

# OPERATIONAL EVALUATION (2024)

Steffanie Bishop  
78-B / 24030  
Trumbull County, Warren  
2027 Elm Rd. NE

| FORM | DESCRIPTION   | OK | NO |
|------|---|----|----|
| 4.0  | <b>Operational Checklist</b> – Maximum = 6 Points<br><small>(enter points recorded on bottom of Form 4.0)</small> | 6  |    |
| 4.1  | <b>Appointment of Agency Managers</b>   |    |    |
|      | A. Deputy to Work at Least Twenty (20) Hours Per Week<br>Proposed Work Hours Per Week <u>36</u>                   | 5  | *  |
|      | B. Appointment of Manager and Assistant <b>OR</b> Acceptable Statement  | 3  | 0  |
| 4.2  | <b>Experienced Employees Summary</b>  |    |    |
|      | Gave Acceptable Statement <b>OR</b> Provided Names  | 2  | 0  |
| 4.3  | <b>Staffing and Personnel Calculation</b>   |    |    |
|      | A. Hours Recommended: <u>188</u> Proposed: <u>232</u>   | 4  | *  |
|      | B. Work Hours and Pay Calculated Correctly  | 2  | 0  |
|      | C. Meets Minimum Wage Requirement<br><small>(2024 Ohio Minimum Wage Rate = \$7.25 or \$10.45 Per Hour)</small>    | 1  | *  |
| 4.4  | <b>Start-Up Costs Calculation</b>   |    |    |
|      | 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>13,800.00</u> On Deposit (Form 3.4): \$ <u>192,688.25</u>                                | 5  | *  |
| 4.5  | <b>Deputy Registrar Contract</b>  |    |    |
|      | A. Filled Out Completely and Properly   | 2  | 0  |
|      | B. Signed and Properly Notarized  | 3  | 0  |

OPERATIONAL EVALUATION POINTS (Max. 40 Points) 36

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

Comments: *Agency Specifications lists total annual revenue of \$392K+. Hourly rates on Form 4.3 are below minimum wage for businesses with \$385K+ in gross receipts.*

| Evaluators' signatures            | Printed names          | Date           |
|-----------------------------------|------------------------|----------------|
| (1) <u><i>Michael Farrell</i></u> | <u>Michael Farrell</u> | <u>2/28/24</u> |
| (2) _____                         | _____                  | _____          |

# PAYROLL COMPARISON – 2024

**Proposer Name: Steffanie Bishop**

Evaluator Printed Name: Michael Farrell

## PAYROLL from Operational Form 4.3 Staffing and Personnel Calculation

|                             | Location Number(s) |               |               |               |               |               |
|-----------------------------|--------------------|---------------|---------------|---------------|---------------|---------------|
|                             | <u>Loc. 1</u>      | <u>Loc. 2</u> | <u>Loc. 3</u> | <u>Loc. 4</u> | <u>Loc. 5</u> | <u>Loc. 6</u> |
|                             | 78-B               |               |               |               |               |               |
| Highest Rate                | \$10.00            |               |               |               |               |               |
| Lowest Rate                 | \$9.00             |               |               |               |               |               |
| Number of Hours Recommended | 188                |               |               |               |               |               |
| Number of Hours Proposed    | 232                |               |               |               |               |               |
| Total Monthly Wages         | \$7,200.00         |               |               |               |               |               |

Comments:

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# PERSONAL EVALUATION (2024)

Steffanie Bishop  
78-B / 24030  
Trumbull County, Warren  
2027 Elm Rd. NE


Evaluation Team Number: \_\_\_\_\_  
Location(s) Proposed: (#1) 78-B \_\_\_\_\_  
Proposed as 2<sup>nd</sup> Location \_\_\_\_\_  
**Verify** Proposer's Full Name: (#2) Steffanie Richelle Bishop  
Proposer's County of Residence (NPC Operation): (#4) Trumbull  
**Verify** Proposer's Driver's License Number: (#6) \_\_\_\_\_  
Proposing as Minority: (#9) Yes \_\_\_\_\_ No   
Proposing as: (#10) Individual  Clerk of Courts \_\_\_\_\_ Co. Auditor \_\_\_\_\_ Nonprofit Corp. \_\_\_\_\_

