



# **Ohio Deputy Registrars' Association**

**Senate Agriculture and Natural Resources Committee  
HB 33 (Edwards) Operating Budget  
Interested Party Testimony  
Wednesday, May 10, 2023**

Chairman Shafer, Vice Chair Landis and members of the Senate Agriculture Committee, thank you for the opportunity to testify today on behalf of the 186 deputy registrar agencies across the state of Ohio. I am David Lasky, a deputy registrar from Portage County. Today, I respectfully request the Committee support the provisions in the House passed version of HB 33 that are related to deputy registrars.

The House included language to require the BMV to provide each Deputy Registrar an unique application programming interface (API) key access. By providing this access, it will allow each deputy registrar to create an outward customer facing internet based service portal, which would provide the deputy registrar system the ability to transition to on-line service transactions in a more timely and customer focused manner. This is a forward looking proposal consistent with the Innovate Ohio programs overseen by the executive administration of Ohio. As expressed by our Lt Governor we should be meeting the customer where they want to do business with the BMV. This program would be consistent with those programs and give the extension of allowing technology to not only meet the customer where they are, but also where they wish to complete business with the BMV. Currently online customers can reserve a spot in our lobbies from the convenience of mobile devices or from work, home or school on their computer. Imagine if they could do more than just reserve a place in line. Imagine if they could use this technology to complete and have their order ready to pick up the same day from their local Deputy Registrar's Office. This technology piece would allow the marriage of convenience with the benefit of brick and mortar face to face interaction. Moreover, this will allow the public-private partnership of our deputy registrar system to continue to use our local employees, who are the experts in the field to fulfill the on-line transactions and compliance requirements with the BMV.

The fees associated with all transactions would continue to move towards the general fund and this technology would not impact the amounts the State Highway Patrol, local municipalities and the state receive now based on current number of transactions that are currently handled on-line for vehicle registrations, mail-in and telephone transactions. However, as more consumers adopt the on-line option, this will allow an added convenience of picking-up license plates through the local deputy registrar. In addition, it will provide the ability for the brick and mortar agencies to remain especially in the more rural areas of the state, since there would not be a reduction in transactions due to the adoption of technology.

The cost of building the outward customer facing portal would be the responsibility of each Deputy Registrar who wishes to create that option for their community. The cost from the BMV's side to create the API access with individual keys for each Deputy Registrar's office is small and not a large monetary commitment. As proposed the final authority for all onboarding of programs would

still fall under the authority of the Registrar with Department of Public Safety (ODPS) guidance. All oversight and compliance auditing would continue to be maintained by the BMV with full audit trails vaulted to maintain the ability to audit and investigate all transactions consistent with current practices now used in our offices.

This would be a program that would create an era that would allow the BMV to be proactive within the changing world of technology and end an era of having to be reactionary towards technology as the environment evolves.

There is an old saying in the business world " Adapt or Die ", I would hope that the committee would agree that no one would want to see the closing of small businesses such as Deputy Registrars offices in Ohio. I believe that the committee knows and recognizes the value in their communities that having a brick and mortar office brings when the need exists to have important face to face interactions for the government services we provide.

This is an opportunity to have all Deputy Registrar throughout the State of Ohio to be part of the technology solution, and further will allow an opportunity to create an additional avenue for long term sustainability for the in-person transactions, and brick and mortar offices within your communities.

We would greatly appreciate your support of this provision. I am available to answer any questions at this time.