

PAYROLL COMPARISON – 2026

Proposer Name: Northeast Ohio Auto Dealers Association

Evaluator Printed Name: Robert A. Frugale

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
	77-0					
Highest Rate	\$ 20					
Lowest Rate	\$ 13					
Number of Hours Recommended	100					
Number of Hours Proposed	314					
Total Monthly Wages	\$20,036.00					

Comments:

PERSONAL EVALUATION (2026)

Northeast Ohio Auto Dealers
Association
77-D / 26040
Summit County, Akron
688 Wolf Ledges Pkwy.

Evaluation Team Number: _____

Location(s) Proposed: (#1) 77-D _____

Proposed as 2nd Location _____

Verify Proposer's Full Name: (#2) Northeast Ohio Auto Dealers Association

Proposer's County of Residence (NPC Operation): _____

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

Proposing as Minority: (#9) Yes _____ No X

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

SCORING SUMMARY

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

TOTAL POINTS (Max. 258 Points): 258

Comments: _____

	<u>Evaluators' Signatures</u>	<u>Evaluators' Printed Names</u>	<u>Date</u>
(1)	<u>Robert A. Fragale</u>	<u>Robert A. Fragale</u>	<u>3/2/26</u>
(2)	_____	_____	_____

Personal Evaluation, Page 1 of 8 (2026)

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: Northern Ohio Auto Dealers Association

Relationship: Deputy Registrar

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

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

Hours per week: 40+

From (date): 12/1991 To (date): Present Length: 35 years

Verified Hours 40+ = Factor 1 x Years 35 x Points 50 = 1,750

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 _____ = _____

Personal Evaluation, Page 3 of 8 (2026)

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.	NE Ohio Auto Dealers Assoc.	#	NA =	1.0	x	35	x 50 =	1,750	✓
B.		#	NA =	1.0	x		x 50 =		
C.		#	NA =	1.0	x		x 50 =		
Subtotal of 13-A, 13-B & 13-C =								1,750	

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, Page 4 of 8 (2026)

PERSONAL EVALUATION		OK	NO
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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?	2	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?	5	*	
B. Are funds in proposer's or proposer's business name or joint with spouse?	5	*	

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)	5	*	

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?	11		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) 20

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

Comments: _____

Personal Evaluation, Page 5 of 8 (2026)

PERSONAL EVALUATION		OK	NO
22. Form 3.7 – Security Plan Summary - Did proposer agree to provide:			
A. An electronic alarm system? (Mandatory)			
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)	13		*
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	OK		NO
23. Form 3.8 – Facility Maintenance Plan Summary - Did proposer agree to provide:			
A. Indoor/Outdoor maintenance and cleaning?	1		0
B. Prompt snow and ice removal?	1		0
C. Carpet and/or floor cleaning (if appropriate)?	1		0
D. Repainting?	1		0

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

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

Comments: _____

PERSONAL EVALUATION

OK | NO

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

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

27

OPERATIONAL EVALUATION (2026)

Northeast Ohio Auto Dealers
Association
77-D / 26040
Summit County, Akron
688 Wolf Ledges Pkwy.

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>N/A</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>188</u> Proposed: <u>314</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>20,036.80</u> On Deposit (Form 3.4): \$ <u>19,895.26</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)

35

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

Comments: 4.3: Personnel costs = \$20,036.80

4.4: Personnel costs calculated incorrectly.

	Evaluators' signatures	Printed names	Date
(1)	<u>Robert A. Fragale</u>	<u>Robert A. Fragale</u>	<u>3/2/26</u>
(2)			

Operational Evaluation (2026)

3.0 PERSONAL CHECKLIST

Proposer's Full Legal Name NORTHEAST OHIO AUTO DEALERS ASSOCIATION

Proposer Number (BMV use only) _____

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

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

3.1 PERSONAL QUESTIONNAIRE

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

77-D _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____

2. Full legal name of proposer Northeast Ohio Auto Dealers Association



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? N/A

C. If YES, date that you plan to leave this office? N/A

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? 27th of June 2026

C. If YES, have you served as a deputy registrar continuously since January 1, 1992?

No _____ Yes

14. A. Is your spouse currently a deputy registrar? (NPC N/A)

Yes _____ No _____

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

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

15. A. Does any member of your extended family currently hold a deputy registrar contract? (NPC N/A)

Yes _____ No _____

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

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

16. A. To the best of your knowledge, will any member of your extended family submit a proposal in response to this RFP? (NPC N/A)

Yes _____ No _____

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

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

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

Yes _____ No _____

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

Name	Relationship	Employment Date
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

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

No _____ Yes

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

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

Yes _____ No

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

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

Yes _____ No

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

Yes _____ No

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

Yes _____ No

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

No _____ Yes

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

No _____ Yes

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

High school diploma?

