The answers must refer to the NPC itself and not to the individual officers, agents, or employees of the NPC, unless otherwise specified. Many questions are not applicable to nonprofit corporations. To assist your responses, we have marked those questions "NPC N/A" meaning we believe the marked question is not applicable to most nonprofit corporations. Please answer all other questions unless clearly inapplicable.

11. A. Are you currently serving in elective public office, other than Clerk of Courts or County Auditor, either by election or appointment (includes precinct committee person)? (NPC N/A) Yes _____ No

B. If YES, in what elective office are you serving? _____

C. If YES, date that you plan to leave this office? _____

12. A. Are you currently running for any elective public office. (including precinct committee person)? (NPC N/A) Yes _____ No

B. If YES, what office? _____

13. A. Are you currently a deputy registrar? Yes No _____

B. If YES, on what date does your contract expire? 06/27/2026 _____

C. If YES, have you served as a deputy registrar continuously since January 1, 1992? No Yes _____

14. A. Is your spouse currently a deputy registrar? (NPC N/A) Yes _____ No

B. If YES, on what date does your spouse's contract expire? _____

For the following three questions, **extended family** includes your spouse, parent, brother, sister, son, daughter, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, or daughter-in-law:

15. A. Does any member of your extended family currently hold a deputy registrar contract? (NPC N/A) Yes _____ No

B. If YES, list their name, relationship to you, whether you share the same household, and date their contract expires here:

| Name | Relationship | Same Household | | Contract Expires |
|-------|--------------|----------------|----------|------------------|
| _____ | _____ | Yes _____ | No _____ | _____ |
| _____ | _____ | Yes _____ | No _____ | _____ |
| _____ | _____ | Yes _____ | No _____ | _____ |
| _____ | _____ | Yes _____ | No _____ | _____ |

16. A. To the best of your knowledge, will any member of your extended family submit a proposal in response to this RFP? (NPC N/A) Yes _____ No

B. If YES, list their name, relationship to you, and whether you share the same household:

| Name | Relationship | Same Household | |
|-------|--------------|----------------|--------|
| _____ | _____ | Yes ___ | No ___ |
| _____ | _____ | Yes ___ | No ___ |
| _____ | _____ | Yes ___ | No ___ |
| _____ | _____ | Yes ___ | No ___ |

17. A. Is any member of your extended family employed by any subdivision of the Ohio Department of Public Safety? (NPC N/A)

Yes _____ No

B. If YES, list their name, relationship to you, and the date they became so employed:

| Name | Relationship | Employment Date |
|-------|--------------|-----------------|
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |

18. A. Have you completed the Political Contributions Report, Form 3.5? (NPC must submit one for NPC itself and one for its C.E.O.)

No _____ Yes

B. If "NO," are you applying as a Clerk of Courts or County Auditor? No _____ Yes _____

19. A. Are you an employee of the State of Ohio? (NPC N/A)

Yes _____ No

B. If "YES," will you resign, if appointed? No _____ Yes _____

20. Are you an insurance company agent, writing automobile insurance? (NPC N/A)

Yes _____ No

21. Has Proposer (including NPC and proposed office manager) been convicted within the past ten years of a crime punishable by death or imprisonment in excess of one year (felony), or any crime involving dishonesty or false statement?

Yes _____ No

22. As of the date of this certification does Proposer owe any overdue taxes, unemployment compensation contributions, social security payments, or workers' compensation premiums either to the State of Ohio or any political subdivision thereof, or to the federal government, or any other state or locality within the United States?

Yes _____ No

23. Is Proposer willing and able, if appointed, to maintain during the entire term of your contract a policy of business liability property damage, and theft insurance satisfactory to the Registrar and hold the Department of Public Safety, the Director of Public Safety, the Bureau of Motor Vehicles, and the Registrar of Motor Vehicles harmless upon claims for damages in accordance with Ohio Revised Code 4503.03(C)? (County Auditor/Clerk of Courts N/A)

No _____ Yes

24. Is Proposer bondable as outlined in Ohio Administrative Code 4501:1-6-01(B)?

No _____ Yes

25. Please provide the following information regarding your education. If applying as a NPC, please provide educational information for the individual who will manage the license agency business.

High school diploma?

No _____ Yes

High school name Bell County High School

City Pineville State Kentucky Zip 40977

College name _____

City _____ State _____ Zip _____

Major _____ Degree awarded _____

College name _____

City _____ State _____ Zip _____

Major _____ Degree awarded _____

26. Computer experience. Does Proposer have any training or experience working with or using computers? (Incumbent deputy registrars may take credit for operating BMV computers. For nonprofit corporations, this question should be answered for computer systems operated or used in the nonprofit corporation's activities.)

No _____ Yes

If "YES" please explain all computer experience in detail.

I have 20 years' experience using all Deputy Registrar related computer equipment currently used by the BMV.

This would include BASS, excel, word, outlook, and Teams.

I have 12 years' experience using other software and computer platforms regarding: Scheduling, billing, accounting, and inventory.

I have 32 years' experience utilizing my own computers and accompanying software including Excel, Word, and various email platforms.

27. Please provide the requested information for three persons we can contact by telephone during daytime business hours and who will serve as a character reference for you. Do not list relatives, political contacts, or employees of the Department of Public Safety (including BMV). If we are unable to contact at least one person or that person is unable to serve as a character reference, you may be evaluated unfavorably. Nonprofit corporations should list references who are familiar with the nonprofit corporation's activities.



28. Employment, management, supervisory, and business experience. Each Proposer's experience is one of the most important factors to be considered in the award of deputy registrar contracts. For the purposes of this RFP, experience gained prior to the year 1990 will not be evaluated or considered. Please provide a professional resume, in chronological order (no earlier than 1990), the positions you have held. If the position you held in 1990 was one you started before 1990, you may list that position and the date you actually started on your submitted resume. If you did not hold any position in 1990, please begin with the first position you held after 1990. If applying as a NPC, please provide a description of the fundraising, program, and charitable functions of the nonprofit corporation.

