

PAYROLL COMPARISON – 2026

Proposer Name: Maureen Flanagan

Evaluator Printed Name: Michael Farrell

PAYROLL from Operational Form 4.3 Staffing and Personnel Calculation						
	Location Number(s)					
	Loc. 1	Loc. 2	Loc. 3	Loc. 4	Loc. 5	Loc. 6
	18-M					
Highest Rate	\$23/hr					
Lowest Rate	\$19/hr					
Number of Hours Recommended	268					
Number of Hours Proposed	310					
Total Monthly Wages	\$22,440					

Comments:

PERSONAL EVALUATION (2026)

Maureen Flanagan
18-M / 26035
Cuyahoga County, Cleveland
3345 Edgecliff Terrace

Evaluation Team Number: _____
Location(s) Proposed: (#1) 18-M _____
Proposed as 2nd Location _____
Verify Proposer's Full Name: (#2) Maureen Cooney Flanagan
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. 268 Points): 258

Comments: _____

<u>Evaluators' Signatures</u>	<u>Evaluators' Printed Names</u>	<u>Date</u>
(1) <u>[Signature]</u>	<u>Michael Farrell</u>	<u>3/2/26</u>
(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? _____	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: West Park License Bureau LLC

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: 40

From (date): 6/2015 To (date): 3/2026 Length: 10.8 yrs

Verified Hours 40 = Factor 1 x Years 10.8 x Points 50 = 540

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.	West Park License Bureau LLC	# NA = 1.0	x 10.8	x 50 =	540	✓
B.		# NA = 1.0	x	x 50 =		
C.		# NA = 1.0	x	x 50 =		
Subtotal of 13-A, 13-B & 13-C =					540	

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

PERSONAL EVALUATION

OK | NO

28. Credit Report (issued in 2026) / Certificate of Good Standing for Nonprofit Corporation *Credit Reports are not required for County Auditors and County Clerks of Courts		
A. Credit report submitted contains credit score?	2	0
B. No tax liens (state or federal)?	3	0
C. No judgments for the past 36 months? *	3	0
D. *No bankruptcy filed or trusteeship imposed for the past 36 months?	2	0
E. *No other negative items (charge-offs, collections, etc.) for the past 36 months?	2	0
F. *No negative items (pattern of delinquencies, etc.) for the past 60 months?	1	0
* Exclude minor medical judgments and disputed items with good cause explanation.		
29. The overall quality of this proposal is deemed to be of satisfactory or higher overall quality? (Note any deficiencies in comments area below or on page 1)	2	0

PERSONAL EVALUATION POINTS, Page 8 (Max. 15 Points) 15

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

Comments: _____

OPERATIONAL EVALUATION (2026)

Maureen Flanagan
 18-M / 26035
 Cuyahoga County, Cleveland
 3345 Edgecliff Terrace

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>40</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>268</u> Proposed: <u>310</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>28,837.67</u> On Deposit (Form 3.4): \$ <u>65,010.89</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: _____

	<u>Evaluators' signatures</u>	<u>Printed names</u>	<u>Date</u>
(1)		Michael Farrell	3/2/26
(2)	_____	_____	_____

Operational Evaluation (2026)

3.0 PERSONAL CHECKLIST

Proposer's Full Legal Name Maureen C Flanagan

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

18-M _____ _____ _____ _____

 _____ _____ _____ _____

2. Full legal name of proposer **Maureen Cooney Flanagan**

7. Spouse's name (nonprofit corporation N/A) **Patrick Joseph Flanagan**

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? June 28th, 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 _____	_____
_____	_____	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 Magnificat High School

City Rocky River State Ohio Zip 44116

College name The Ohio State University

City Columbus State Ohio Zip 43210

Major English Degree awarded Bachelor of Arts

College name Cleveland State University

City Cleveland State Ohio Zip 44115

Major Public Administration Degree awarded Masters

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.

12.5 Years of working on Ohio BMV BASS system

12.5 Years of working with Ohio Department of Natural Resources Watercraft Registration

12.5 years of working with Ohio Attorney General contractor BMI for BCI/FBI fingerprinting

11 years I have managed my agencies accounting, tax payments, vendor payments and reports using Intuit Quickbooks

I have used Q-flow since its installation in my agency in March of 2020

I also use Google Docs on a regular basis for billing agencies that have BCI/FBI relationships with my office, frame and nuts and bolts inventory ordering, and other office projects

I am very experienced with both Word and Excel. I use both often to communicate with staff and create documents needed to manage day to day operations at the agency

I manage several email accounts: ODPS email account, business emails and my personal email

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 Maureen Cooney Flanagan Company name West Park License Bureau, LLC
Company address 3345 Edgecliff Terrace City Cleveland
State Ohio Zip 44111 Telephone (216) 941-8834
Type of business (deputy registrar, retail grocery, etc.) Deputy Registrar

Company's products and/or services BMV services of Vehicle Registration, Driver's License and State ID cards. Tempory Driver Permit Testing. BCI/FBI background checks. Ohio Watercraft registrations.

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

1. Federal Tax ID Number: [REDACTED]
2. Percentage of business you owned: 100 % Hours worked weekly 40
3. Dates you operated this business: From: month June year 2015 To: month June 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? 11-15
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
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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 Maureen C Flanagan Company name Lakewood License Bureau

Company address 3345 Edgecliff Terrace City Cleveland

State Ohio Zip 44111 Telephone (216) 941-8834

Type of business (deputy registrar, retail grocery, etc.) Ohio Bureau of Motor Vehicles

Management/supervisory duties All responsibilities related to running the agency. Opening and Closing the agency banking and deposits, reporting, supervising staff, customer issues, inventory, training, and operational tasks.

MANAGER OR SUPERVISOR - Job title: Deputy Registrar

1. Title of position Assistant Manager Hours worked weekly? 40

2. Dates this position was held: From: month Dec year 2013 To: month June year 2015

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? 7

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(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 Maureen C Flanagan Company name Westlake Porter Public Library

Company address 27333 Center Ridge Rd City Westlake

State Ohio Zip 44145 Telephone (440) 871-2600

Type of business (deputy registrar, retail grocery, etc.) Public Library

Management/supervisory duties Assisted in the management of the Circulation and Shelving Staff

Hiring/Training, Managed Dept Procedure Manual, Developed and managed the Search Ohio staff.

MANAGER OR SUPERVISOR - Job title: Department Manager

1. Title of position Assistant Manager Hours worked weekly? 40

2. Dates this position was held: From: month Oct year 2006 To: month Nov year 2013

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? 35

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
[REDACTED]				

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 Maureen C Flanagan Company name Premier Farnell Corp

Company address 300 South Riverside Plaza #2200 City Chicago

State IL Zip 60606 Telephone (773) 907-5178

Type of business (deputy registrar, retail grocery, etc.) Distributor of maintenance and repair products for both the industrial and automotive after care markets

Management/supervisory duties Managed a group of sales managers, team leaders and sales reps.

Responsible for all business plans and budgets. I developed the sales and training programs. Hired employees

MANAGER OR SUPERVISOR - Job title: CEO North America - Premier Farnell

1. Title of position Telesales Sector Manager Hours worked weekly? 40

2. Dates this position was held: From: month Oct year 1993 To: month Nov year 1999

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? 100

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 Maureen C Flanagan Company name _____

Company address _____ City _____

State _____ Zip _____ Telephone () _____

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

EMPLOYEE - Job title: _____

Hours worked weekly _____ Job duties _____

Dates of this employment: From: month _____ year _____ To: month _____ year _____

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

Every job that I have held since college graduation in June of 1990 has been in a
_____ managerial role.

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):

My agency has very low turnover compared to most BMV locations. I believe the hours required of full time staff, four 9 hour days and one 4 hour (weekday or every other Saturday), influence staffs commitment. I allow staff to switch days off amongst each other during the week and on Saturdays. The "switching" of schedules ensures full time coverage of shifts, saves employee vacation time, and creates a team environment of helping each other for special occasions and doctor appointments. Every Summer I hire 1 or 2 Summer Interns to ensure coverage of the desks during a time of year when the BMV is very busy and the full time staff ask for time off to be with their family. A positive and happy staff is key to servicing the public.