No _____ Yes

High school name Aurora High School

City Aurora State Ohio Zip 44202

College name Northwood University

City Midland State Michigan Zip 48640

Major Automotive Marketing Degree awarded Yes

College name _____

City _____ State _____ Zip _____

Major _____ Degree awarded _____

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

No _____ Yes

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

BMV Experience

Managing the BASS systems and Q-Flow as well as the IT system for the Akron BMV since 2021

Hardware Experience

30 years experience purchasing, installing and managing small business computers, printers, faxes and other electronics

Software Experience

30 years purchasing, installing and managing small business software and database applications

Applications

Bass and Q-Flow

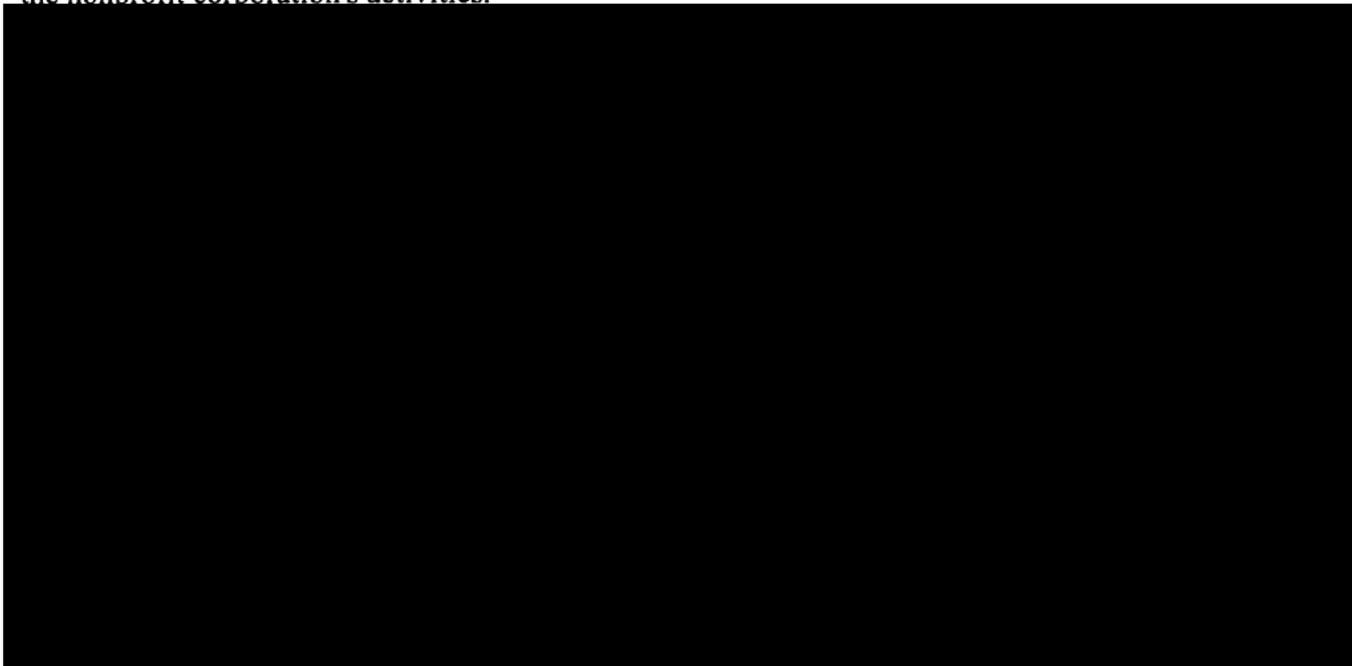
Office 365

QuickBooks

Salesforce CRM Solutions

Website management

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.