FORM 3.2(A) BUSINESS OWNERSHIP EXPERIENCE
FORM 3.2(B) MANAGEMENT AND/OR SUPERVISORY EXPERIENCE
FORM 3.2(C) EMPLOYEE EXPERIENCE

Instructions

It is important that you supply complete and accurate information about all relevant business ownership, management, supervisory, and employment experience so that the BMV will be able to verify that experience from independent sources. Generally, proposers receive the most consideration for service as a deputy registrar, second most consideration for service as a business owner, third most consideration for service as a manager or supervisor, fourth most consideration as a deputy registrar employee without management experience, and least consideration for other employment experience without any supervisory or management experience. Be sure to include as much detailed experience possible within the submitted professional resume.

Nonprofit corporations must report only the businesses and activities conducted by the nonprofit corporation itself on Form 3.2(A) Business Ownership Experience. If the nonprofit corporation has operated a deputy registrar agency, that information should be entered and submitted on one Form 3.2(A) Business Ownership Experience. Any other business activities (fundraising, charitable activities, etc.) should also be entered and submitted on a separate 3.2(A) Business Ownership Experience. Use a separate Form 3.2 for each separate business activity performed by the NPC and a separate Form 3.2(A) for each separate business activity performed by the NPC.

Form 3.2(A) Business Ownership Experience. Deputy registrars, nonprofit corporations, county auditors, clerks of courts, and individuals should use this form to report on businesses actually owned and operated by them.

Form 3.2(B) Management and/or Supervisory Experience. Individuals, county auditors, and clerks of courts should use this form to report management and supervisory experience performed by them. Service as a county auditor or clerk of court qualifies as management and supervisory experience.

Form 3.2(C) Employee Experience. Individuals, county auditors, and clerks of courts should use this form to report all other employment that did not include management or supervisory authority.

FORM 3.2(A) BUSINESS OWNERSHIP EXPERIENCE

Instructions. Please fill out one of these forms 3.2(A) for each business you have owned. Do not use this form 3.2(A) for management, supervisory, or employee experience. If you have owned more than one business, submit a separate for 3.2(A) for each business owned. *Please make additional copies of this form as necessary.*

Proposer's name Chris Douglas Overton Company name EFR License Agency, Inc.
 Company address 1506 One Stop Court, STE: 2 City Troy
 State Ohio Zip 45373 Telephone (937) 3356225 Ext 5
 Type of business (deputy registrar, retail grocery, etc.) Deputy Registrar

Company's products and/or services Full authority deputy registrar, Webcheck provider, and Watercraft provider

BUSINESS OWNER - Form of ownership (sole proprietor, partner, etc.): Sole ownership, S Corp

1. Federal Tax ID Number: [REDACTED]

2. Percentage of business you owned: 100 % Hours worked weekly 15

3. Dates you operated this business: From: month 06 year 2012 To: month 06 year 2026

4. Is/was this business profitable? No Yes

5. Is/was this business your primary source of income and support? No Yes

6. Do/did you directly hire, evaluate, train, and discipline employees? No Yes

7. Do/did you directly manage employees on a daily basis? No Yes

If you answered yes to question number 6, how many employees do/did you manage? 11

8. Have you ever developed a comprehensive business plan? No Yes

List at least one person, not a relative of yours, who can verify this experience. If we cannot contact at least one person to verify this experience, you will not receive any credit for it. (If you are a deputy registrar or deputy registrar employee, you may list BMV employees to verify that experience.)

| Name | City | State | Zip | Daytime Phone |
|------------|------|-------|-----|---------------|
| [REDACTED] | | | | |

FORM 3.2(A) BUSINESS OWNERSHIP EXPERIENCE

Instructions. Please fill out one of these forms 3.2(A) for each business you have owned. Do not use this form 3.2(A) for management, supervisory, or employee experience. If you have owned more than one business, submit a separate for 3.2(A) for each business owned. *Please make additional copies of this form as necessary.*

Proposer's name Chris Douglas Overton Company name Moraine License Agency, Inc.
Company address 5582 N. Springboro Pike City Dayton
State Ohio Zip 45439 Telephone (937) 866-9511
Type of business (deputy registrar, retail grocery, etc.) Deputy Registrar

Company's products and/or services Full authority deputy registrar and Webcheck provider

BUSINESS OWNER - Form of ownership (sole proprietor, partner, etc.): S-corp, sole proprietor

1. Federal Tax ID Number: [REDACTED]
2. Percentage of business you owned: 100 % Hours worked weekly 15
3. Dates you operated this business: From: month 10 year 2024 To: month 06 year 2029
4. Is/was this business profitable? No Yes ✓
5. Is/was this business your primary source of income and support? No ✓ Yes
6. Do/did you directly hire, evaluate, train, and discipline employees? No Yes ✓
7. Do/did you directly manage employees on a daily basis? No Yes ✓
- If you answered yes to question number 6, how many employees do/did you manage? 11
8. Have you ever developed a comprehensive business plan? No Yes ✓

List at least one person, not a relative of yours, who can verify this experience. If we cannot contact at least one person to verify this experience, you will not receive any credit for it. (If you are a deputy registrar or deputy registrar employee, you may list BMV employees to verify that experience.)

| Name | City | State | Zip | Daytime Phone |
|------|------|-------|-----|---------------|
|------|------|-------|-----|---------------|

3.2(B) MANAGEMENT AND/OR SUPERVISORY EXPERIENCE

Instructions. Please fill out one of these forms 3.2(B) for each separate management or supervisory job you have held. Do not use this form 3.2(B) for business ownership or regular employee positions. Use a separate form 3.2(B) for each management or supervisory position that you have held. *Please make additional copies of this form as necessary.*

Proposer's name Chris Douglas Overton Company name Fremont License Agency, Inc.
Company address 500 W. State St. City Fremont
State Ohio Zip 43420 Telephone (419) 332-9511
Type of business (deputy registrar, retail grocery, etc.) Deputy Registrar

Management/supervisory duties Daily operations involving all aspects of Ohio BMV work and I also managed all staff for each shift, opening, closing, inventory, and scheduling.

