



# Bureau Messenger

## Deputy Registrar Newsletter

Bob Taft-Governor

Kenneth L. Morckel-Director

Franklin R. Caltrider-Registrar

## Happy New Year

The Ohio Dept. of Public Safety/Bureau of Motor Vehicles would like to extend best wishes to all our deputy registrars and their employees and families for a prosperous 2006. 2006 brings many improvements and changes.

The BASS system is set to continue to improve transaction and inventory control in 2006. Its improved performance is expected to continue.

The 2006 RFP will extend agency control to some deputy registrars, while also adding 'new blood' to other agencies. Good luck to everyone whose current contract is ending this year, and who is re-bidding to continue their service to the public through 2009.

Legislative changes will continue to increase the need for accurate screening of acceptable documents for fraud. Identity theft and identity falsification continue to be very important issues in the State of Ohio's battle against terrorism, as well as its commitment to safeguard its citizen's personal information. Deputy registrars are one of our first lines of defense against these issues. Keep up the great work in 2006.

Thin Client hardware is expected to decrease downtime, and increase processing, as well as free up valuable space. Look for more information regarding this in 2006.

More new 'special plates' will surely become available in 2006. 2005 saw many new organizational plate releases, and this is expected to continue in 2006.

Deputy registrars are a very important part of the Ohio Bureau of Motor Vehicle's continued commitment to quality customer service for the citizens of Ohio. Thank you for your commitment in 2005, and your continued quality service in 2006.  
Happy New Year.

January/February 2006

## E-Check Changes Effective 01/01/06

Changes initiated by House Bill 66 for the E-Check program became effective January 1, 2006. Changes include the elimination of E-Check requirements for the Dayton and Cincinnati areas, and the removal of E-Check fees for the Cleveland and Akron areas. Changes include:

Butler (09), Clark (12), Clermont (13), Greene (29), Hamilton (31), Montgomery (57), and Warren (83) counties, in the Cincinnati/Dayton area, will no longer require E-Check.

Cuyahoga (18), Geauga (28), Lake (43), Lorain (47), Medina (52), Portage (67), and Summit (77) counties, in the Cleveland/Akron area, will begin new E-Check requirements.

### **Transactions performed on or after 01/01/06 will follow the new rules as described below:**

The new car exemption time period will be four (4) years. The four year period will begin on the issue date of the first non-dealer owner title. The year of the vehicle and

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## E-Check Changes Effective 01/01/06

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how many times the vehicle has been sold does not matter. This title date may not be visible on the title or registration, but will be stored in the database. (Example: A year 2000 vehicle with a first non-dealer title issue date of 06/01/02. This vehicle would not need E-check until at least 2006.)

### New and transfer transactions:

Change of title within the 4-years will not require E-Check. Change of title outside the 4-years will require a valid E-Check certificate regardless of model year or calendar year. The new/used field no longer affects E-Check.

If the actual first title issue date is unavailable, the vehicle will automatically be assigned a first title issue date of January 1st of the model year. A new field has been added to the Vehicle Information screen that will display the first title issue date. This is the date that will be used to determine if E-Check is required. This date will not print on the registration. Click OK to close the window.

Renewals performed beginning 01/01/06 will use the 4-year exemption period to determine if E-check is required. E-check testing cycle for renewals will remain the same. Even-year vehicles will test in even years, and odd-year vehicles will test in odd years.

## IMPORTANT NOTICE ABOUT SOCIAL SECURITY NUMBERS (02/07/2006)

Federal law now prohibits the display of social security numbers on state driver licenses, temporary permits, or state identification (ID) cards. This includes commercial driver licenses (CDLs) and commercial temporary permits. Federal law still permits, and Ohio law still requires, that the applicant's social security number be included on all applications for Ohio driver licenses, temporary permits, commercial driver licenses (CDLs), commercial temporary permits, state identification (ID) cards, and vehicle registrations. The only exception is for applicants who have never been issued a social security number.

### Deputy Registrars shall take all of the following actions:

- Continue to collect the applicant's social security number on all applications, unless the applicant has never been issued a social security number;



## Deputy Registrar RFP Conferences

As of January 09, 2005, the annual Deputy Registrar Conferences began. These conferences are an excellent opportunity for both deputy registrars and prospective deputy registrars to be kept up-to-date on the Ohio Bureau of Motor Vehicle's deputy registrar selection process. A presentation and video kick off the events. In addition, there is a question and answer period, followed by the opportunity to obtain informational packets specific to an agency you may be interested in bidding on, or retaining. The Ohio BMV makes every effort to make these sessions as informative as possible. Further information regarding the current RFPs, including a list of agencies whose contracts will end in June, 2006, and other RFP information is available on the Ohio BMV web site at [www.bmv.ohio.gov/deputyregistrar/2006/2006rfp.htm](http://www.bmv.ohio.gov/deputyregistrar/2006/2006rfp.htm)

- Issue all Ohio driver licenses, temporary permits, CDLs, commercial temporary permits, ID cards, and vehicle registrations without the applicant's social security number;
- Remove the poster "Display of Social Security Number on Driver License, Temporary Permit Packets or State Identification Cards, ORC 4501.31" from display at the deputy registrar agency; and
- Make copies of this notice available to any customer requesting a copy.