Our office has one station assigned to processing Vehicle Registrations (VR) only. The Express line always services the "sticker only" renewals first. The staff member then prioritizes calling Vehicle Registration/Temporary Tag customers from Q-flow. A second staff member is assigned as back up to the full time VR desk. This organized effort keeps our lobby from getting too crowded. It moves people with the quick and easy transactions out of the agency. I believe other customers notice how quickly we process transactions in the Express line and are encouraged to return to our office themselves when thier own registration needs are required.

Training a staff in an environment with very few breaks in the day due to the volume of customers we service requires creativity. When a training issue arises or new information from the BMV is communicated I will often add a training piece for the broadcast book. I often add quick bold notes by the sign in location to ensure staff see information prior to starting any shift. I also type of newsletters seasonally to cover training topics and seasonal reminders of BMV issues.

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: Maureen C Flanagan

Title (if officer of nonprofit corporation): Owner

(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?

I have an experienced and qualified staff currently employed at the West Park License Bureau. The current staff will continue to work with me during my contract extension. I employ an Office Manager and 2 Assistant Managers. I have a set schedule of opening, managing the day to day responsibilities and closing the agency. Over the last 10.5 years I have developed a daily, weekly and monthly schedule required to manage the business. I am in the office a minimum of 5 days every week.

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?

The BMV does a great job communicating with the Deputy Registrars of all immediate and impending changes for the transactions we process at our agency. I often add my own type of broadcast to the required broadcast book for signatures when I feel we may need an extra reminder or additional training on an important procedure. I sit next to each staff member at least 1 time a week and process transactions. As a working deputy I have a strong understanding of the skill levels of my staff and where extra assistance is needed. I review the Error/Correction log with staff in effort to create accountability.

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

I personally review the drivers license and identification transactions to check for errors and inconsistencies from the staff. I also regularly review the vehicle transactions. I work at a station and next to the employees to stay aware of how they are interacting with customers. I will complement staff when they refuse a document and politely explain why it cannot be accepted. I also walk behind the counter and watch my management staff as they review and assist the staff. All fraud prevention requirements demanded by the BMV are in place and followed by my office.

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?

I have an Assistant Manager that is responsible for printing the broadcasts as they are issued. This staff member then tracks and follows up with each staff member to ensure they have kept up with the Broadcast Book. The Broadcast Book is located in our breakroom. Every staff member is given at least one 10 minute paid break every shift. It is expected that they check to see if there is anything new in the Broadcast Book. If I feel a broadcast needs additional explanation I will add notes to the initial broadcast. I also often add training pieces to the book when I feel we need a reminder on a subject.

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

I do not ask my employees to perform tasks that I am not willing or able to perform myself. A job in the BMV is incredibly demanding and I am grateful for the dedication of my group. When my staff see me working at the counter and out on the lobby floor they know that I understand what we do in our office. I am fair in my daily job assignments and I am flexible based on employee strengths. I am very proud of the team I have developed over the last 10.5 years as Deputy Registrar. I encourage questions. I will ask questions of the person sitting next me often. I complement the staff when I see them consulting each other and supporting each other.

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

I expect the staff to mirror my own behaviors and appearance. I often hear the staff repeating exactly what I say when handling particularly difficult situations. Acting in a professional manner is not difficult when you have respect for the customers regardless of their circumstances. I always compliment staff when I have witnessed a successful end to a difficult situation. If I see a staff member struggling I will step in to handle the customer. I have also told my staff to get me any time they feel like a customer is beyond their comfort level. A change in staff will often immediately diffuse a situation because it makes the customer take a moment while we switch places.

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

I have had very little turnover at my office in the years I have been Deputy Registrar. I think it is in part to my hiring efforts. Any time I have an opening I first go to my staff for suggestions on people they may know that are interested in a job. It means a lot to me that current members on my staff feel like the workplace is one that they would suggest to another individual. I have a gratitude lunch for staff 6 times a year. I give staff 1/2 day off paid for their birthdays. I pay for their driver's license and vehicle registrations. At the end of every year we have a fancy holiday party and I give each staff member an annual bonus.

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

The BMV is cleaned every day. I replaced all of the chairs in the office with ergonomically appropriate features to support the staff as they rise and sit all day long. I have a paid high school employee that comes in to vacuum, dust, wash floors/windows, bathroom, and take out the garbage. I have a monthly contract to have the windows professionally cleaned and the carpet runners in the lobby replaced. Our office is decorated for every holiday/season throughout the year. The decorations are professional and add a layer of lightness to the environment of the office.

9. How would you deal with an irate customer?

I have worked with the customers for my entire 30 year managerial career. I use the same method and train my staff in this method. It starts by listening to the customer. I then repeat the issue back to the customer so they know that I heard them. I then offer the suggestions or options available for the problem. I point them in the correct direction. I write information down or provide supporting documents. I always apologize, every time. Even when we are not wrong or did nothing wrong I apologize because the customer is upset and wants their problem to be recognized. I assure the customers that we are available to help them when they have what they need or that I will correct any errors we may have made immediately.

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

It's key for people not to take the irate customer interaction personally. If you personalize the behavior of the customer you can lose control of the situation. The staff member should attempt to direct the customer towards a solution to the problem and apologize for the situation. If they do not have success with their efforts then they should always get a manager or the deputy to step in. I do not expect my staff to take the abuse of certain customers. Thankfully, these situations are very rare but they do occur.

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

I will continue to meet the expectations of the BMV in the same way I have successfully handled the business over the last 10.5 years. I will show up and work. I will work in the lobby and at the counter. I will sit in the office finishing up the reviews on Identification cards and Registrations issued at all hours of the day and week. I will work at night and on the weekends ensuring my staff is paid and my tax payments are on on time. I will continue to foster my relationships with the District Office and my Field Representatives that have been supporting me during my DR career. I will continue to care about my staff and the procedures and laws of the BMV that guide us in our jobs. I will also protect the reputation of the BMV and my agencies location that has proudly served the citizens on the West Side of Cleveland for over 40 years.

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

I have dedicated myself to improving the BMV experience at my location over the last 10 plus years that I have been a Deputy Registrar. My entire career has been customer focused and developing a team of employees that supports the same goal. I care about the product that I represent and the reputation of the business.

I always remember back in graduate school when we were studying the challenge of the implementation of law on the front lines. How do you communicate the law? How to you create buy in of that law? How do you develop the procedures surrounding the implementation and enforcement of a law? I understand the importance and the consequences of failing to meet the expectations of Ohio laws as they pertain to Vehicle Registration and the issuance of Identification cards. I am constantly encouraging and educating the staff that works with me on their responsibilities in the chain of events that bring people into our office. I believe my educational and professional approach to running an agency truly influences the behavior of my staff.

If I am selected to continue to represent the BMV as a Deputy Registrar you will receive the same dedication I have show over the last 10.5 years. I will continue to work with the staff that I have in my office to create a team environment that supports each other as we navigate the challenging responsibilities of conducting the BMV's business.

3.10(A) AFFIDAVIT OF INDIVIDUAL

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

County of Ohio :

State of Ohio :

I, Maureen Cooney Flanagan, 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: Maureen Cooney Flanagan

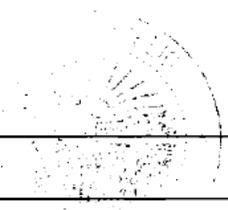
Printed/typed name of proposer: Maureen Cooney Flanagan

Sworn to and subscribed in my presence by the above named Maureen Cooney Flanagan on this 29 day of January, 2026

Moira K Hough
Notary Public

Printed name of Notary Public: Moira K Hough

My commission expires: 04-03-2027



MOIRA K. HOUGH
Notary Public, State of Ohio
My Commission Expires
04/03/2027

4.0 OPERATIONAL CHECKLIST

Proposer's Full Legal Name Maureen Cooney Flanagan

Location Number 18-M

Proposer Number (BMV use only) _____

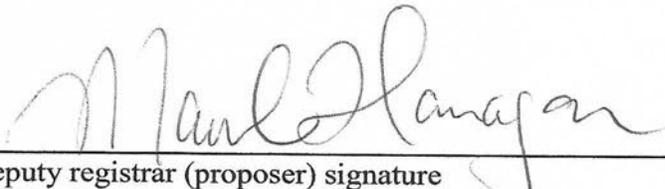
INSTRUCTIONS: You must submit one original of this form and all documents listed on this form **FOR EACH SITE YOU ARE PROPOSING.**

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>28,837.67</u>	✓	
4.5	Deputy Registrar Contract (2 pages only)	✓	

4.1 APPOINTMENT OF AGENCY MANAGERS

Proposer's name: Maureen C Flanagan Location number: 18-M

- (A) DEPUTY REGISTRAR: As deputy registrar, I agree to work in the agency at least 40 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.