MANAGER OR SUPERVISOR - Job title: Supervisor and Assistant office manager

1. Title of position Clerk, Supervisor, Assistant manager Hours worked weekly? 40
2. Dates this position was held: From: month 12 year 06 To: month 05 year 2012
3. Do/did you directly hire, evaluate, train, and discipline employees? No Yes
4. Do/did you directly manage/supervise employees on a daily basis? No Yes
If you answered yes to question number 4, how many employees do/did you manage? 6
5. Have you ever developed a comprehensive business plan? No Yes

List at least one person, not a relative of yours, who can verify this experience. If we cannot contact at least one person to verify this experience, you will not receive any credit for it. (If you are a deputy registrar or deputy registrar employee, you may list BMV employees to verify that experience.)

| Name | City | State | Zip | Daytime Phone |
|------|------|-------|-----|---------------|
| | | | | |

3.2(C) EMPLOYEE EXPERIENCE

Instructions. Please fill out one of these forms 3.2(C) for each and every separate job you have held as an employee. Do not use this form 3.2(C) for business ownership or jobs in which you had management or supervisory duties. Use a separate form 3.2(C) for each non-management and/or non-supervisory job held. *Please make additional copies of this form as necessary.*

Proposer's name Chris Douglas Overton Company name Fremont License Agency, Inc.

Company address 500 W. State St. City Fremont

State Ohio Zip 43420 Telephone (419) 332-9511

Type of business (deputy registrar, retail grocery, etc.) Deputy Registrar

EMPLOYEE - Job title: Clerk

Hours worked weekly 40 Job duties All aspects of a seasoned clerk including

drivers license, vehicle registrations, commercial registrations, drivers abstracts, opening,

closing, cleaning, and all other typical aspects of the job.

Dates of this employment: From: month 12 year 2006 To: month 05 year 2012

Describe how and to what extent **you provided high quality customer service** at this position:

I had a previous background in customer service in restaurant and retail. I applied that knowledge

to the work of a BMV clerk and treated everyone with respect, patience, honesty. I also listened to

customers and asked questions to make sure I understood what they really needed.

List at least one person, not a relative of yours, who can verify this experience. If we cannot contact at least one person to verify this experience, you will not receive any credit for it. (If you are a deputy registrar or deputy registrar employee, you may list BMV employees to verify that experience.)

| Name | City | State | Zip | Daytime Phone |
|------|------|-------|-----|---------------|
|------|------|-------|-----|---------------|

3.3 CUSTOMER SERVICE EXPERIENCE

Instructions. Please give us a list of ideas you have to improve customer service at your deputy registrar agency. You will only receive full credit if you demonstrate sufficient customer service awareness.

A. This is a list of ideas I have to improve customer service at my deputy registrar agency if I am awarded a contract (Please be specific) and/or this is an example of something I have done as part of my job or business to improve services for my customers (Please be specific):

Hello,

I currently have two BMV contracts as a deputy registrar. I have 20 years' experience doing BMV work covering all aspect of the job from clerk to deputy. Over the years I have implemented the following processes for customer service:

- All new hires are trained with an experienced clerk who has been trained by me to perform the job to meet or exceed state standards of customer service.
- All clerks are trained to greet customers at the door whenever possible and to call them directly to counter to be direct admitted into Q-Flow.
- All clerks are trained to use respect, patience, and courtesy when dealing with all customers and to also ask questions to ensure that we understand what the customer needs.
- All work is checked daily by EVERY clerk employed by either of my offices and training or coaching is used to ensure that every clerk fully understands the procedures and rules of the BMV.
- All clerks are trained on how to handle upset customers and there are supervisors monitoring transactions and trained to step in when needed.
- All clerks are trained for speed and accuracy and evaluated yearly, or when needed, to ensure that standards are met.
- Both of my offices, periodically, utilize contests with cash prizes for outstanding customer service.
- Both offices use Q-flow data, comment cards, state evaluations, and google reviews and comments to analyze and set standards and goals for each year.

My career average, as a deputy, at the Troy location (55-A) for BMV comment cards: 98.61%

My career average, as a deputy, at the Troy location (55-A) for Q-Flow: 90.3%, with the consideration that each year after 2021, coming back from covid shutdown, is 97% or higher for the year.

My career average, as a deputy, at the Troy location (55-A) for state evaluations: 95.67%

My career average, as a deputy, at the Troy location (55-A) for google reviews: 4.4% with 459 total reviews as of 01/08/2026.

Form 3.3, Customer Service Experience (2026)

3.5 POLITICAL CONTRIBUTIONS REPORT

Instructions

Instructions You must report on the following page whether you and your immediate family together gave more than \$100.00 to any political party or to certain individual candidates during any one of the last three calendar years and so far this year.

"Immediate family" means you, a spouse residing with you, and any dependent children. You must add together all contributions you, your spouse, and your dependent children made to each separate party or each separate candidate during each calendar year.

"Political party" means each separate political party and includes any political action committee (PAC) and any "continuing association" which are connected to that political party. "Political party" includes all levels of that party, federal, state, county, and local.