## SCORING SUMMARY

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

**TOTAL POINTS** (Max. 258 Points): 258

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

|     | <u>Evaluators' Signatures</u>  | <u>Evaluators' Printed Names</u> | <u>Date</u>    |
|-----|--|----------------------------------|----------------|
| (1) | <u></u> | <u>Michael Farrell</u>           | <u>2/28/24</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)<br>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: Rob Fragale at telephone ( ) \_\_\_\_\_

Company: Elm Rd License Bureau

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: 36-40

From (date): June 2009 To (date): Present Length: 14.8 years

Verified Hours 36+ = Factor 1 x Years 14.8 x Points 25 = 370

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.   |                | # NA  | = | 1.0    | x |       | x | 50     | = |       |          |
| B.   |                | # NA  | = | 1.0    | x |       | x | 50     | = |       |          |
| C.   |                | # NA  | = | 1.0    | x |       | x | 50     | = |       |          |
| <b>Subtotal of 13-A, 13-B &amp; 13-C =</b> |                |       |   |        |   |       |   |        |   |       |          |

### 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     | = |       |          |
| <b>Subtotal of 14-A, 14-B &amp; 14-C =</b> |                |       |   |        |   |       |   |        |   |       |          |

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

| ITEM                                       | AGENCY/COMPANY               | HOURS   | = | FACTOR | x | YEARS | x | POINTS | = | SCORE | VERIFIED |
|--|------------------------------|---------|---|--------|---|-------|---|--------|---|-------|----------|
| A.   | <i>Elm Rd License Bureau</i> | # 36-40 | = | 1      | x | 14.8  | x | 25     | = | 370   | ✓        |
| B.   |                              | #       | = |        | x |       | x | 25     | = |       |          |
| C.   |                              | #       | = |        | x |       | x | 25     | = |       |          |
| <b>Subtotal of 15-A, 15-B &amp; 15-C =</b> |                              |         |   |        |   |       |   |        |   | 370   |          |

**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     | = |       |          |
| <b>Subtotal of 16-A, 16-B, 16-C &amp; 16-D =</b> |        |       |   |        |   |       |   |        |   |       |          |

**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     | = |       |          |
| <b>Subtotal of Lines 17-A, 17-B, 17-C &amp; 17-D =</b> |                |       |   |        |   |       |   |        |   |       |          |

**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? | 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?<br>(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)

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)   |    |    |
| 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) | 13 | *  |
| 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: \_\_\_\_\_

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\_\_\_\_\_



**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 <b>without alteration</b> and does it <b>appear to be complete, accurate, and truthful</b> ?  | 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 2024) / 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:

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### 3.0 PERSONAL CHECKLIST

Proposer's Full Legal Name Steffanie Richelle Bishop

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<br>CLERK OF COURTS                       | ✓ | BMV | NONPROFIT<br>CORPORATION  | ✓ | BMV |
|---|---|-----|--|---|-----|---|---|-----|
| Form 3.0<br>Personal Checklist (this form)              | ✓ |     | Form 3.0<br>Personal Checklist (this form)                 |   |     | Form 3.0<br>Personal Checklist (this form)                            |   |     |
| Form 3.1<br>Personal Questionnaire                      | ✓ |     | Form 3.1<br>Personal Questionnaire                         |   |     | Form 3.1<br>Personal Questionnaire                                    |   |     |
| Form 3.2<br>Business and<br>Employment Experience       | ✓ |     | Forms 3.2<br>Business and<br>Employment Experience         |   |     | Forms 3.2<br>Business and<br>Employment Experience                    |   |     |
| Form 3.3<br>Customer Service<br>Experience              | ✓ |     | Form 3.3<br>Customer Service<br>Experience                 |   |     | Form 3.3<br>Customer Service<br>Experience                            |   |     |
| Form 3.4<br>Start-Up Cost Funds<br>on Deposit           | ✓ |     | N/A  | X | 1   | Form 3.4<br>Start-Up Cost Funds<br>on Deposit                         |   |     |
| Form 3.5<br>Political Contributions Report              | ✓ |     | N/A  | X | 1   | Form 3.5<br>Political Contributions Report<br>Nonprofit Corporation   |   |     |
| N/A   | X | 1   | N/A  | X | 1   | Form 3.5<br>Political Contributions Report<br>Chief Executive Officer |   |     |
| Form 3.6<br>Comprehensive Personnel Policy<br>Agreement | ✓ |     | Form 3.6<br>Comprehensive Personnel Policy<br>Agreement    |   |     | Form 3.6<br>Comprehensive Personnel Policy<br>Agreement               |   |     |
| Form 3.7<br>Security Plan Agreement                     | ✓ |     | Form 3.7<br>Security Plan Agreement                        |   |     | Form 3.7<br>Security Plan Agreement                                   |   |     |
| Form 3.8<br>Facility Maintenance<br>Plan Agreement      | ✓ |     | Form 3.8<br>Facility Maintenance<br>Plan Agreement         |   |     | Form 3.8<br>Facility Maintenance<br>Plan Agreement                    |   |     |
| Form 3.9<br>Involved and Invested<br>in Your Business   | ✓ |     | Form 3.9<br>Involved and Invested<br>in Your Business      |   |     | Form 3.9<br>Involved and Invested<br>in Your Business                 |   |     |
| Form 3.10(A)<br>Affidavit of Individual                 | ✓ |     | Form 3.10(B)<br>Affidavit of Auditor or<br>Clerk of Courts |   |     | Form 3.10(C) Affidavit of<br>Nonprofit Corporation                    |   |     |
| 2024 Credit Report                                      | ✓ |     | N/A  | X | 1   | 2024 Certificate<br>of Good Standing                                  |   |     |
| 2024 Local Law<br>Enforcement Report                    | ✓ |     | 2024 Local Law<br>Enforcement Report                       |   |     | Articles of Incorporation   |   |     |
| 2024<br>WebCheck Receipt                                | ✓ |     | 2024<br>WebCheck Receipt                                   |   |     | N/A   | X | 1   |
| Pre-approval Statement<br>for \$25,000 Bond             | ✓ |     | Current Bond with BMV added as<br>Additional Insured       |   |     | Pre-approval Statement<br>for \$25,000 Bond                           |   |     |
| INDIVIDUAL  |   |     | COUNTY AUDITOR OR CLERK OF<br>COURTS                       |   |     | NONPROFIT<br>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:

78-B

2. Full legal name of proposer Steffanie Richelle Bishop

3. Proposer's street address [REDACTED]

City Warren State OH Zip code 44483

4. County of residence (nonprofit corporation county of operation) Trumbull

5. Daytime telephone [REDACTED]

6. Proposer's driver's [REDACTED]

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

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

City \_\_\_\_\_ State \_\_\_\_\_ Zip code \_\_\_\_\_

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

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

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

\_\_\_\_\_ The Clerk of Courts of \_\_\_\_\_ County;

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

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

11. A. Are you currently serving in elective public office, other than Clerk of Courts or County Auditor, either by election or appointment (includes precinct committee person)? (NPC N/A)

Yes \_\_\_\_\_ No

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

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

12. A. Are you currently running for any elective public office. (including precinct committee person)? (NPC N/A)

Yes \_\_\_\_\_ No

B. If YES, what office? \_\_\_\_\_

13. A. Are you currently a deputy registrar?

Yes \_\_\_\_\_ No

B. If YES, on what date does your contract expire? \_\_\_\_\_

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 Champion High School

City Warren State OH Zip 44483

College name \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Major \_\_\_\_\_ Degree awarded \_\_\_\_\_

College name \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Major \_\_\_\_\_ Degree awarded \_\_\_\_\_

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

No \_\_\_\_\_ Yes





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.