Deputy registrar (proposer) signature

Date: 01/28/2026

4.2 EXPERIENCED EMPLOYEES SUMMARY

Proposer's name: Maureen C Flanagan Location number: 18-M

(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.

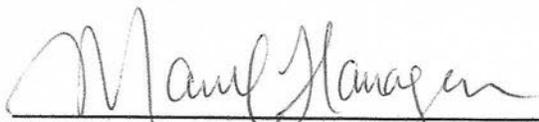
(B) CHECK WHICHEVER APPLIES:

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
Owen C Flanagan	7.5
Susan Fayne	5.5
Moira Hough (bilingual)	4.5
Angela Schmoldt	7
Karen Ockuly	7.5

(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: 01/28/2026

1 of 2

Maureen C Flanagan, 18-M Operational Forms 4.2

4.2 Experienced Employee Summary

Additional Staff Hires

Name	Length of Experience
Vicky Michaels	7 yrs 6 mos
Eileen Kelley	9 yrs 3 mos
Maureen Wetula	7 yrs 10 mos
Christina Romans	1 yr 3 mos
Thomas Flanagan	5 yrs

Maureen C Flanagan

Date 1/28/2026

2 of 2

4.3 STAFFING AND PERSONNEL CALCULATION

Proposer's name: Maureen C Flanagan Location number: 18-M

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	40.00	N/A	N/A	N/A
Office Manager (leave blank if the Deputy Registrar is also the Office Manager)	40.00	\$ 23.00	\$ 920.00	\$ 3,680.00
Assistant Office Manager	80.00	\$ 23.00	\$ 1,840.00	\$ 7,360.00
Experienced Employees Total Number (combine Full-time & Part-time) = <u>7</u>	150.00	\$ 19.00	\$ 2,850.00	\$ 11,400.00
New Hire Employees Total Number (combine Full-time & Part-time) = _____				
TOTALS	310.00	N/A	\$ 5,610.00	\$ 22,440.00

4.4 START-UP COSTS CALCULATION

Proposer's name: Maureen C Flanagan Location number: 18-M

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.

\$ 22,440.00

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	\$ <u>0</u>
2. Counter Costs	\$ <u>0</u>
3. Other Costs	\$ <u>10,000</u>
4. Total	\$ <u>0</u>

Total amortized over 60 month contract period
(Divide line 4 by 60) = \$ 166.67

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.**

\$

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: \$ 2,077.00 x 3 = \$ 6,231.00

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] \$ 28,837.67

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 Maureen Cooney Flanagan _____, (deputy registrar, herein) whose



_____ to operate a deputy registrar agency, Location No. 18-M, to be located as follows: in the

State of Ohio, County of Cuyahoga

City/Village/Township (indicate which) City of Cleveland

Street address: 3345 Edgecliff Terrace

(City) Cleveland, Ohio (Zip) 44111

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.

Maureen Flanagan
Deputy Registrar signature

01/28/2026
Date

STATE OF OHIO :
COUNTY OF Cuyahoga :

Before me, a notary public in and for said county and state, personally appeared the above named Maureen Cooney Flanagan, 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 28th day of January, 2026.

Moira K Hough
NOTARY PUBLIC



MOIRA K. HOUGH
Notary Public, State of Ohio
My Commission Expires
April 3, 2027

Printed name of Notary Public: Moira K Hough

My commission Expires: 04-03-2027

STATE OF OHIO
DEPARTMENT OF PUBLIC SAFETY
BUREAU OF MOTOR VEHICLES

BY: _____
REGISTRAR OF MOTOR VEHICLES

Done at Columbus, Ohio, on

5.0 DEPUTY PROVIDED SITE CHECKLIST

Proposer's Full Legal Name Maureen Cooney Flanagan

Location Number 18-M

Proposed Site Address 3345 Edgecliff Terrace Cleveland, OH 44111

Proposer's Telephone Number (number where BMV staff can reach you) [REDACTED]

Proposal Number (BMV use only) _____

INSTRUCTIONS: You must submit one original of this form and all documents listed on this form **FOR EACH LOCATION YOU ARE PROPOSING**. If you fail to submit a complete set of originals **FOR EACH LOCATION**, you will not be evaluated for those locations.

ATTENTION: Proposers applying for contracts at existing license agency locations designated as Deputy Provided Sites are not required to complete and submit all Section 5 forms if the site was approved under a previous RFP and if there have been no changes to the site since the last contract was approved and signed. Under this license agency site provision, form 5.0, page one (1) of form 5.1, and form 5.3 must be completed and submitted with all other required forms and documents.

FORM	DESCRIPTION	✓	BMV
5.0	Deputy Provided Site Checklist (this form)	✓	
5.1	Site Questionnaire (page 1 only if proposing existing license agency site)	✓	
5.2	ADA Checklist (leave blank if proposing existing license agency site)		
5.3	Lease Option (required for all proposers, which includes incumbent deputy registrars)	✓	
	– filled out, including complete address	✓	
	– signed and notarized	✓	
5.4	Proximity Attachment [for "Proximity" sites only] (leave blank if proposing existing license agency site)		
Proposer provided	Site Plan (leave blank if proposing existing license agency site)		
	– with 8½ x 11-inch formatting (SUBMITTED ELECTRONICALLY)	✓	
	– with complete dimensions	✓	
Proposer provided	Counter Plan (leave blank if proposing existing license agency site)		
	– with 8½ x 11-inch formatting (SUBMITTED ELECTRONICALLY)	✓	
	– with complete dimensions	✓	
Proposer provided	Map (leave blank if proposing existing license agency site)		
	– with site clearly marked	✓	

5.1 SITE QUESTIONNAIRE

1. Location Number for which you are proposing (from Agency Specifications): 18-M
Street address of site 3345 Edgecliff Terrace
City Cleveland, Ohio, Zip Code 44111

2. Is the site you are proposing currently in operation as a deputy registrar agency?
No _____ Yes

3. Do you intend to perform construction or remodeling to prepare this site for operation under a new deputy registrar contract?
No Yes _____

4. Are you applying for a contract at an existing license agency site that was approved under a previous contract?
No _____ Yes

5. A. If you answered "No" to question number 4, skip to question number 7, and complete the information required for this form (5.1) and the remainder of Section 5 forms 5.2 through 5.4.

B. If you answered "Yes" to question number 4, have there been any changes to the site (interior and/or exterior to include parking areas, path of travel, and accessibility to individuals with disabilities, and signage)?
No _____ Yes

6. A. If you answered "No" to question number 5, please print and submit this along with form 5.3 for compliance with Section Five (5) requirements for this RFP and include it with the remainder of your required proposal documents.

B. If you answered "Yes" to question number 5, list the site changes in the space below and be specific with the description(s) of any changes that have been made. Include additional supporting documentation and attachments if needed, then stop here. Print and submit this page along with any other documentation and attachments for compliance with Section 5 requirements for this RFP and include it with all other required proposal documents.

In 2016 the agency was remodeled and redesigned to extend the customer service counters. An additional handicap seating area was created at the same time. I have 2 ADA accessible spaces for elderly and handicap customers.

A privacy wall exists to separate the area between a customer taking a temporary permit test and customers having photos taken for thier Drivers license or ID card.

7. Do you agree to comply with applicable Ohio Building Code requirements if construction or remodeling is necessary? No _____ Yes
8. Is the site located in a city or village? City
 If so, name of city or village Cleveland
 If not, name of township in which it is located _____
9. In what county is this site located? Cuyahoga
10. Is your proposed site within the geographic area specified in the Agency Specifications? No _____ Yes
11. If proposed location is **NOT** within the geographic area specified in the Agency Specifications, list proposed locations in preferred order of importance starting with "most" important.
12. Have you included a map, with a mark showing the precise location of the proposed site? No _____ Yes
13. How many parking spaces are available for this site? 225 spaces
14. How many other businesses share the parking facilities? 7 business(es)
15. What is the distance of the nearest regular parking space from the closest public entrance of the proposed agency site using the shortest route a person could safely walk? 12 feet
16. How many of the parking spaces are off-street (in a lot or garage)? 225 spaces
17. How many of the parking spaces are paved? 225 spaces
18. How many of the parking spaces are free (no charge for parking)? 225 spaces
19. How many of the parking spaces are reserved exclusively for the use of deputy registrar customers? 0 spaces

20. Do you agree to keep the agency at a reasonable temperature?
No _____ Yes ✓

21. Will the site be safe for agency employees and patrons and will it have security available?
No _____ Yes ✓

Submission of a floor plan of the site is mandatory. If original drawings are formatted larger than 8-½ x 11 inches, you must also provide a reduced size copy formatted at 8-½ x 11-inches. All dimensions must be indicated on the drawing. Copies of previous submissions will be accepted, provided there have not been any changes since the last proposal.