"Candidate" includes both the candidate and any of that candidate's campaign committees. You must report only for candidates for the following offices: Ohio governor, attorney general, secretary of state, treasurer of state, auditor of state, state senator or state representative. You are not required to report any contributions to federal, county, local, or judicial candidates.

"More than \$100.00" means any amount exceeding \$100.00, starting with \$100.01. A contribution of exactly \$100.00 or less is acceptable. Contributions include the value of any "in-kind" contributions.

County Auditors and Clerks of Court are exempt from this requirement and need not file this Report of Political Contributions.

Nonprofit Corporations must submit one report for the nonprofit corporation itself and one report for the chief executive officer (C.E.O.) who has, or will have, primary responsibility for the nonprofit corporation's operation of the deputy registrar agency. There is only one copy of this report in this package. Nonprofit corporations must make a second copy and submit one copy for the nonprofit corporation itself and one for the C.E.O. who will be responsible for the operation of the deputy registrar agency.

Name: Chris Douglas Overton

Title (if officer of nonprofit corporation): _____

(A nonprofit corporation must submit two separate reports: one for the nonprofit corporation itself, and one for its chief executive officer)

Did you and your immediate family together give more than \$100.00 to any of the following during any one of the years listed? You must place a check mark "✓" in the appropriate box, "yes" or "no" for each category and year separately.

| RECIPIENT | JAN 1 - DEC 31 2023 | | JAN 1 - DEC 31 2024 | | JAN 1 - DEC 31 2025 | | 2026 To Date | |
|--|------------------------|----|------------------------|----|------------------------|----|-----------------|----|
| | Yes | No | Yes | No | Yes | No | Yes | No |
| Democratic Party including PACs and Associations | | ✓ | | ✓ | | ✓ | | ✓ |
| Republican Party including PACs and Associations | | ✓ | | ✓ | | ✓ | | ✓ |
| Any other Party including PACs and Associations | | ✓ | | ✓ | | ✓ | | ✓ |
| Governor, Candidate and Committee | | ✓ | | ✓ | | ✓ | | ✓ |
| Attorney General, Candidate and Committee | | ✓ | | ✓ | | ✓ | | ✓ |
| Secretary of State, Candidate and Committee | | ✓ | | ✓ | | ✓ | | ✓ |
| Treasurer of State, Candidate and Committee | | ✓ | | ✓ | | ✓ | | ✓ |
| Auditor of State, Candidate and Committee | | ✓ | | ✓ | | ✓ | | ✓ |
| State Senator, Candidate and Committee | | ✓ | | ✓ | | ✓ | | ✓ |
| State Representative, Candidate and Committee | | ✓ | | ✓ | | ✓ | | ✓ |

3.6 PERSONNEL POLICY

A comprehensive personnel policy must be readily available and presented upon request. Items needing covered within the agency's comprehensive personnel policy are listed below.

Do you agree to provide a comprehensive personnel policy, if requested, that covers the listed items?

No _____ Yes

COMPREHENSIVE PERSONNEL POLICY MUST INCLUDE PROVISIONS FOR:

| |
|--|
| HIRING EMPLOYEES WITH DEPUTY REGISTRAR AGENCY EXPERIENCE |
| EQUAL EMPLOYMENT OPPORTUNITY |
| EMPLOYEE TRAINING BY THE DEPUTY REGISTRAR |
| PARTICIPATION IN BMV PROVIDED TRAINING |
| DOCUMENTED PERIODIC EMPLOYEE PERFORMANCE EVALUATIONS (ANNUAL AT A MINIMUM) |
| LIST OF GROUNDS FOR DISCIPLINE OR DISMISSAL |
| PROGRESSIVE DISCIPLINARY ACTION |
| DRESS CODE WITH LISTS OF ACCEPTABLE AND UNACCEPTABLE ATTIRE |
| POLICY FOR MAINTAINING PROFESSIONAL APPEARANCE |
| FRINGE BENEFITS |

3.7 SECURITY PLAN SUMMARY

If you are awarded a contract, you will be required to adopt a security plan to assure that agency employees, patrons, other citizens, equipment, and consigned inventory will be protected from harm (your plan should detail how you intend to address the items listed below).

If you are awarded a contract, do you agree to provide all of the following?

Yes No

| |
|---|
| ELECTRONIC ALARM SYSTEM |
| ALARM SYSTEM MONITORED 24 HOURS, OFF-SITE |
| ALARM SYSTEM REPORTS OFF-SITE IF WIRES ARE CUT OR TAMPERED |
| ADEQUATE ALARM MONITORED PANIC/HOLD BUTTONS |
| MOTION DETECTORS CONNECTED TO ALARM SYSTEM |
| ALARM MONITORED DOOR CONTACT ON ALL EXTERIOR DOORS |
| ALARM MONITORED CONTACTS ON ALL EXTERIOR WINDOWS |
| VIDEO RECORDING CAMERA SURVEILLANCE SYSTEM |
| A SAFE OR SECURE LOCKING CABINET |
| A SECURED STORAGE ROOM WITH ALARM MONITORED CONTACTS ON DOOR(S) AND WINDOW(S) |
| A CROSS CUT SHREDDER |
| SECURELY LOCK ALL DOORS AND WINDOWS WHEN OUTSIDE BUSINESS HOURS |
| SMOKE, FIRED, AND CARBON MONOXIDE DETECTION DEVICES |
| INTERIOR/EXTERIOR MOTION ACTIVATED SECURITY LIGHTS |

Note: For Deputy Provided Sites, the deputy registrar shall install and maintain an approved alarm system. At BMV Controlled Sites, either the BMV or the deputy registrar will install an approved alarm system, which will be maintained by the deputy registrar.

3.8 FACILITY MAINTENANCE PLAN SUMMARY

If you are awarded a contract you will be required to adopt a facility maintenance plan, including provisions for maintaining the deputy registrar agency premises. Your plan should detail how you intend to address the items listed below.