### 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 Steffanie R. Bishop Company name Elm Rd License Bureau  
Company address 2027 Elm Rd NE City Warren  
State OH Zip 44483 Telephone ( 330 ) 372-5447  
Type of business (deputy registrar, retail grocery, etc.) deputy registrar agency

Management/supervisory duties Issuing driver's license, ID cards and vehicle registrations, supervising and training employees

MANAGER OR SUPERVISOR - Job title: supervisor

1. Title of position Supervisor Hours worked weekly? 36-40

2. Dates this position was held: From: month 7 year 2003 To: month 5 year 2006

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 Steffanie R. Bishop Company name Elm Rd License Bureau  
Company address 2027 Elm Rd NE City Warren  
State OH Zip 44583 Telephone ( 330 ) 372-5447  
Type of business (deputy registrar, retail grocery, etc.) Deputy Registrar

Management/supervisory duties Assisted manager with scheduling, daily reports and inventory. Issued DL/ID's and vehicle registrations. Employee training and supervision

MANAGER OR SUPERVISOR - Job title: Manager

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

2. Dates this position was held: From: month 5 year 2006 To: month 6 year 2009

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 Steffanie R. Bishop Company name Elm Rd. License Bureau  
Company address 2027 Elm Rd NE City Warren  
State OH Zip 44483 Telephone ( 330 ) 372-5447  
Type of business (deputy registrar, retail grocery, etc.) Deputy Registrar

Management/supervisory duties Interviewing, hiring, training employees, scheduling  
Inventory control, POD inventory, issuing DL/ID's and vehicle registrations

MANAGER OR SUPERVISOR - Job title: Manager

1. Title of position Manager Hours worked weekly? 36-40
2. Dates this position was held: From: month 6 year 2009 To: month      year present
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? 5
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 Steffanie R. Bishop Company name Elm Rd License Bureau  
Company address 2027 Elm Rd NE City Warren  
State OH Zip 44483 Telephone ( 330 ) 372-5447  
Type of business (deputy registrar, retail grocery, etc.) Deputy Registrar

EMPLOYEE - Job title: Clerk  
Hours worked weekly 20 Job duties Issuing Ohio DL/ID's and vehicle registrations

Dates of this employment: From: month 11 year 1994 To: month 7 year 2003

Describe how and to what extent you provided high quality customer service at this position:  
I learned the duties of a license agency clerk quickly and worked to provide efficient service to our customers as well as being helpful to my co-workers.

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] |      |       |     |               |

### 3.3 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):

If I am awarded a contract, I will have a staff of well trained employees in place. Our current staff has many years of experience and they will continue to work with me. I feel this will make for a smooth transition from one Deputy to another. I will work the counter with my staff. We currently have a clerk who works the door to make sure customers have the documents they need to complete any transaction. This saves the customer time and makes transaction time at the counter quicker especially in regard to compliant DL/ID's. I will continue to have a clerk at the door. We get many compliments from our customers on this practice. We currently use an internet based phone service that will remain in place. A virtual secretary gives office hours, location information and the BMV phone number for any reinstatement questions we cannot answer. We have several phones that are answered in a timely manner and the customer never gets a busy signal.

Monthly bonuses will be offered to clerks that have no mistakes that would cause a customer to have to return to the office. This is incentive for clerks to double check their work and process transactions accurately.

I will provide in house training and myself and my staff will attend any and all BMV training.

My goal is to provide efficient, convenient and friendly service to our customers in a professional manner. I have a very good relationship with many of our area dealerships and businesses and have been serving them for almost 30 years. It would be a privilege to continue to serve the people of our community and surrounding communities and counties as Deputy Registrar.

### 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: Steffanie R. Bishop

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<br>2021 |    | JAN 1 - DEC 31<br>2022 |    | JAN 1 - DEC 31<br>2023 |    | 2024<br>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<br>(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

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

### 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 am currently in the office 36-40 hours a week as manager. I will continue to be available to the staff to help with any questions they may have and to work the counter. I will do all daily reports, scheduling and inventory control. I also currently do most of the dealership drop off work before we open so that I am available to work the counter and I will continue to do this. I will attend all roundtable meetings and any BMV training. All reports and inventory are always in order and done properly. Our required files and reports are complete and kept in a neat orderly fashion. We currently have great evaluations and this will continue if I am awarded a contract.