22. Have you submitted a complete floor plan of the site, showing all dimensions of all the interior areas?
No _____ Yes ✓

23. How much space is allocated for the customer area?
822 square feet

24. How much space is allocated for the employee service area?
542 square feet

25. How much space is allocated for the employee private area?
318 square feet

26. How much space is allocated for the storage area?
225 square feet

27. How much space is allocated for the restroom facilities?
26 square feet

28. How much space is allocated for uses not listed above?
_____ square feet

29. Total square footage of agency?
1932 square feet

Submission of a counter plan is mandatory. If original drawings are formatted larger than 8-½ x 11 inches, you must also provide a reduced size copy formatted at 8-½ x 11-inches. All dimensions, including those of the disability accessible counter, must be shown. Copies of previous submissions will be accepted, provided there have not been any changes since the last proposal.

30. Have you submitted a counter plan showing all dimensions of your counters?
No _____ Yes ✓

31. Are your counters to be in accordance with RFP counter specifications?
No _____ Yes ✓

32. Please indicate which of the two counter options from the Counter Specifications, RFP Appendix 2.1, you are choosing:

A. Operator sit-down arrangement B. Operator stand-up arrangement

33. Will your customer service counter be a minimum of 46 inches and a maximum of 48 inches (or for incumbent deputies only, a maximum of 50 inches) high?

No Yes

Actual Measurement: 46 inches

34. Do you agree to position all computers so they are adequately protected from damage by customers?

No Yes

35. Will the total length of your equipment support counter be at least 60 inches for each terminal?

No Yes

Actual Total Length (all counters): 36.41 feet

36. Will the depth of your regular counter be a minimum of 30 inches and a maximum of 36 inches?

No Yes

Actual Depth: 34 inches

37. Will each 60-inch section of your counter be able to support at least 100 pounds of equipment?

No Yes

38. Will you provide space for a vision screener at a reasonable height and conveniently located to the disabled-accessible counter?

No Yes

39. Do you agree to provide a counter, acceptable to the BMV, to accommodate the digitized driver's license production equipment?

No Yes

40. Will the disabled-accessible section of your counter be a minimum of 36 inches wide and have a knee hole opening of at least 27 inches clearance height, 30 inches wide and 19 inches deep?

No Yes

Height: 30 Width: 36 Depth: 23 1/4

41. Will you have at least one terminal service area which will be readily accessible for use by individuals with a disability?

No _____ Yes

42. Will you provide space either on the counter or on one or more separate printer stands (additional space of at least 30 inches wide) for each of the printers in the agency?

No _____ Yes

43. How many signs do you propose for the location? 1 signs

44. List below the location and size (all dimensions) of your signs or proposed signs:

Location of signs	Dimensions of signs
Storefront above the Door and Window	6ft by 3 ft
_____	_____
_____	_____
_____	_____

45. **Form 5.3.** You must give satisfactory evidence that the facility you have proposed will be available for the operation of a deputy registrar agency during the entire period of the contract. If you will be leasing the facility from someone else, you must submit a fully executed (signed, notarized, and accepted) Lease Option, Form 5.3. If you own the property yourself, you must submit a copy of your deed along with a Lease Option, Form 5.3, giving yourself an option or a written statement that the property is available for use as a deputy registrar agency.

46. **Form 5.4.** Is the location for which you are proposing designated a DEPUTY PROVIDED PROXIMITY SITE in the Agency Specifications for that location?

_____ Yes. You must complete and submit with your proposal a fully completed Proximity Attachment, Form 5.4.

_____ No. Please do not submit the Proximity Attachment, Form 5.4.

5.2 ADA CHECKLIST

AMERICANS WITH DISABILITIES ACCESSIBILITY REPORT

Answer all questions for the proposed facility as it now exists. If the site as it now exists is deficient in any respect, list in the spaces provided all improvements the landlord or you will make if you are awarded a deputy registrar contract. Be specific. You may use the possible solutions noted on this form or you may propose your own solutions. If the proposed facility is under construction, answer all questions regarding the facility after completion in accordance with the construction plans. If any question clearly does not apply, mark it "Not Applicable" or "N/A."

1. ACCESSIBLE ENTRANCE. People with disabilities should be able to arrive at a parking space accessible to persons with disabilities on the site, approach the building, and enter the building as freely as everyone else. At least one path of travel should be safe and accessible for everyone, including people with disabilities. "Accessible space" means a parking space which meets all Americans with Disabilities (ADA) requirements for disability (formerly "Handicapped") parking. "Accessible entrance" means an entrance to a building which meets ADA requirements for access by persons with disabilities, including persons who are in wheelchairs.

- A. Is there a path of travel from the disability accessible parking space to the agency entrance that does not require the use of stairs? No Yes
- B. Is the path of travel stable, firm, and slip-resistant? No Yes
- C. Except for curb cuts, is the path at least 36 inches wide? No Yes
- D. Do curbs on the pathway have curb cuts at least 32 inches wide at all necessary points? No Yes

If the answer is "no" to any of these questions, list specific improvements which will be made if you are awarded a contract. Possible solutions include, but are not limited to, adding a ramp, designing an alternative path of travel, repairing surfaces, widening the pathway, installing curb cuts, etc.

Improvements to be made:

- A. _____
- B. _____
- C. _____
- D. _____

2. RAMPS. Are ramps necessary to permit wheelchair access? Yes No

If "yes" complete the following information. If "no," skip forward to "Parking and Drop-Off Areas," next page.

A. Are the slopes of ramps no greater than 1:12? No Yes

Slope is given as a ratio of the height to length. 1:12 means for every 12 inches along the base of the ramp, the height increases one inch. For a 1:12 maximum slope, at least one foot of ramp length is needed for each inch of height.

B. Do all ramps longer than six (6) feet have railings on both sides? No Yes

5.2 ADA CHECKLIST

AMERICANS WITH DISABILITIES ACCESSIBILITY REPORT

- C. Are railings sturdy, and between 34 and 38 inches high? No Yes
- D. Is the width between railings at least 36 inches? No Yes
- E. Are ramps non-slip? No Yes
- F. Is there a 5-foot-long level landing at the top of the ramp, at the bottom of the ramp, at switchbacks, if any, and at every 30-foot horizontal length of ramp? No Yes

The ramp should rise no more than 30 inches between landings.

If ramps are necessary, and the answer is “no” to any of these questions, list specific improvements which will be made if you are awarded a contract. Possible solutions include, but are not limited to, lengthening ramp to decrease slope, relocating ramp, rebuilding ramp, adding railings, repairing or adjusting railings, adding non-slip surface materials, etc.

Improvements to be made:

- A. _____
- B. _____
- C. _____
- D. _____
- E. _____
- F. _____

3. **PARKING AND DROP-OFF AREAS.** Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5-foot striped access aisle)? No Yes

For guidance in determining the appropriate number to designate, the table below gives the ADA requirements for new construction and alterations.

Total spaces	Accessible						
1 to 25	1 space	26 to 50	2 spaces	51 to 75	3 spaces	76 to 100	4 spaces

- A. Are 16-foot wide spaces, with 98 inches of vertical clearance, Available for lift-equipped vans? No Yes
- At least one of every 8 accessible spaces must be van-accessible.*
- B. Are the accessible spaces closest to the accessible entrance? No Yes
- C. Are the accessible spaces marked with the International Symbol of Accessibility (standard disability parking sign)? No Yes

5.2 ADA CHECKLIST

AMERICANS WITH DISABILITIES ACCESSIBILITY REPORT

If the answer is "no" to any of these questions, list specific improvements which will be made if you are awarded a contract. Possible solutions include, but are not limited to, reconfiguring spaces by repainting stripes, moving the spaces, adding proper signs, etc.