List any special instructions for contacting this person during business hours:

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 Northeast Ohio Auto Dealers Association Company name Same as proposer

Company address 688 Wolf Ledges Parkway City Akron

State Ohio Zip 44311 Telephone (330) 272-9011

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

Deputy Registrar

Company's products and/or services Vehicle registrations and renewals, drivers' licenses, state IDs, reinstatement services, Ohio BCI Background checks, title support services

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

1. Federal Tax ID Number: _____

2. Percentage of business you owned: 100 % Hours worked weekly 314

3. Dates you operated this business: From: month 12 year 1991 To: month 01 year 2026

4. Is/was this business profitable? No _____ Yes

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

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

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

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

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

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

Name	City	State	Zip	Daytime Phone

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):

-Spoke directly with other Deputy Registrars from high performing BMV Agencies over the last 12 months to learn other Agency customer service "best practices" to adopt at the Akron BMV Agency.

We adopted a one-stop shop for both vehicle titling and registrations for walkin customers.

-Partnering with local municiple courts to improve reinstatement customer services.

-Partnering with local community non-profits to assist with Ohio ID services with at-risk clients.

-Our Agency goal is "getting transactions right, on the first visit." When the lobby is busy we have a door greeter to assist guest checkin's to assure customers have the proper documentation before being called to the counter.

-We are using Q-Flow and other metrics to assist us in staffing more effectively and efficiently by having more part-time employees who have the flexibility to assist us in staffing at peak times resulting in reduced wait times.

-Created Agency Review errors and issues logbook that identifies the cause of Agency review errors and concerns, then a training review process resulting in improved Agency review scores.

-We invite employees to provide ideas and feedback for improving customer service at the monthly team meetings.

2026 Goals for Customer Experience Improvements:

We have a new hire orientation and onboarding evaluation system that provides a new hire weekly feedback based on BMV customer service and BASS metrics, resulting in improving transactional proficiency and reduced errors and voids.

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: Northeast Ohio Auto Dealers Association

Title (if officer of nonprofit corporation): _____

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

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

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

3.5 POLITICAL CONTRIBUTIONS REPORT

Instructions

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"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: Tim Elliott

Title (if officer of nonprofit corporation): Executive Vice President

(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?

Accountability for BMV standards begins with new hires on day one with 30-60-90-day training plans. The BMV Manager is held accountable for each team member's performance. New clerk's weekly performance goals are established and reviewed weekly by the Manager and Deputy Registrar. Quarterly Team Performance reviews are conducted by the Manager and reviewed with the Deputy Registrar. Each clerk's performance goals are established and regularly reviewed with the Manager. When errors are identified, they are reviewed with the clerk, and a corrective plan is issued until errors are resolved.

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?

We Train, Verify, Observe, and Audit every transaction and re-train employees when errors are found. We use a 30-60-90 onboarding plan for new hires, setting weekly transaction goals, then reviewing their transaction progress based on any errors made. We also have quarterly performance reviews measuring each teammate's performance based on BMV standards, and use corrective action plans when the standards are not met.

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

Along with Fraud training 1 and 2, we Train, Verify, Observe, and Audit every transaction, then review and re-train when errors/fraud are found. We establish clear fraud expectations and processes, have camera surveillance at each station, have a mandatory reporting policy of suspicious behavior, and have regular team communications and meetings to discuss management observations of the team.

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?

The BMV manager prints all broadcasts and has each team member read every bulletin and then initial that they understand what it means. A log is kept of each bulletin with the team members' initials. Then the DR reviews the bulletin log with the BMV manager to ensure accountability for all policies and procedures.

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

Firstly, lead by example. We communicate our core values and standards with every employee and use corrective action when values and standards are not met. We express genuine care for each individual employee, establish standards of performance, consistently hold the entire team including management accountable to the standards with regular performance progress feedback, and utilize corrective action plans when standards are not met.

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

By establishing a high standard of care and ensuring that everyone understands and respects the standard. Our standard of care is 1.) an exceptional customer experience and 2.) caring for others as we want to be cared for. We inspect what we expect by observing each employee and holding them to the standard. Any behavior that compromises the standard is dealt with immediately with fair and appropriate discipline.

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

We successfully use online job boards like Indeed and employee referrals to hire qualified candidates, such as our new hires and interim manager. To retain employees, we offer training, growth opportunities, and family-friendly benefits like Paid Time Off. Employees can also earn variable compensation through sales. We invest in improving our culture, managerial skills, and work environment, ensuring ongoing development and support for our team.