If you are awarded a contract, do you agree to be responsible for the following either on your own, through your lease or sublease, or by separate contract:

No _____ Yes

| |
|---|
| OUTDOOR BUILDING MAINTENANCE |
| KEEP OUTDOOR AREA FREE OF TRASH AND DEBRIS |
| PROVISION TO ASSURE PROMPT SNOW AND ICE REMOVAL |
| CLEANING INSIDE OF AGENCY INCLUDING EQUIPMENT |
| PROVISION FOR INSIDE/OUTSIDE MAINTENANCE |
| PROVISION FOR PROFESSIONAL CARPET/FLOOR CLEANING (MIN. OF ONCE A YEAR) |
| PROVISION FOR REPAINTING AND/OR COSMETIC UPDATES |
| |

3.9 INVOLVED AND INVESTED IN YOUR BUSINESS

Instructions: Answer all of the following questions to the best of your ability. Please be concise and attempt to limit each answer to seventy-five (75) words or less. Include attachment(s) if more space is needed to answer any of the questions.

1. How do you plan to manage, be responsible, and be accountable for this business at all times?

The Troy location has an outstanding track record for accountability. All staff routinely review each other's work and report any and all errors or concerns to the deputy. The deputy ALWAYS self-reports any errors to field staff that they need to be made aware of, even if it causes a write-up to occur. We also utilize field staff, whenever appropriate, to ensure that all aspects of the job are done to state BMV standards. All clerks and supervisors review each other's work on a daily basis. The office manager and the deputy both follow-up with further review and take appropriate action as needed.

2. How will you ensure that all laws, rules, guidelines and procedures are followed, at all times, specifically with regard to issuing and renewing driver's licenses, identification cards, and vehicle registrations?

Every transaction regarding any type of state id or license, are reviewed by a supervisor immediately, when appropriate. ALL transactions are reviewed by all staff daily and all errors are logged and corrected according to BMV procedures. Vehicle registrations are reviewed continuously throughout the day to catch any errors. All staff are thoroughly trained on all procedures and each employee working, every day, review the previous day's work. By having several employees review every transaction, errors are caught, addressed appropriately, and corrected. This process keeps errors to a minimum and often the errors are corrected before the customer leaves the office. We review work in real time, when a 5745 is used, and correct errors prior to the customer leaving. The next day, ALL employees review the previous day's work to ensure nothing was overlooked.

3. What measures will you put in place to detect, deter, and prevent fraud?

Firstly, I always try to hire the best person for the job. Secondly, all staff are trained consistently and continuously as needed. My staff at this location have nearly 100 years combined experience and most of them have been employed by myself for over 6 years. Our work is reviewed by reliable, trustworthy employees every day. All supervisors work with the office manager and deputy to ensure that nothing suspicious is present. We have cameras in place to see the actual work area and lobby area to deter anything fraudulent. We regularly review fraudulent document procedures and keep all staff training up to date. Moreover, as the deputy, I have NEVER failed to self-report, to field staff or BMV investigations, anything that may be considered fraudulent or suspicious.

4. The Bureau of Motor Vehicles routinely issues new and/or revised policy and procedural changes through email broadcasts to the deputy registrars. How will you ensure that policies and procedures are communicated to the staff and followed on a daily basis?

Each of my offices have a designated person who is responsible for making sure that all staff read, initial, and verify that they understand each broadcast daily. This is then followed up by a supervisor, assistant office manager, or deputy to make sure this is done. It is then reviewed by field staff, who verify that we are doing this.

5. How will you demonstrate good leadership to your employees?

All staff are held to a high standard for all aspects of the work, including leadership. The office manager, assistant office manager, and all supervisors are trained by the deputy registrar in leadership and professionalism. All supervisory staff are required to meet this standard daily and ensure that all clerks act accordingly. My management staff at location 55-A have a minimum of 6 to 21 years' experience each and all came from customer service backgrounds where this behavior is industry standard. The deputy constantly coaches and trains as needed to ensure this standard is maintained at a high level. The importance of what we do as deputy registrars is constantly taught to staff.

6. How will you maintain a high level of professionalism each day in this business?

All staff are held to a high standard for all aspects of the work, including professionalism. The office manager, assistant office manager, and all supervisors are trained by the deputy registrar in leadership and professionalism. All supervisory staff are required to meet this standard daily and ensure that all clerks act accordingly. My management staff at location 55-A have a minimum of 6 to 21 years' experience each and all came from customer service backgrounds where this behavior is industry standard. The deputy constantly coaches and trains as needed to ensure this standard is maintained at a high level. The importance of what we do as deputy registrars is constantly taught to staff. I always endeavor to consistently set a very high standard of this behavior daily.

7. How do you intend to recruit and retain high quality employees?

I utilize every option available when recruited and hiring staff. I often will interview on the spot if someone comes into the office inquiring about work. I sometime carry business cards to hand out when I am out in public and meet someone who expresses an interest. I train my office managers in hiring techniques and questions. I have always paid my staff competitively with the businesses around my office location to ensure we are a viable option. I also have a host of benefits including, but not limited to, pay, vacation, quarterly bonuses and a 401(k) with employer matching contributions. The location pertaining to this bid has a very low turnover rate and most staff are trained to a supervisory level even as clerks. I also utilize other companies such as Indeed or Zip Recruiter as needed.

8. How will you provide a safe, clean and friendly place to do business?

Both of my offices follow a cleaning chart daily to ensure all aspects of the office are cleaned on a regular basis. I have outlined safety standards in my employee handbook that all staff are required to follow. Safety standards include opening safety procedures, closing safety procedures, "what to do in case of" procedures and banking procedures. We have modern and up to date cameras and alarm system.