Improvements to be made:

- A. _____
- B. _____
- C. _____

After improvements, if any, have been made, how far will it be between the nearest accessible parking space to the nearest accessible building or mall entrance using the most direct path a wheelchair can safely travel?

Measurement = _____ Feet

Is the nearest accessible space within two hundred (200) feet of the accessible entrance?

No _____ Yes

Is the nearest accessible space within one hundred (100) feet of the accessible entrance?

No _____ Yes

4. **ENTRANCE.** If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance?

No _____ Yes

A. Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?

No _____ Yes

B. Can the accessible entrance be used independently?

No _____ Yes

C. Does entrance door have at least 32 inches clear opening (for double door, at least one 32-inch leaf)?

No _____ Yes

D. Is there at least 18 inches of clear wall space on the pull side of the door, next to the handle?

No _____ Yes

A person using a wheelchair needs this space to get close enough to open the door

E. Is the threshold level (less than 1/4 inch high) or beveled, up to 1/2 inch high?

No _____ Yes

F. Are doormats 1/2 inch high or less with beveled or secured edges?

No _____ Yes

G. Is the door handle no higher than 48 inches and operable with a closed fist?

No _____ Yes

(The "closed fist" test for handles and controls: Try opening the door or operating the control using only one hand, held in a fist. If you can do it, so can a person who has limited use of his or her hands.)

5.2 ADA CHECKLIST

AMERICANS WITH DISABILITIES ACCESSIBILITY REPORT

If the answer is "no" to any of these questions, list specific improvements which will be made if you are awarded a contract. Possible solutions include, but are not limited to repair, replacement, or removal of any fixtures or materials creating obstacles.

Improvements to be made:

- A. _____
- B. _____
- C. _____
- D. _____
- E. _____
- F. _____
- G. _____

5. ACCESS TO ALL DEPUTY REGISTRAR SERVICES. Ideally, the layout of the building should allow people with disabilities to obtain goods or services without special assistance. Where it is not possible to provide full accessibility, assistance or alternative services should be available upon request.

- A. Does the accessible entrance provide direct access to the main floor, lobby, or elevator? No _____ Yes ✓
- B. Are all public spaces on an accessible path of travel? No _____ Yes ✓
- C. Is the accessible route to all public spaces and services at least 36 inches wide (except for interior doors)? No _____ Yes ✓
- D. Are the aisles between chairs or tables at least 36 inches wide? No _____ Yes ✓
- E. Are there spaces for wheelchair seating distributed throughout? No _____ Yes ✓
- F. Do interior doors into public spaces have at least a 32-inch clear opening? No _____ Yes ✓
- G. On the pull side of interior doors, next to the handle, is there at least 18 inches of clear wall space so that a person using a wheelchair can get close enough to open the door? No _____ Yes ✓
- H. Can doors be opened without too much force? No _____ Yes ✓
- I. Are door handles 48 inches high or less and operable with a closed fist? No _____ Yes ✓
- J. Are all interior thresholds, if any, level (less than 1/4 inch high), or beveled, up to 1/2 inch high? No _____ Yes ✓
- K. Is carpeting, if any, low-pile, tightly woven, and securely attached along edges? No _____ Yes ✓

5.2 ADA CHECKLIST
AMERICANS WITH DISABILITIES ACCESSIBILITY REPORT

If the answer is "no" to any of these questions, list specific improvements which will be made if you are awarded a contract. Possible solutions include, but are not limited to repair, replacement, or removal of any fixtures or materials creating obstacles.

Improvements to be made:

- A. _____
- B. _____
- C. _____
- D. _____
- E. _____
- F. _____
- G. _____
- H. _____
- I. _____
- J. _____
- K. _____

SEATS, TABLES & COUNTERS

- A. Are the aisles between fixed seating (other than assembly area seating) at least 36 inches wide? No _____ Yes
- B. Is the top of the ADA table or counter between 28 and 34 inches high? No _____ Yes
- C. Are knee spaces at accessible tables at least 27 inches clearance height, 30 inches wide, and 19 inches deep? No _____ Yes

If the answer is "no" to any of these questions, list specific improvements which will be made if you are awarded a contract. Possible solutions include, but are not limited to repair, replacement, or removal of any fixtures or materials creating obstacles.

Improvements to be made:

- A. _____
- B. _____
- C. _____

6. RESTROOM USAGE. Restrooms should be accessible to people with disabilities.

- A. Is there currently a restroom available for use by the customers of the agency? No _____ Yes
- B. Is at least one restroom (either one for each sex, or unisex) fully ADA accessible? No _____ Yes

5.2 ADA CHECKLIST

AMERICANS WITH DISABILITIES ACCESSIBILITY REPORT

- C. Is there adequate signage identifying the ADA restroom(s)? No Yes
- D. Is the doorway of the ADA restroom at least 32 inches clear? No Yes
- E. Are doors to the ADA restroom(s) equipped with accessible handles (operable with a closed fist), 48 inches high or less? No Yes
- F. Can doors to the ADA restroom(s) be opened easily (5-pound maximum force)? No Yes
- G. Does the entry configuration to the ADA restroom(s) provide adequate maneuvering space for a person using a wheelchair? No Yes
- H. Is there a 36-inch-wide path to all fixtures in the ADA restroom(s)? No Yes

If the answer is "no" to any of these questions, list specific improvements which will be made if you are awarded a contract. Possible solutions include, but are not limited to repair, replacement, or removal of any fixtures or materials creating obstacles.

Improvements to be made:

- A. Our restroom is located off our storage room. We can post a sign if required.
- B. _____
- C. _____
- D. _____
- E. _____
- F. _____
- G. _____
- H. _____

STALLS. The following questions apply to ADA restroom(s).

- A. Is the stall door operable with a closed fist, inside and out? No Yes
- B. Is there a wheelchair-accessible stall that has an area of at least 5 feet by 5 feet, clear of the door swing, OR is there a stall that is less accessible but that provides greater access than a typical stall (either 36 by 69 inches or 48 by 69 inches)? No Yes
- C. In the accessible stall, are there grab bars behind and on the side wall nearest to the toilet? No Yes
- D. Is the toilet seat 17 to 19 inches high? No Yes

If the answer is "no" to any of these questions, list specific improvements which will be made if you are awarded a contract. Possible solutions include, but are not limited to repair, replacement, or removal of any fixtures or materials creating obstacles.

5.2 ADA CHECKLIST
AMERICANS WITH DISABILITIES ACCESSIBILITY REPORT

Improvements to be made:

- A. _____
- B. _____
- C. _____
- D. _____

LAVATORIES. The following questions apply to ADA restroom(s).

- A. Does one lavatory have a 30-inch-wide by 48-inch-deep clear space in front? No _____ Yes
- B. A maximum of 19 inches of the required depth may be under the lavatory. No _____ Yes
- C. Is the lavatory rim no higher than 34 inches? No _____ Yes
- D. Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)? No _____ Yes
- E. Can the faucet be operated with one closed fist? No _____ Yes
- F. Are soap and other dispensers and hand dryers within reach ranges and usable with one closed fist? No _____ Yes
- G. Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower? No _____ Yes

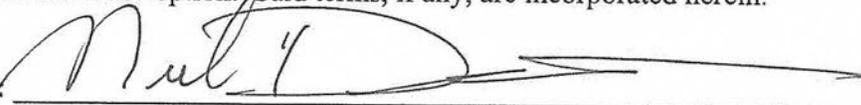
If the answer is "no" to any of these questions, list specific improvements which will be made if you are awarded a contract. Possible solutions include, but are not limited to repair, replacement, or removal of any fixtures or materials creating obstacles.

Improvements to be made:

- A. _____
- B. _____
- C. _____
- D. _____
- E. _____
- F. _____
- G. _____

C. Except as provided in paragraphs 4(A) and (B), above, the owners shall not grant an option, lease, or rental agreement to any other person during the term of this lease option specified in paragraph 3, above.

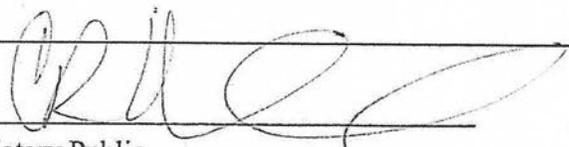
D. The lease under this option shall be on any terms as owners and optionee agree to contemporaneously with the granting of this option, provided that no such term shall be inconsistent with this lease option. Said terms, if any, are incorporated herein.