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

Safety for our BMV team and guests is our top priority, alongside fostering a fun and positive work environment. We hire happy, hardworking people who enjoy their work and celebrate team birthdays and anniversaries. We host off-site team-building events and take pride in our workplace. Weekly internal and external maintenance ensures a clean, safe environment, with parking lots and walkways regularly plowed and salted. Managers perform daily spot checks to maintain safety, and we recently remodeled our lobby.

9. How would you deal with an irate customer?

Our team follows a clear process to address upset customers, outlined in the BMV manual. Managers provide additional assistance when necessary. Employees stay calm, actively listen, allow the customer to express concerns, and summarize to ensure understanding. We offer sincere apologies, discuss potential solutions, and ask for the customer's input. We implement agreed-upon solutions promptly and keep customers informed if more time is required, ensuring a positive resolution. We train our team to deescalate by actively listening to the customer's concerns, validating their feelings, and reminding them we are here to help them understand Ohio BMV laws and regulations.

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

We train employees to stay calm, listen actively, and allow customers to express their concerns fully. They are taught to summarize the issue to ensure understanding, offer sincere apologies, and provide potential solutions. We emphasize empathy, professionalism, and transparency, ensuring employees are honest about what can or cannot be done. Additionally, employees are trained to involve management if necessary, ensuring timely resolution and maintaining a positive customer experience. We train our team to be professional by not emotionally engaging, to deescalate by actively listening to the customer's concerns, validating their feelings, and reminding them we are here to help them understand Ohio BMV laws and regulations.

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

We measure our compliance with BMV expectations through the Agency Review process, aiming for a 90% or higher review score. The Akron BMV prioritizes accountability to ensure adherence to Ohio BMV laws, policies, and procedures through six annual reviews. We fully embrace the responsibility of our public-private partnership with the Ohio BMV in serving Ohioans. We will regularly evaluate our compliance, exceed standards where possible, and provide ongoing training for responsible employees. We will promptly address any issues noted in Deputy Registrar Evaluations. Because every transaction is a legal document, we respect the need for high BMV standards and expect to be held accountable to the BMV standards. We train our team to the standards, hold the team accountable to the standards with regular performance reviews and enact corrective action plans when standards are not met.

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

The Akron BMV has proudly served the Akron community since 1991, with over three decades of uninterrupted service. Our success is reflected in consistently high agency review scores, hundreds of 5 star Google reviews and the loyalty of generations of local residents who return for the quality service they know we provide. We are committed to improving the customer experience continuously. Our success stems from being hyper-focused on our customers and genuinely caring about the community we serve.

3.10(C) AFFIDAVIT OF A NONPROFIT CORPORATION

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

County of Summit :

State of Ohio :

I, Tim Elliott, being first duly sworn, depose and say that:

- 1) I am duly elected or appointed (office held) Executive Vice President
for Northeast Ohio Auto Dealers Association, a nonprofit corporation;
- 2) I am submitting this proposal for the appointment of said nonprofit corporation as a deputy registrar, and not as an agent, representative, partner, or business associate of any kind whatsoever of any other person, persons, or business;
- 3) If appointed the nonprofit corporation will serve as a deputy registrar in its capacity as a nonprofit corporation, and will not act as an agent, representative, partner, or business associate of any kind whatsoever of any person, persons, or business;
- 4) If appointed as a deputy registrar, the nonprofit corporation will not assign its deputy registrar contract, in whole or in part, nor any of its deputy registrar's responsibilities to any other person or persons without the advance written consent of the Registrar; and,
- 5) If appointed as deputy registrar, the nonprofit corporation will fully comply with the requirement that no person, except the Registrar, shall operate or control, directly or indirectly, more than one deputy registrar agency at any time, except that I understand that a nonprofit corporation which provides automobile-related services may operate one deputy registrar agency in each county in which it offers other services;
- 6) To the best of my knowledge and belief, the nonprofit corporation is 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 it ineligible to serve as a deputy registrar; and,
- 7) I have read the 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 for the purpose of obtaining a deputy registrar contract on behalf of the nonprofit corporation.