9. How would you deal with an irate customer?

I have trained my staff to stay calm, listen, try to understand, and explain as plainly as possible when dealing with a difficult customer. In the rare case that the clerk cannot seem to handle a complaint, supervisors are trained to step in to ensure that we are as friendly as possible while maintaining BMV standards for each individual situation. The majority of the time, things are handled in a way that the customer is satisfied. In the rare case that the customer complains directly to the state, the office manager or the deputy will call the customer to follow-up and see what can be done to correct the situation. If any further training is needed, it is dealt with immediately. Often, we diffuse the situation prior to any complaints being lodged. Our overall, 14-year span of customer service has resulted in a 98.61% customer service record and a 4.4% Google review average for this location.

10. What training or advice do you, or will you, give to your employees for dealing with irate customers?

All staff are trained to listen, attempt to understand, be patient, and kind with all customers. I train them to consider their tone of voice, posture, and always attempt to do what the customer needs within the laws of Ohio and established BMV procedures. Supervisors are always available to assist when a clerk seems to be failing in this regard.

11. How will you meet the expectations of the Bureau of Motor Vehicles?

My goals since becoming a deputy registrar in 2012 have been to meet and exceed all expectations of the BMV. I regularly review any and all procedures, rule changes, and opportunities for improvement in regard to our work. All staff know that I expect them to meet the standard at a minimum and exceed the standard whenever possible. I utilize field staff, evaluations, BASS reports, and Q-Flow to monitor and adjust, coach, and train as needed.

12. Why should the Bureau of Motor Vehicles consider you for a deputy registrar license agency contract?

I took over the Troy location (55-A) in 2012. At that time, it was a 5-terminal agency with average expectations and scores in most BMV metrics. Since then, we have advanced in sales to a 9-terminal agency that successfully services over 115,000 transactions a year. Our overall, 14-year span since 2012 has shown an increase in total customer traffic, a near 40% increase in transaction volume while our standards have given us a career average 4.4% Google reviews, a 90.3% within wait time for Q-flow (the last 4 years being all over 97% annually) a 98.6% average comment card survey (14-year average) and an average 95.67% annual state evaluation score (14-year average). We have been issued a Senatorial Citation for Outstanding customer service by the Ohio State Senate and have been recognized for having high standards of service, wait times, and product quality. I have, and will continue to, work towards the standards of the Ohio BMV, field staff, and my own personal standards for professional ethics. I have assisted in the training of newer deputy registrars, and I plan to try to train possible replacements for myself, if possible, before I am of retirement age. I truly believe in the public-private partnership that the Ohio BMV and all deputy registrars should endeavor to represent.

3.10(A) AFFIDAVIT OF INDIVIDUAL

(Not to be used by County Auditors, Clerks of Courts or Nonprofit Corporations)

County of _____ :

State of Ohio _____ :

I, Chris Douglas Overton, being first duly sworn, depose and say that:

- 1) I am submitting my proposal for appointment as deputy registrar in my own individual capacity, and not as an agent, representative, partner, or business associate of any kind whatsoever of any other person or persons;
- 2) If appointed, I will serve as a deputy registrar in my own individual capacity, and will not act as an agent, representative, partner, or business associate of any kind whatsoever of any other person or persons;
- 3) If appointed as deputy registrar, I will not assign my deputy registrar contract, in whole or in part, nor any of my deputy registrar's responsibilities to any other person or persons without the advance written consent of the Registrar;
- 4) If appointed as a deputy registrar, I will fully comply with all requirements set forth by the Registrar. I will not serve as an office manager of any deputy registrar agency other than my own; nor will I permit any other deputy registrar, the spouse of any deputy registrar, or the parent, child, brother, or sister of any deputy registrar living in the same household as the deputy registrar to operate my deputy registrar agency, directly or indirectly. I understand that I may hire the spouse, parent, child, brother, or sister of any deputy registrar as an employee, provided that I maintain control of my deputy registrar agency;
- 5) To the best of my knowledge and belief, I am fully qualified to serve as a deputy registrar, and there is no provision of the Ohio Revised Code or the Ohio Administrative Code which would make me ineligible to serve as a deputy registrar; and,
- 6) I have caused to be prepared, have read, and take full responsibility for, all forms and documents submitted with this proposal. All information is true, accurate, and complete to the best of my knowledge and belief. This affidavit is submitted by me for the purpose of obtaining a deputy registrar contract.

Signature of proposer: 

Printed/typed name of proposer: Chris Douglas Overton

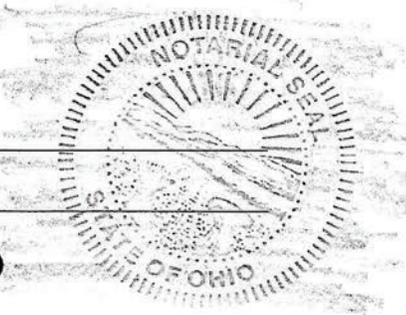
Sworn to and subscribed in my presence by the above named Chris Overton

on this 12th day of Jan., 2026


Notary Public

Printed name of Notary Public: Maya Martin

My commission expires: 9-12-29



4.0 OPERATIONAL CHECKLIST

Proposer's Full Legal Name Chris Douglas Overton

Location Number 55-A

Proposer Number (BMV use only) _____

INSTRUCTIONS: You must submit one original of this form and all documents listed on this form **FOR EACH SITE YOU ARE PROPOSING.**

| FORM | DESCRIPTION | X | BMV |
|------|---|---|-----|
| 4.0 | Operational Checklist (this form) | ✓ | |
| 4.1 | Appointment of Agency Managers | ✓ | |
| 4.2 | Experienced Employees Summary | ✓ | |
| 4.3 | Staffing and Personnel Costs Calculation | ✓ | |
| 4.4 | Start-Up Costs Calculation Amount: \$ <u>32313.24</u> | ✓ | |
| 4.5 | Deputy Registrar Contract (2 pages only) | ✓ | |
| | | | |