Owner(s)' signature(s): 

Owner(s)' printed name(s): NICK DIAMANTIS

STATE OF Ohio :
COUNTY OF Cuyahoga :

The foregoing instrument was acknowledged before me on this 27th day of January, 2026, by the owners, Nick Diamantis



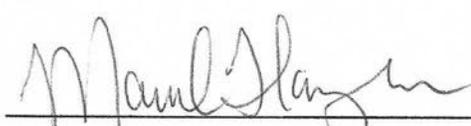
Notary Public
Printed name of Notary Public: Cynthia R. Hilliard
My commission expires on 10/31/2026



Cynthia R. Hilliard
NOTARY PUBLIC
STATE OF OHIO
My Commission Expires
10/31/2026

I hereby accept this option.

1/27/26
Date


Optionee signature, Deputy Registrar Proposer

5.4 PROXIMITY ATTACHMENT

Instructions

If the location you are submitting a proposal for is designated in the Agency Specifications as a deputy Provided **Proximity Site**, complete this form and include the original with your proposal. If it is designated as a Deputy Provided **Non-Proximity Site**, do not submit this form.

This document is for locations which the Registrar has designated for One-Stop Shopping to encourage the deputy registrar to provide a site located close to either an **existing** Driver's License Examination Station or an **existing** Clerk of Courts Title Office.

Bureau of Motor Vehicles (BMV) records indicate that a Driver's License Examination Station or a Clerk of Courts Title Office, or both, are situated within the boundaries of this location.

If there are both a Driver's License Examination Station and a Clerk of Courts Title Office within the boundaries of this location, equal consideration will be given for situating close to either one.

In evaluating the proposed deputy registrar site's proximity to either a Driver's License Examination Station (Exam Station) or a Clerk of Courts Title Office (Title Office), the Registrar intends to give the following consideration:

Highest Consideration: Highest consideration will be given to sites situated in the same building, in an adjacent building, within the same business district, or within the same shopping center as the **existing** Exam Station or Title Office.

Second Highest Consideration: Second highest consideration will be given to sites situated within approximately one-half mile, by most direct public-access route, to the **existing** Exam Station or Title Office.

Proposers shall not attempt to influence a Driver's Examination Station or a Clerk's Title Office to move to a different location at this time. No credit will be given during this RFP process to any proposer who proposes to relocate a Driver's License Examination Station or a Clerk's Title Office to be closer to the proposer's site.

QUESTIONNAIRE (SUBMIT ORIGINAL)

1. Proposer's name _____

2. Street address of proposed site _____

City _____ State _____ Zip _____

3. If the proposed site is close to an **existing** Driver's License Examination Station (Exam Station), what is the address of the Exam Station?

Is the proposed site located within the same building, an adjacent building, the same business district, or the same shopping center as the Exam Station?

No _____ Yes _____

Is it located within approximately one-half mile (0.5 miles) from the Exam Station?

No _____ Yes _____

If YES, specify distance to nearest one-tenth mile: _____

Also specify exact directions between the two facilities traveling in both directions (from the proposed site to the Exam Station and return):

4. If the proposed site is close to an **existing** Clerk of Courts Title Office (Title Office), what is the address of the Title Office?

Is it located within the same building, an adjacent building, the same business district, or the same shopping center as the Title Office?

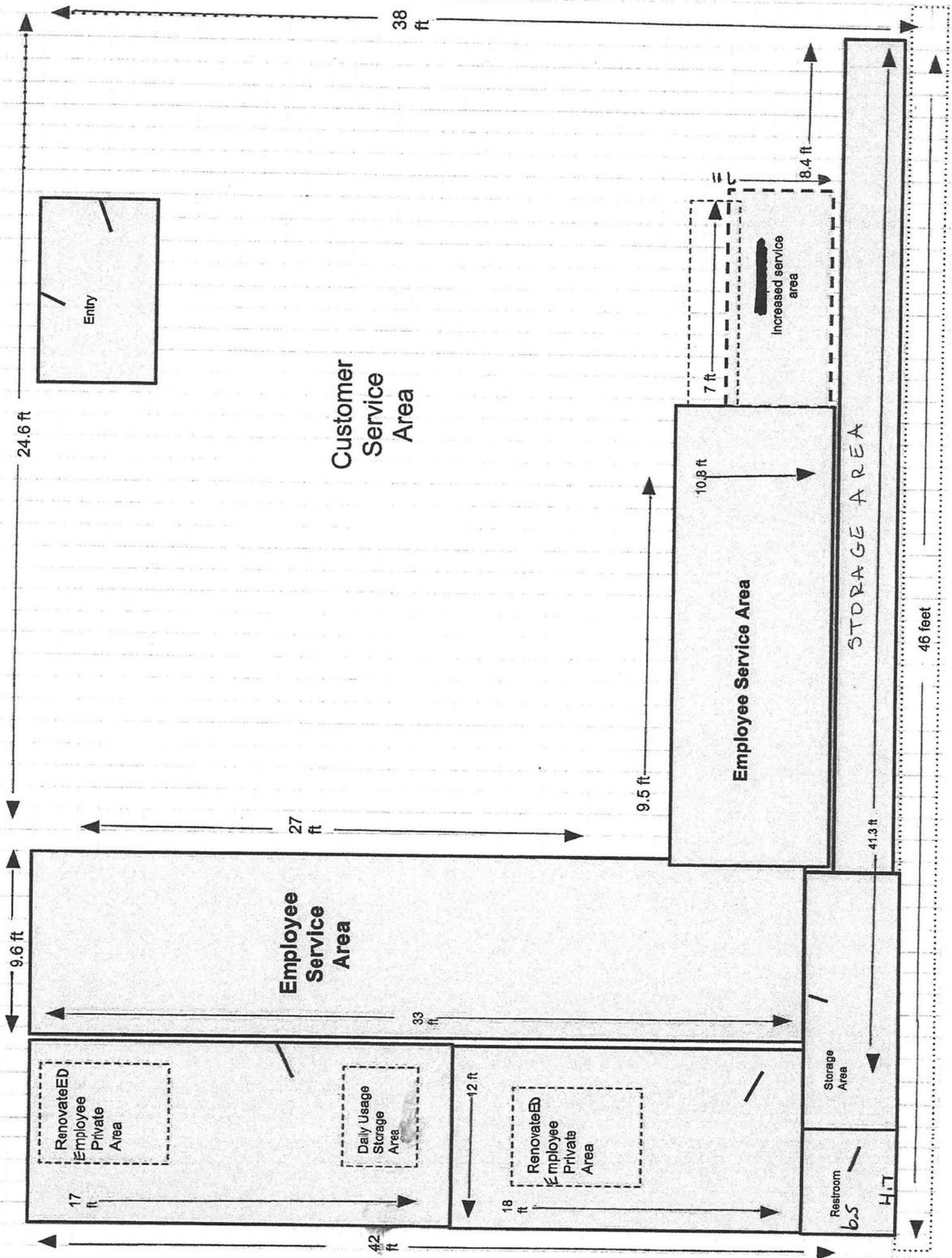
No _____ Yes _____

Is it located within approximately one-half mile (0.5 miles) from the Title Office?

No _____ Yes _____

If YES, specify distance to nearest one-tenth mile: _____

Also specify exact directions between the two facilities traveling in both directions (from the proposed site to the Title Office and return):