By direction of Ohio Bureau of Motor Vehicles Registrar  
Franklin R. Caltrider.



# Deputy Registrar's Corner

A message from Tom Haller, Administrator, Office of Field Services

## A Message From ODRA

In response to the mission statement of the Ohio Bureau of Motor Vehicles, the Ohio Deputy Registrar Association (ODRA) has been established to assist and represent the deputy registrars on legislative issues before the state legislature and administrative issues before the Bureau of Motor Vehicles and the Department of Public Safety. This volunteer group of deputy registrars comes from all backgrounds. We meet and train on a regular basis in order to meet the complexities of change, as we preserve the foundations of excellence in service to our customers.

Deputy registrars can expect close, personal attention when working with the Ohio Deputy Registrar Association. Deputy registrars who have been with our association for years know that service is our hallmark and is the reason for our success.

To each and every deputy registrar, I extend my personal thanks and congratulations for all that you have achieved. I offer you my best wishes as together we look forward to even greater accomplishments in the exciting years ahead.

Aldo M. Filippelli, President  
Ohio Deputy Registrar Association

## Executive Summary

### Deputy Registrar Customer Service Rates High

We engaged the Kent State University Survey Research Lab to conduct a statewide survey of satisfaction with services provided by customers of our deputy registrars. 650 phone interviews were conducted with license agency customers from a recent six month period. Once again I am pleased to say that satisfaction with service provided by our independent contractor deputy registrars is excellent.

Customer satisfaction in all three service categories rated consistently very high with 95% of customers selecting either "somewhat" or "very satisfied" with overall services, 94% reporting that their expectations for services were "met" or "exceeded", and 89% rating promptness of service as either "good" or "very good."

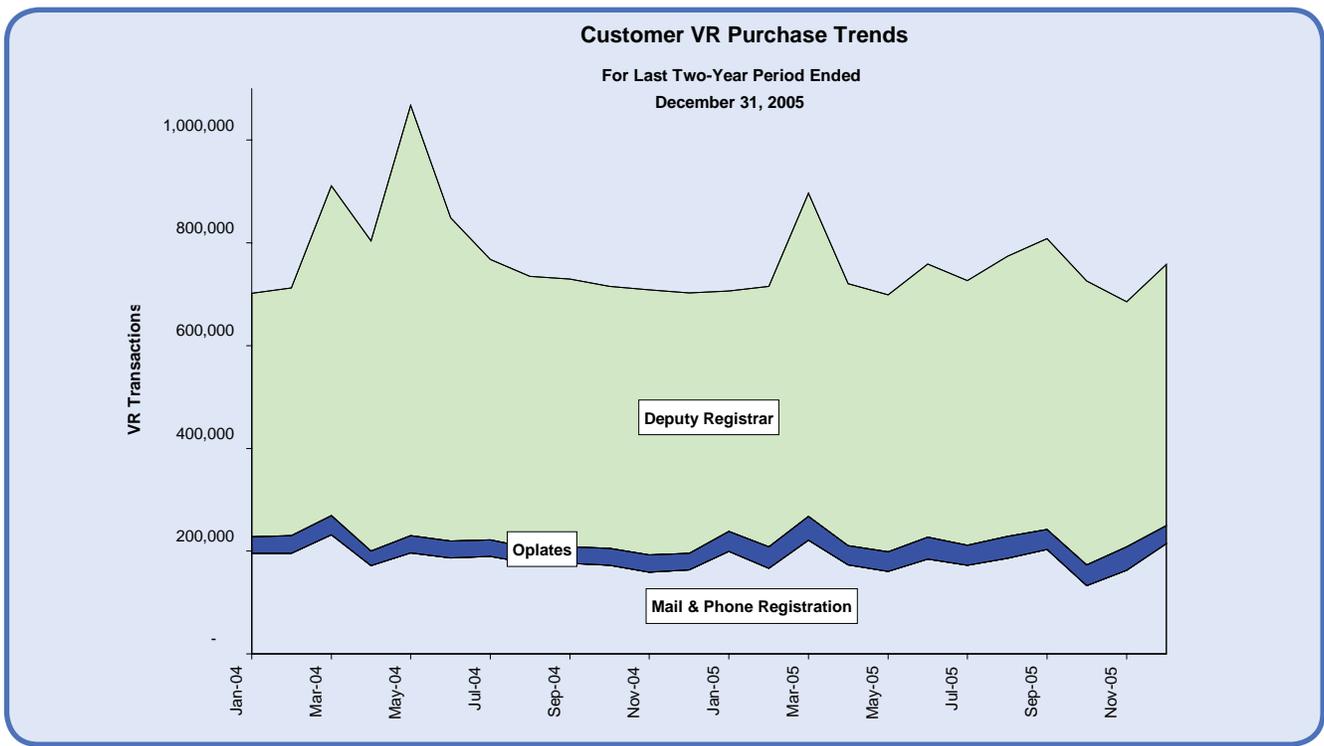
Customer satisfaction in all seven employee service areas also rated high, with between 85% and 97% of the sample selecting one of the two highest evaluation responses for each item.