4.1 APPOINTMENT OF AGENCY MANAGERS

Proposer's name: Chris Douglas Overton Location number: 55-a

- (A) DEPUTY REGISTRAR: As deputy registrar, I agree to work in the agency at least 20 hours per week during the hours the agency is open to the public for business throughout the entire term of the contract. I understand that the minimum requirement for deputy registrars is twenty (20) hours per week during the hours the agency is open for business. This twenty-hour requirement does not apply to County Auditors/Clerks of Courts, nonprofit corps., or deputy registrars operating multiple locations (assessed as received).
- (B) OFFICE MANAGER: I understand and agree that I must appoint either myself or another reliable person to serve as the office manager for the agency, and that the office manager must be scheduled to work at the agency at least thirty-six (36) hours per week during the hours the agency is open to the public for business. It is my intention to:
- Appoint myself as the office manager and work at least thirty-six hours per week during the hours the agency is open to the public for business.
- Appoint another reliable person to serve as the office manager to work at least thirty-six hours per week during the hours the agency is open to the public for business.
- (C) ASSISTANT OFFICE MANAGER: I understand and agree that I must appoint a reliable person to be responsible for the management of the agency in the absence of myself and the agency office manager during the hours the agency is open to the public for business.
- (D) OTHER EMPLOYEES: I agree to maintain an accurate and current roster of my office manager, assistant office manager, and all other employees and their work schedules, as well as my own work schedule, on file and available for inspection by BMV employees at all times. I also agree to notify the BMV in writing immediately of any changes in the appointment of the office manager or assistant office manager, and to keep the employee roster complete and current.

Chris D. Overton
Deputy registrar (proposer) signature

Date: 01/07/2026

4.2 EXPERIENCED EMPLOYEES SUMMARY

Proposer's name: Chris Douglas Overton Location number: 55-A

(A) HIRING EXPERIENCED EMPLOYEES. I certify that if I am appointed as a deputy registrar under contract with the Registrar of Motor Vehicles, I will make every good faith effort to hire and retain qualified employees who have relevant experience working in a deputy registrar agency. I agree to make bona fide offers of employment at comparable wages and under comparable conditions to their most recent deputy registrar employment experience.

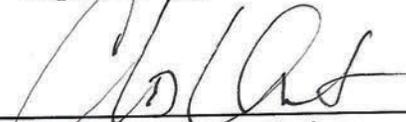
(B) CHECK WHICHEVER APPLIES:

I HAVE NOT BEEN A DEPUTY REGISTRAR OR DEPUTY REGISTRAR EMPLOYEE. I have not yet identified any prospective employees who have relevant deputy registrar experience. However, if awarded a contract, I will make every reasonable effort to identify and hire, if possible, qualified employees who have relevant experience working in a deputy registrar agency. **Please do not contact any deputy registrar employees until after you have been awarded a contract.**

I AM OR HAVE BEEN A DEPUTY REGISTRAR OR DEPUTY REGISTRAR EMPLOYEE. I have identified the following persons to whom I will make a bona fide offer of employment at comparable wages and under comparable conditions to their present employment. (A deputy registrar or a proposer who has deputy registrar employment experience may list himself or herself here):

| Name of Experienced Employee | Length of Experience |
|------------------------------|----------------------|
| Angela Davis | 16 |
| Sophia Lavey | 8 |
| Mindy Clark | 21 |
| Sarah Murphy | 9 |
| Christina Bettelon | 7 |

(C) I understand that failure to hire properly qualified and experienced deputy registrar employees is grounds to withhold or terminate my deputy registrar contract.


Deputy registrar (proposer) signature

Date: 01/07/2026

4.3 STAFFING AND PERSONNEL CALCULATION

Proposer's name: Chris Douglas Overton Location number: 55-A

Instructions. Use this form to project the number of hours the deputy registrar, office manager, assistant office manager, and all other experienced (if known) and/or new hire employees will work, the projected hourly wages paid, and the weekly and monthly payroll costs.

The deputy registrar shall be regularly scheduled and on duty at the license agency at least twenty (20) hours per week, during regular business hours. This twenty-hour requirement does not apply to nonprofit corps., county auditors/clerks of court, or deputy registrars operating multiple locations (assessed as received). The deputy registrar shall appoint a full-time office manager, who shall be either the deputy registrar or a full-time employee with responsibility for management of the agency. The office manager shall be regularly scheduled, and shall work at least thirty-six (36) hours per week during regular business hours. The deputy registrar shall also designate an assistant office manager who shall supervise the agency in the absence of the deputy registrar and the full-time office manager.

The projected total weekly work hours for the deputy registrar and all employees should equal or exceed the minimum staffing recommended for the Class Size Agency as prescribed in the Agency Specifications.

In accordance with the standards established by the United States Department of Labor, Wage and Hour Division; Ohio Constitution; and Ohio Department of Commerce; all license agency employees must be paid at least the current minimum wage rate of \$7.25 per hour by businesses with gross receipts of less than \$405,000 per year and \$11.00 per hour by businesses with gross receipts of \$405,000 or more per year.

The deputy registrar need not list any salary or wages for the deputy's own service as deputy registrar or as the office manager.