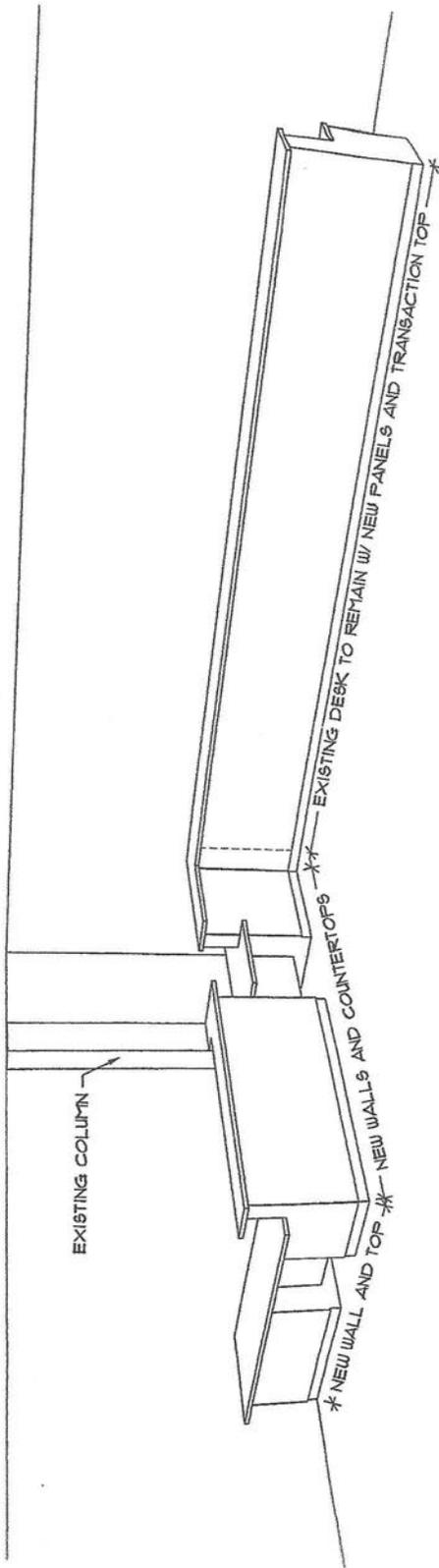


PROJECT NO: _____
 DATE: 06-18-15
 PAGE: 4
 G.C. _____
 DRAWN BY: DSJ

CUSTOM
 FABRICATORS, INC.
 Phone: (216) 831-2266
 Fax: (216) 831-2582
 Beachwood, Ohio 44122
 3659 Green Rd. #230

ARCHITECT: _____
 Revisions:
 Date: _____

PROJECT TITLE:
 BUREAU OF MOTOR VEHICLES
 3345 EDGECLIFF TERRACE
 CLEVELAND, OH 44111

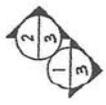
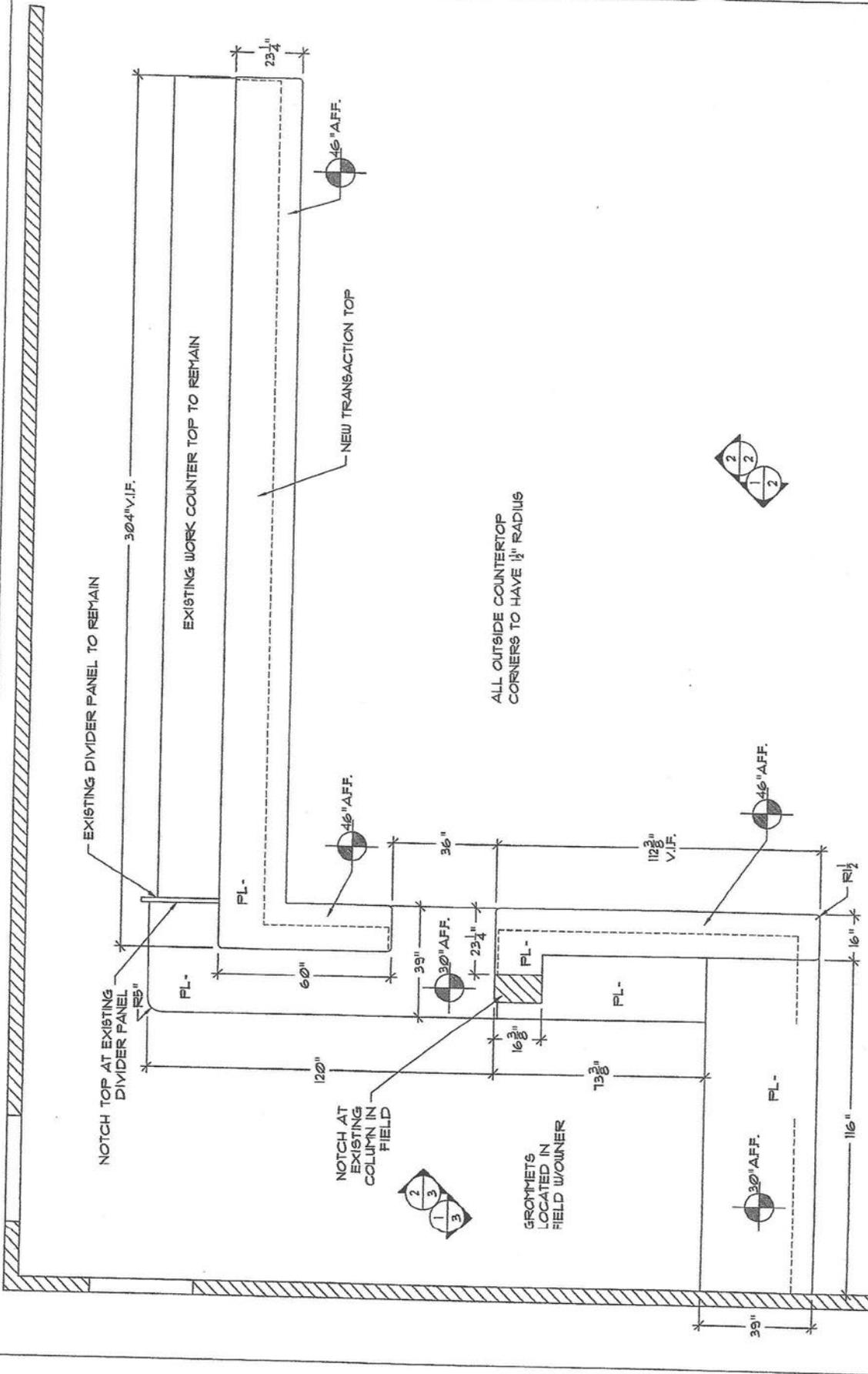


1
4
 PERSPECTIVE: REGISTRATION DESK
 SCALE: 1/4" = 12" REF. COUNTER SPEC.

CUSTOM FABRICATORS, INC.
 Phone: (216) 831-2266
 Fax: (216) 831-2582
 3659 Green Rd. #230
 Beachwood, Ohio 44122

ARCHITECT: _____
 Revisions: _____
 Date: _____

PROJECT TITLE:
 BUREAU OF MOTOR VEHICLES
 3345 EDGECLIFF TERRACE
 CLEVELAND, OH 44111



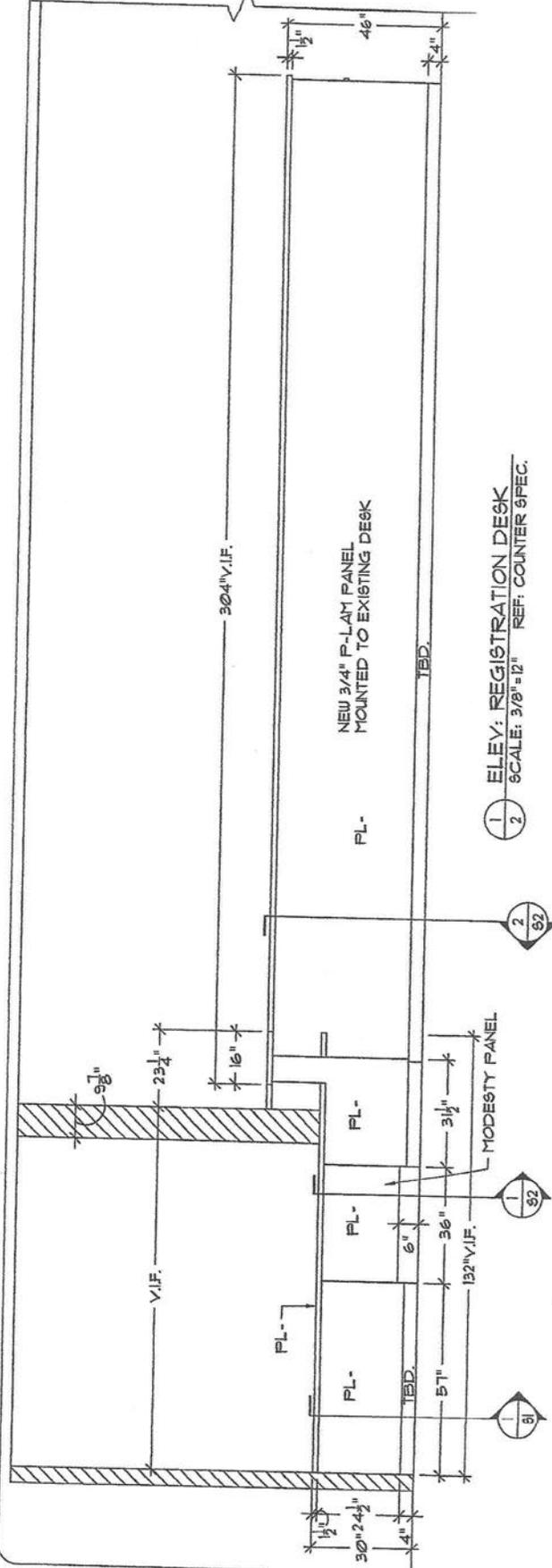
1 PLAN: REGISTRATION DESK
 SCALE: 3/8"=12" REF. COUNTER SPEC.