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?

Broadcasts, and BMV Emails are required to be read and initialed by all employees. All broadcasts are kept in a binder for quick reference as well. Any manual updates are printed and the clerks read the updates. A log book of any error is kept and these errors are discussed with each clerk as needed. All documents for driver's license and ID issuance requiring a BMV 5745 are checked by either the Deputy, Manager (myself) or the Assistant Manager to be sure everything is in order as required. 5745's are checked for any errors with issuance and customers are contacted if any error is found. All vehicle registration applications are checked daily for any errors with regard to POA's, or other documents required for issuance. (5712, PUCO etc...)

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

BMV provided tools will be used to check any documents that are questionable. Also, all documents will be checked for any security features they may have. All documents for duplicate and compliant DL/ID transactions are currently checked by the Deputy, Manager (myself) and Assistant Manager. Any additional BMV training in fraudulent document detection will be attended by myself and my staff.

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?

All broadcasts and emails will be placed in a binder. These must be initialed by all employees. This binder will be routinely checked to be sure all clerks are reading the information. Broadcasts and emails will be discussed to be sure each clerk understands any revisions to BMV policy.

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

In any position I have held, from clerk to my current position as Manager, I have been helpful to my co-workers and will continue to work with my staff. We are a team that works well together and I always let them know I appreciate their hard work. I am always ready to help with any problem situations that may arise whether it is with equipment or a question about a transaction. If I don't know the answer to a question they may have, I will use all of our resources to find the answer.

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

Our office will follow all BMV rules and regulations. We will maintain a uniform dress code and work to provide excellent customer service. This will include greeting our customers as they arrive in our agency and answering the phone in a timely manner.

Food and drink are not permitted in the work area and all personal calls are made in the back office or employee break room.

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

I will retain our quality employees by continuing to let them know they are appreciated and treating them with respect. I will offer competitive wages. Benefits will be offered in appreciation of good service to our customers and to myself as the Deputy.

I will recruit quality employees by looking for people with previous license agency experience. Also, employment history such as attendance and customer service experience. I would be open to any suggestions from other Deputies or BMV personnel as well.

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

I will have an alarm system with video surveillance. The office will be cleaned twice a week. Our counters will be cleaned regularly after customers and equipment will be cleaned as necessary. The carpeting will be cleaned at least once a year and more frequently as needed. Outside maintenance is done by a contractor of the leasing company including daily sweeping of the parking lot and snow and ice removal.

9. How would you deal with an irate customer?

I feel the best way to deal with an irate customer is to remain calm and be professional when speaking to them. We can diffuse a situation by listening to what they are saying and helping in any way we can. When we remain calm and explain the requirements, the customer will usually understand and thank us for explaining and for helping them. We always do our best to take care of any situation that may arise and to find a solution for our customer.

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

My best advice is to remain calm and not to escalate a tense situation. Be patient with your customer and let them know you are there to help and to listen to what they are saying. Don't take it personally. I try to empathize with a customer who is upset and do all I can to resolve tense situations using problem solving skills learned over many years of customer service.

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

I have almost 30 years of experience with the BMV with the last 14 years as Manager of our agency. I have always and will continue to meet any and all BMV requirements, rules and expectations. All BMV training will be attended by myself and my staff. I will continue to improve customer service through training. Any errors in our evaluations will be addressed and improved upon. Also, by having an experienced highly trained staff.

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

I have worked for 29 years at this license agency. (30 this November). I began as a part-time employee and moved up to supervisor, Assistant manager and my current position as Manager. I feel I have always given 100% to my duties and have always followed BMV rules and regulations. I have a great relationship with our current Deputy and I have learned a lot from her about customer service and running a business. I think the parts of our evaluations that directly speak to my duties (reports, error correction worksheet, inventory, etc) and my years of service show that I am a dedicated, conscientious employee. I will continue to work hard to ensure that this agency remains a great place to work and do business if I am awarded a contract.