For the agency evaluation items of performance of responsibilities, ease of locating the agency, parking, and overall appearance of the agency, customers selected the top two rating categories between 82% and 97% of the time. For the items size of the agency, staffing levels, waiting time to be served, and level of comfort, customers selected the top two rating categories between 65% and 75% of the time.

More than 96% of customers indicated that they were either "very likely" or "somewhat likely" to return to that agency in the future.

Thanks again for your efforts as deputy registrars in achieving these high marks in customer satisfaction. Keep up the great work!





## Registration Renewal Data

Larry Burge

A concern that I have heard many times from Deputy Registrars is that they are losing vehicle registration renewals to Mail-ins, Phone-ins, and OPlates.com programs. It is pointed out that these options have media advertisement, are on billboards, and do appear on the Ohio Department of Public Safety Web site.

These renewal options do provide an array of choices to the citizens of Ohio and are similar to options offered in other states. Vehicle registration renewals are the most frequent type of transaction performed by the deputy registrar, and one the agency handles quickly and efficiently.

The loss of vehicle registration renewal business from the deputy registrar to other forms of renewal is not as acute as might be perceived. Please note the following graph of vehicle registrations customer trends:

As you can see, in this two year period there is very little change in the proportion and amount of business conducted by deputies versus all other forms of renewal options. Data extending back further than the graph period show a similar stability of business levels. I believe most of this is the result of the excellent service that customers receive from you.

You may be interested to know this chart shows a peak in transactions in May 2004, the last commercial truck season before staggered registration began. All graphs showing the same data about earlier periods show similar spikes each May and resemble a picture of the Rocky Mountains. Previous graphs also show the slower months as valleys and now the staggered registrations have tended to "fill in" the low periods.

Of course, initiatives in the future may increase or decrease the business you are able to conduct. I believe that you will maintain most of your business by continuing the relationships you have with your customers and with your providing excellent, friendly customer service.

# February is "Healthy Heart Awareness" Month

What is a Heart Attack? Heart disease is the number one killer of Americans. The most common form of heart disease is coronary artery disease (CAC), the gradual buildup of primarily fat and cholesterol on the inside walls of the coronary arteries, the arteries that feed the heart muscle. This buildup slows the amount of blood that flows to the heart muscle, and when the heart no longer receives enough blood to function properly, a heart attack can occur. Over one million Americans suffer heart attacks each year, over 45,000 are FATAL.



Know the warning signs! A heart attack can be frightening, but knowing the signs and symptoms and acting immediately can save your life, or the life of someone else. Receiving treatment within one hour from the onset of symptoms can prevent or limit further heart muscle damage. The most common signs and symptoms of a heart attack include: Pressure, discomfort, or squeezing in the center of the chest that lasts for more than

a few minutes, or goes away and comes back. Pain or discomfort in the upper body, or pain that spreads to the neck, shoulders, jaw, or arms. Shortness of breath, often accompanied by chest discomfort. A feeling of anxiety, or that something is not right. Nausea, light-headedness, dizziness, and sweating. Most heart attack victims wait an average of two hours or more after onset of symptoms to get medical attention. As a result, death or heart damage can occur. Damage that may lead to permanent disability.

Reduce your risk for a heart attack! To reduce your risk of having a heart attack, it is important to practice a healthy lifestyle including getting regular exercise, quitting smoking, managing diabetes, lowering high blood pressure, and reducing blood cholesterol.

**(Thanks to the ODPS Wellness Newsletter for this information)**

## Central Operations 'STAR' Award

The Central Operations section of the BMV recently presented its first STAR award for 2006, recognizing an employee within the section for outstanding job performance. This award is given quarterly, with the employee receiving a certificate of appreciation, along with hosting the STAR award trophy for the quarter following their selection as the award winner. When a new winner is selected, the trophy will go to them during their reign. This quarter's 'STAR' is Mary Horton, of the Audits and Consignments unit. Mary is a team-oriented player. Her customer service skills with both external and internal customers are exemplary. She routinely goes above and beyond to research a problem, and in a timely manner responds to the customer with a solution. She is very deserving of this award. Congratulations Mary.



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