PROJECT NO. _____
 DATE: 06-18-15 PAGE: 2
 G.C. _____
 DRAWN BY: DSJ

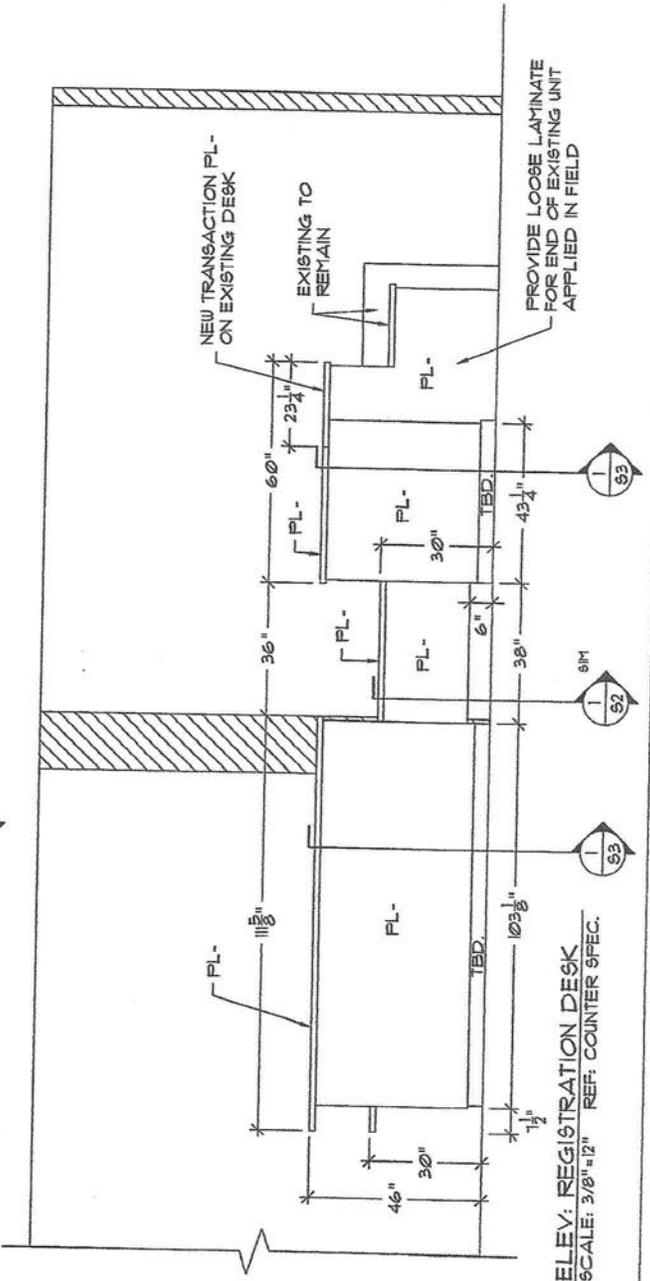
CUSTOM FABRICATORS, INC.
 3659 Green Rd. #230
 Deschwood, Ohio 44122
 Phone: (216) 631-2266
 Fax: (216) 631-2582

ARCHITECT: _____
 Revisions: _____
 Date: _____

PROJECT TITLE:
 BUREAU OF MOTOR VEHICLES
 3345 EDGECLIFF TERRACE
 CLEVELAND, OH 44111



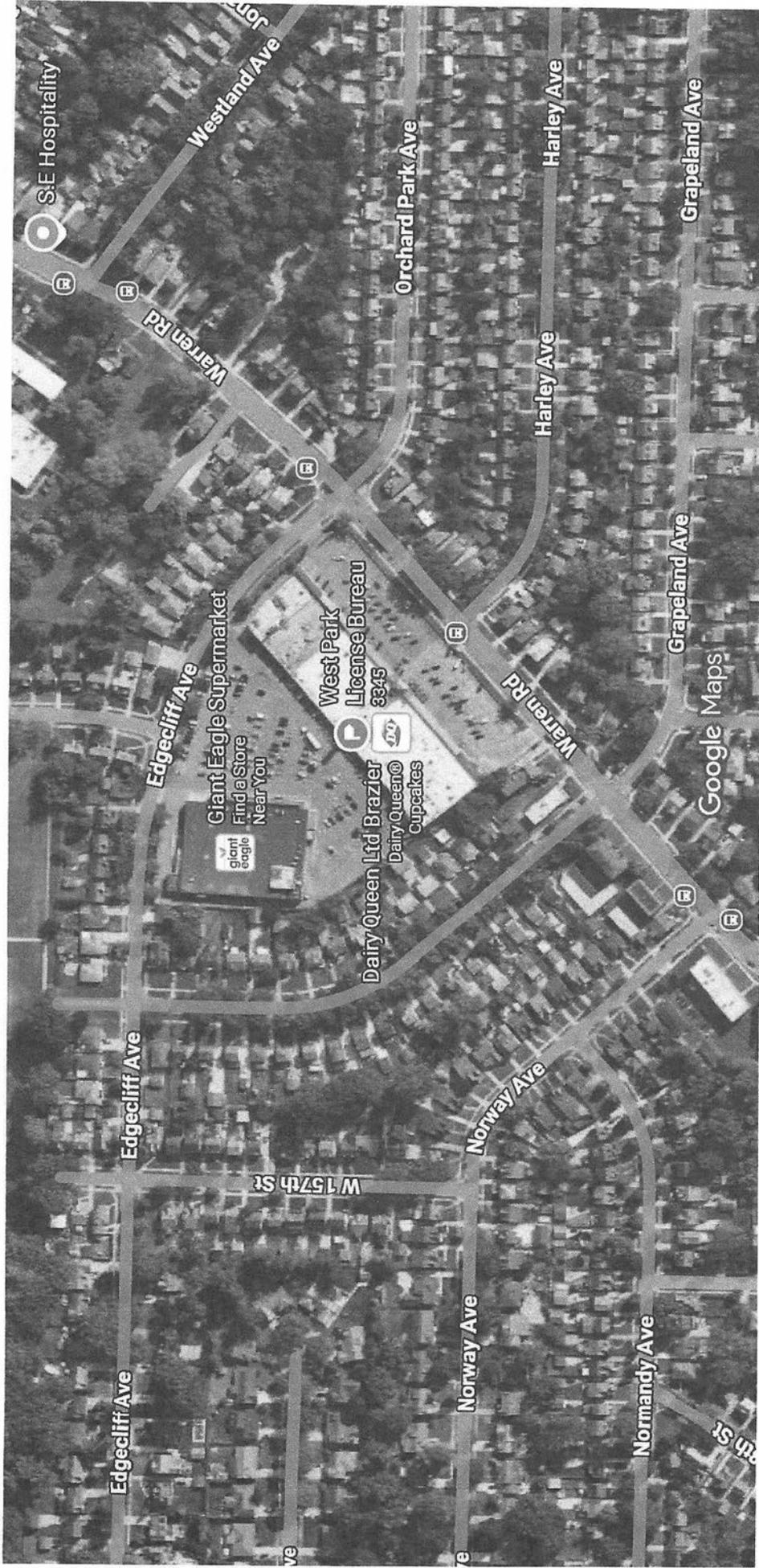
1 ELEV: REGISTRATION DESK
 2 SCALE: 3/8"=12" REF. COUNTER SPEC.



2 ELEV: REGISTRATION DESK
 2 SCALE: 3/8"=12" REF. COUNTER SPEC.



This BMV has been located in this well established Cleveland West Side neighborhood for over 40 years.



Imagery ©2026 Airbus, Maxar Technologies, USDA/FPAC/GEO, Map data ©2026 Google 200 ft

Google Maps 3345 Edgecliff Terrace

The current agency is .2 miles from the 190 exit and 2.15 miles from the I71 exit