**3.10(A) AFFIDAVIT OF INDIVIDUAL**

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

County of Trumbull :

State of Ohio :

I, Steffanie R. Bishop, 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: Steffanie R Bishop

Printed/typed name of proposer: Steffanie R. Bishop

Sworn to and subscribed in my presence by the above named Steffanie R. Bishop

on this 20th day of January

Tammie L Kaye  
Notary Public

Printed name of Notary Public: Tammie L. Kaye

My commission expires: 5-30-2027



## 4.0 OPERATIONAL CHECKLIST

Proposer's Full Legal Name Steffanie Richelle Bishop

Location Number 78-B

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>13800.00</u> | ✓ |     |
| 4.5  | Deputy Registrar Contract (2 pages only)              | ✓ |     |
|      |   |   |     |

## 4.1 APPOINTMENT OF AGENCY MANAGERS

Proposer's name: Steffanie R. Bishop Location number: 78-B

- (A) DEPUTY REGISTRAR: As deputy registrar, I agree to work in the agency at least 36 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.

Steffanie R. Bishop  
Deputy registrar (proposer) signature

Date: 01-26-2024



## 4.2 EXPERIENCED EMPLOYEES SUMMARY

Proposer's name: Steffanie R. Bishop Location number: 78-B

(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 |
|------------------------------|----------------------|
| Steffanie Bishop             | 29 years             |
| Deborah Youngblood           | 14 years             |
| Paula Gerberry               | 10 years             |
| Beth Lewis                   | 6 years              |
| Sarah K. Williams            | 2 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.

Steffanie R. Bishop  
Deputy registrar (proposer) signature

Date: 01-26-2024

### 4.3 STAFFING AND PERSONNEL CALCULATION

Proposer's name: Steffanie R. Bishop Location number: 78-B

**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 \$385,000 per year and \$10.45 per hour by businesses with gross receipts of \$385,000 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  | 36.00                    | N/A                   | N/A                  | N/A                                |
| Office Manager<br><i>(leave blank if the Deputy Registrar is also the Office Manager)</i> |                          |                       |                      |                                    |
| Assistant Office Manager  | 36.00                    | \$ 10.00              | \$ 360.00            | \$ 1,440.00                        |
| Experienced Employees<br>Total Number (combine Full-time & Part-time) = <u>4</u>          | 160.00                   | \$ 9.00               | \$ 1,440.00          | \$ 5,760.00                        |
| New Hire Employees<br>Total Number (combine Full-time & Part-time) = <u>0</u>             | 0.00                     | \$ 0.00               | \$ 0.00              | \$ 0.00                            |
| <b>TOTALS</b>   | <b>232.00</b>            | <b>N/A</b>            | <b>\$ 1,800.00</b>   | <b>\$ 7,200.00</b>                 |

## 4.4 START-UP COSTS CALCULATION

Proposer's name: Steffanie R. Bishop Location number: 78-B

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.

\$ 7200.00

### 2. SITE PREPARATION COSTS (AMORTIZED)

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

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

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

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

\$ \_\_\_\_\_

### 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: \$ 2200.00 x 3 = \$ 6600.00

### 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] \$ 13800.00

**STATE OF OHIO**  
**DEPARTMENT OF PUBLIC SAFETY**  
**BUREAU OF MOTOR VEHICLES**  
**DEPUTY REGISTRAR CONTRACT – 2024**

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 Steffanie R. Bishop \_\_\_\_\_, (deputy registrar, herein) whose

home mailing address is \_\_\_\_\_

(City) Warren, Ohio (Zip) 44483, to operate a deputy

registrar agency, Location No. 78-B, to be located as follows: in the

State of Ohio, County of Trumbull

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

Street address: 2027 Elm Rd NE

(City) Warren, Ohio (Zip) 44483

**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 2024 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 2024 Deputy Registrar Contract Terms and Conditions incorporated herein by reference;
3. The term of this appointment and contract shall begin on the 30<sup>th</sup> day of June, 2024, and shall end on the 30<sup>th</sup> day of June, 2029, unless otherwise terminated as provided herein;

**Form 4.5, Deputy Registrar Contract (2024)**

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"]:

5. The Deputy Registrar certifies that he or she has read, understands, and hereby agrees to all of the 2024 Deputy Registrar Contract Terms and Conditions incorporated herein.