Caution. For deputy registrars who also serve as the office manager, be careful not to duplicate hours worked.

| EMPLOYMENT POSITION | PROJECTED HOURS PER WEEK | PROJECTED HOURLY RATE | PROJECTED WEEKLY PAY | PROJECTED MONTHLY PAY (weekly x 4) |
|--|-----------------------------------|-----------------------------|----------------------------|---|
| Deputy Registrar | 20.00 | N/A | N/A | N/A |
| Office Manager (leave blank if the Deputy Registrar is also the Office Manager) | 36.00 | \$ 21.00 | \$ 756.00 | \$ 3,024.00 |
| Assistant Office Manager | 36.00 | \$ 19.00 | \$ 684.00 | \$ 2,736.00 |
| Experienced Employees Total Number (combine Full-time & Part-time) = <u>5</u> | 180.00 | \$ 17.00 | \$ 3,060.00 | \$ 12,240.00 |
| New Hire Employees Total Number (combine Full-time & Part-time) = <u>2</u> | 63.00 | \$ 16.00 | \$ 1,008.00 | \$ 4,032.00 |
| TOTALS | 335.00 | N/A | \$ 5,508.00 | \$ 22,032.00 |

4.4 START-UP COSTS CALCULATION

Proposer's name: Chris Douglas Overton Location number: 55-A

The purpose of this form is to assure the BMV that you are financially able to cover the costs of beginning a deputy registrar business. We need to know that you have enough financial resources to cover your personnel, site preparation, and site rental costs.

1. PERSONNEL COSTS (FOUR WEEKS)

Use Form 4.3 to calculate four (4) weeks' personnel costs for this location.

\$ 22032.00

2. SITE PREPARATION COSTS (AMORTIZED)

A. **If this is a Deputy Provided Site**, calculate and enter the actual projected costs you will need to spend to prepare the building for use as a deputy registrar agency in each of the following categories:

| | |
|---------------------------|----------|
| 1. Building Modifications | \$ _____ |
| 2. Counter Costs | \$ _____ |
| 3. Other Costs | \$ _____ |
| 4. Total | \$ _____ |

Total amortized over 60 month contract period
(Divide line 4 by 60) = \$ _____

B. **If this is a BMV Controlled Site**, enter the information contained in the Agency Specifications for this location. **Do not change the information from the Agency Specifications.**

\$ 0.0

3. AGENCY RENTAL PAYMENTS (3 MONTHS)

A. **If this is a Deputy Provided Site**, enter the actual amount you will pay to rent or lease this site.

B. **If this is a BMV Controlled Site**, enter the estimated rent listed in the Agency Specifications for this site. **Do not change the amount listed.**

One month's rent: \$ 3427.08 x 3 = \$ 10281.24

TOTAL START-UP COSTS

[four weeks' personnel costs, plus one month's amortized site preparation costs (2.A total amount or 2.B BMV Controlled Site amount), plus three months' rent]

\$ 32313.24

STATE OF OHIO
DEPARTMENT OF PUBLIC SAFETY
BUREAU OF MOTOR VEHICLES
DEPUTY REGISTRAR CONTRACT – 2026

This Agreement is made by and between the Registrar of Motor Vehicles, (Registrar, herein), located at 1970 West Broad Street, Columbus, Ohio 43223-1102 and Chris Douglas Overton _____, (deputy registrar, herein) whose

_____ registrar agency, Location No. 55-A, to be located as follows: in the State of Ohio, County of Miami City/Village/Township (indicate which) City of Troy Street address: 1506 One Stop Court, STE 2 (City) Troy, Ohio (Zip) 45373

WHEREAS, the Registrar of Motor Vehicles, pursuant to section 4503.03, section 4507.01, and other applicable sections of the Ohio Revised Code, wishes to appoint and contract the above named person as deputy registrar for the above referenced location;

WHEREAS, the above named deputy registrar wishes to accept this appointment and contract as deputy registrar;

NOW, THEREFORE, IT IS AGREED AS FOLLOWS:

1. The Registrar hereby appoints the above named person as a deputy registrar subject to the 2026 Deputy Registrar Contract Terms and Conditions which are incorporated herein by reference;
2. The above named person hereby accepts appointment as a deputy registrar subject to the 2026 Deputy Registrar Contract Terms and Conditions incorporated herein by reference;
3. The term of this appointment and contract shall begin on the 28th day of **June, 2026**, and shall end on the 28th day of **June, 2031**, unless otherwise terminated as provided herein;

4. The deputy registrar is appointed and accepts appointment in the capacity of [state whether: "an individual," "County Auditor for (specify county)," "Clerk of Courts for (specify county)," or "a nonprofit corporation"]:

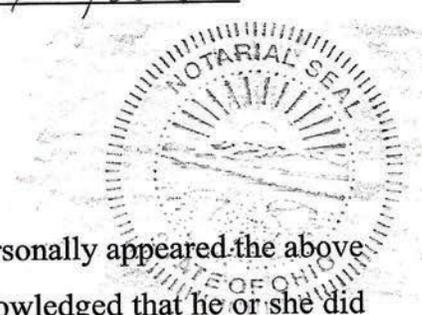
Individual

5. The Deputy Registrar certifies that he or she has read, understands, and hereby agrees to all of the 2026 Deputy Registrar Contract Terms and Conditions incorporated herein.

Chris Overton
Deputy Registrar signature

01/07/2026
Date

STATE OF OHIO :
COUNTY OF Miami :



Before me, a notary public in and for said county and state, personally appeared the above named CHRIS OVERTON, who acknowledged that he or she did sign the foregoing instrument and that the same is his or her free act and deed.

IN WITNESS WHEREOF I have hereunto set my hand and official seal, this 7th day of JANUARY 2026.

Elizabeth Paul
NOTARY PUBLIC

Printed name of Notary Public: Elizabeth Paul

My commission Expires: Dec 26th 2026

STATE OF OHIO
DEPARTMENT OF PUBLIC SAFETY
BUREAU OF MOTOR VEHICLES

BY: _____
REGISTRAR OF MOTOR VEHICLES

Done at Columbus, Ohio, on _____