Signature of officer: *Timothy Elliott*

Printed/typed name of officer: Timothy Elliott EVP

Printed/typed name of nonprofit corporation: Northeast Ohio Auto Dealers Association

Sworn to and subscribed in my presence on this 30 day of January, 2026

Crystal Taylor
Notary Public

Printed name of Notary Public: Crystal Taylor

My commission expires: 10/7/30



CRYSTAL TAYLOR
Notary Public, State of Ohio
My Commission Expires
October 07, 2030

4.0 OPERATIONAL CHECKLIST

Proposer's Full Legal Name Northeast Ohio Auto Dealers Association

Location Number 77-D

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>20,100</u>	✓	
4.5	Deputy Registrar Contract (2 pages only)	✓	

4.1 APPOINTMENT OF AGENCY MANAGERS

Proposer's name: Northeast Ohio Auto Dealers Association Location number: 77-D

- (A) DEPUTY REGISTRAR: As deputy registrar, I agree to work in the agency at least N/A 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: 1-30-2026

4.2 EXPERIENCED EMPLOYEES SUMMARY

Proposer's name: Northeast Ohio Auto Dealers Association

Location number: 77-D

(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.

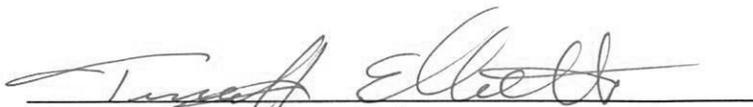
(B) CHECK WHICHEVER APPLIES:

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
Gail Christ	22 years
Pamela Miller	17 years
Brenda Johnson	13 years
Timothy Elliott	5 years
Crystal Taylor	1.5 years

(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: 1-30-2026

4.3 STAFFING AND PERSONNEL CALCULATION

Proposer's name: Northeast Ohio Auto Dealers Association Location number: 77-D

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	0.00	N/A	N/A	N/A
Office Manager (leave blank if the Deputy Registrar is also the Office Manager)	40.00	\$ 28.00	\$ 1,120.00	\$ 4,480.00
Assistant Office Manager	40.00	\$ 17.00	\$ 680.00	\$ 2,720.00
Experienced Employees Total Number (combine Full-time & Part-time) = <u>8</u>	209.00	\$ 13.80	\$ 2,900.00	\$ 11,600.00
New Hire Employees Total Number (combine Full-time & Part-time) = <u>1</u>	25.00	\$ 13.00	\$ 325.00	\$ 1,300.00
TOTALS	314.00	N/A	\$ 5,025.00	\$ 20,100.00

4.4 START-UP COSTS CALCULATION

Proposer's name: Northeast Ohio Auto Dealers Assc Location number: 77-D

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.

\$ 20,100.00

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>0</u>
4. Total	\$ <u>0</u>

Total amortized over 60 month contract period
(Divide line 4 by 60) = \$ 0

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

\$ 0

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.**

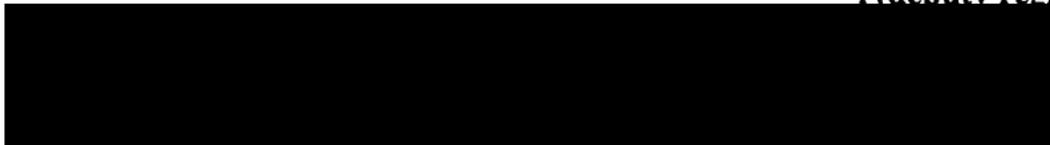
One month's rent: \$ 0 x 3 = \$ 0

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] \$ 20,100.00

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 Northeast Ohio Auto Dealers Association _____, (deputy registrar, herein) whose



_____ to operate a deputy

registrar agency, Location No. 77-D, to be located as follows: in the

State of Ohio, County of Summit

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

Street address: 688 Wolf Ledges Parkway

(City) Akron, Ohio (Zip) 44311

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"]:

Non-Profit Corp

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.

Timothy Elliott
Deputy Registrar signature

1-30-2026
Date

STATE OF OHIO :
COUNTY OF Summit :

Before me, a notary public in and for said county and state, personally appeared the above named Timothy Elliott, 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 30 day of January, 2026.

Crystal Taylor
NOTARY PUBLIC



CRYSTAL TAYLOR
Notary Public, State of Ohio
My Commission Expires
October 07, 2030

Printed name of Notary Public: Crystal Taylor

My commission Expires: 10/7/30

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 Northeast Ohio Auto Dealers Association

Location Number 77-D

Proposed Site Address 688 Wolf Ledges Parkway

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): 77-D
Street address of site 688 Wolf Ledges Parkway
City Akron, Ohio, Zip Code Ohio
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.
None