Steffanie R Bishop  
Deputy Registrar signature

01-26-2024  
Date

STATE OF OHIO :  
COUNTY OF TRUMBULL :

Before me, a notary public in and for said county and state, personally appeared the above named Steffanie R. Bishop, 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 26th day of January, 2024.

Tammie L. Kaye  
NOTARY PUBLIC



Printed name of Notary Public: Tammie L. Kaye

My commission Expires: 5-30-2027

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 Steffanie Richelle Bishop

Location Number 78-B

Proposed Site Address 2027 Elm Rd NE Warren, OH 44483

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<br>(page 1 only if proposing existing license agency site)                                | ✓ |     |
| 5.2               | ADA Checklist<br>(leave blank if proposing existing license agency site)                                     |   |     |
| 5.3               | Lease Option<br>(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]<br>(leave blank if proposing existing license agency site) |   |     |
| Proposer provided | Site Plan<br>(leave blank if proposing existing license agency site)   |   |     |
|                   | – with 8½ x 11-inch formatting (SUBMITTED ELECTRONICALLY)  |   |     |
|                   | – with complete dimensions   |   |     |
| Proposer provided | Counter Plan<br>(leave blank if proposing existing license agency site)                                      |   |     |
|                   | – with 8½ x 11-inch formatting (SUBMITTED ELECTRONICALLY)  |   |     |
|                   | – with complete dimensions   |   |     |
| Proposer provided | Map<br>(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): 78-B  
Street address of site 2027 Elm Rd NE  
City Warren, Ohio, Zip Code 44483
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.

**5.3 LEASE OPTION**

1. I (we)(owners' complete names) S. Paul Shand III, Director of Retail Properties  
The Mid-America Management Corporation  
of (owners' complete address) [REDACTED]

City Beachwood, State Ohio, Zip 44122

HEREBY GRANT, upon due consideration, receipt of which is hereby acknowledged, this OPTION TO LEASE the following described property located in the State of Ohio, County of Trumbull, (state whether city, village or township)

City Warren and commonly known as:  
(property's address) 2027 Elm Rd NE  
Suite 2027 City Warren, Ohio, Zip 44483

to (proposer's name) Steffanie R. Bishop  
of (proposer's address) [REDACTED]  
City Warren, Ohio, Zip 44483


for the operation of a deputy registrar agency under contract with the Ohio Bureau of Motor Vehicles, and for no other purpose.

- 2. THE TERM OF THE LEASE, if executed, shall begin no later than the 30<sup>th</sup> day of June, 2024 and shall not terminate before the 30<sup>th</sup> of June, 2029.
- 3. THE TERM OF THIS LEASE OPTION shall begin on the date of its execution (signing) below and shall be held open until the 31<sup>st</sup> day of May, 2024.
- 4. THE PARTIES AGREE AS FOLLOWS:
  - A. The owners may, in their sole discretion, grant a similar lease option to operate a deputy registrar agency for the stated period of time to more than one proposer, provided that the premises are not subject to an existing lease for any portion of the term of lease as specified in paragraph 2, above.
  - B. If the owners have granted or hereafter grant an option to the same described real estate to another person or entity for the operation of a deputy registrar agency it is understood and agreed by owners and proposer that only the option granted to the person or entity awarded a contract by the Ohio Bureau of Motor Vehicles shall be entitled to exercise the relevant option.



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): S. Paul Shand III

STATE OF Ohio :

COUNTY OF Cuyahoga :

The foregoing instrument was acknowledged before me on this 10th day of January, 2024, by the owners, S. Paul Shand III

Roberta W Rusek

Notary Public

Printed name of Notary Public: Roberta W. Rusek

My commission expires on 10/5/2025



ROBERTA W. RUSEK  
NOTARY PUBLIC, STATE OF OHIO  
Comm. No. 2015-RE-544985  
My Commission Expires 10/5/2025

I hereby accept this option.

01-26-2024  
Date

  
Optionee signature, Deputy Registrar Proposer