

Bureau Messenger



Bob Taft, Governor
Lt. Governor Maureen O'Connor, Director

September/October 2002

Organ Donor Registry Assures Decisions Are Met

Joining the Ohio Donor Registry is more than just an expression of interest in becoming a donor. It is a way to legally give consent for the anatomical gift of your organs, tissues and eyes upon your death, for any purposes authorized by law. It is still important to tell your family because they will be consulted. Access to the registry is limited to licensed and certified organ, tissue and eye recovery agencies and will be used only at the time of death to confirm your identity and wishes.

It is simple to join the Registry. Each time you renew your Ohio driver license or ID, the clerk will ask if you want to make an anatomical gift. Just say "yes," and you will

be entered into the Registry. You can also complete a Donor Registry Enrollment Form at any organ, tissue or eye recovery agency or by going to the Internet at www.ohiopublicsafety.com and then clicking on the Bureau of Motor Vehicles (BMV) site.

Ohio Public Safety held an Ohio Donor Registry kickoff event in July to alert Ohioans that they can join the Registry, which is housed at the BMV.

"I am pleased that the Bureau of Motor Vehicles will play such an active role in registering Ohioans who wish to be organ, eye and/or tissue donors," said Lt. Governor Maureen O'Connor, director of the Ohio Department of Public Safety at the kickoff. "The BMV's commitment in educating Ohio on organ donations is one reason the Ohio Legislature directed the BMV to house the registry."

There are nearly 3,000 Ohioans waiting for a major organ transplant. One person has the potential to save seven lives through organ donation and enhance the quality of life for more than 50 others through tissue and eye donation.

The Ohio Bureau of Motor Vehicles (BMV) and the Ohio Department of Health (ODH), in conjunction with the Second Chance Trust Fund Advisory Committee, developed Ohio's Donor Registry.



Calendar of events



NOVEMBER

Winter Weather Awareness Campaign (EMA)—
Nov. 3-9, 2002

Operation ABC—Nov. 20-26

DECEMBER

National Drunk and Drugged Driving Prevention
(3D) Month—Dec. 1-31



The
Steering Column...
from the Registrar

Two County Clerks Become First Full Authority Deputy Registrars

Effective July 1, 2002, Jackson County Clerk of Courts Robert Walton and Vinton County Clerk of Courts Lisa Gilliland were appointed as deputy registrars as a result of legislation enacted under SB 59. SB 59 allows the Registrar to appoint county clerks as full authority deputy registrars in counties with a population of 40,000 or less. They will operate their deputy registrar agencies in conjunction with their title offices. Prior to the implementation of this legislation, only individuals, county auditors, and nonprofit organizations could operate deputy registrar agencies. The grand opening for the Jackson agency in Jackson County and the McArthur agency in Vinton County took place on July 22, 2002.

Franklin R. Caltrider

Franklin Caltrider
Registrar



BMV NEWS

Bmv Mail-In Registration Lockbox Now In-House

Mail-In vehicle registration processing has been handled on an outsource basis for several years. This process is now handled in-house by the BMV Registration Section with full implementation taking place on August 1, 2002. The in-house process is expected to provide a better, more efficient, and faster turnaround of lockbox services to Ohio citizens, while decreasing overall lockbox operating expenses after the first two years. Based on the outsourcing company's expected costs, the full start up costs of the project will be realized after two years. Savings of approximately \$327,000 annually will begin the third year and would continue for the foreseeable future. Along with other areas of the department, this undertaking was made possible through the joint efforts of the Project Management Team, Registration, I.T., Internal Audits and Revenue Management.

Enhancements to the former outsource remittance system include the use of:

1. Imaging technology instead of microfilm
2. Electronic reporting
3. Elimination of batch processing
4. Addition of credit card processing
5. On-line verification of renewal eligibility

The new remittance processing equipment for the in-house lockbox process is located in the Lower Level next to Correspondence Control. There are plans for eight employees to run the operation with Supervisor Sandy Allmon.



Deputy Registrar's Corner

Fraudulent Documents

After the September 11, 2001 attacks on our nation, it was quickly discovered that a number of the terrorist hijackers held fraudulent driver's licenses from several states. I have also read that the Al Qaeda terrorist leadership had developed written procedures for their operatives to use to obtain fraudulent IDs in the United States. There also were reports that some were pursuing commercial driver licenses to enable them to transport hazardous and lethal materials.

Law enforcement officials throughout the country are unanimous in their position that the fastest growing segment of crime is identity theft. The financial impact of identity fraud to consumers probably will exceed \$1 billion this year. For retailers, the yearly cost probably exceeds \$40 billion. Across the country, the front counter of license agencies remains the key point to prevent fraud, and possibly save lives.

Your agency manual provides you detailed instructions on how to process documents that you believe to be fraud. Bill Whatmore, chief of Investigations, tells me that 99.9 percent of the documents that you hold and refer to investigators are fraudulent. You are doing a truly outstanding job. However, this number and the number of arrests being made from the investigations done by Whatmore's group, as well as those of the Ohio State Highway Patrol and local law enforcement, clearly show that we must do even better.

I am very disappointed to report that over the last year a small number of deputy registrar employees have been charged and convicted for their roles in abetting fraud. In all cases, they have been sentenced to prison for terms up to two years. Even more disappointing is that three deputy registrars

have been terminated and charged with crimes for not properly following procedures that directly led to identification theft. In most cases, this involved not properly using the BMV Form 2026. The bottom line is that we are very serious about identification theft and we will aggressively investigate cases and prosecute those who have broken the law.

You have a number of tools in your agencies to use to identify false documents. Soon you will be receiving a lighted magnifying device that will easily allow you to identify micro printing and other security features. However, the most important line of defense remains the training of agency personnel and your diligence in reviewing and processing documents. This training is offered on an ongoing basis by your assigned investigator and your field representative. If you have any questions about the ability of your staff to effectively screen documents, take advantage of the expertise offered by these individuals. This fall, during district roundtable meetings, we will continue to provide you with training and additional information on this most important subject.

Jim Chisman
Deputy Administrator
Field Operations



History of the Bureau Messenger

It all started back in late 1987. The title has remained the same but the style and layout have changed over the years. It was called the *Bureau Messenger* way back then and still is.

Some of the first issues contained crossword puzzles, word jumbles and trivia questions. "News from the Districts" contained items such as "Funny Bumper Stickers." In the March/April issue in 1988, District III reported that a funny bumper sticker seen was "When the going gets tough, the tough eat chocolate" and "I may be slow, but I'm ahead of you." The "Deputy Registrar Corner" article featured a thank you to agencies for testing the Deputy Registrar comment cards. It was black ink on white paper, which was mimeographed on 8-1/2 inch x 14-inch paper and folded in half. Computers, PageMaker and Quark programs didn't exist then.

In 1996, the *Bureau Messenger* went to a two-color issue. The masthead was blue and the rest was black. "Trivia Tidbits" was a popular column. "News from the Districts" changed to "Say What?" in which districts reported on funny things that happened in the license agencies. In addition, districts continued to send in favorite quotes. One quote in the July/August 1997 issue was "No matter what our age or condition, there are still untapped possibilities within us and new beauty waiting to be born," by Dale E. Turner.

The "Deputy Registrar Corner" in that issue contained information about the Bull Computer System Upgrade. In the Registrar's column, full one-stop shops were in the beginning stages and had grown from 12 in 1993 to 26 in 1997. It was still on 8-1/2 inch x 14-inch paper (legal size) folded in half.

In 1998, the *Bureau Messenger* grew. It changed to all blue ink on white paper and was done on 11 inch x 17 inch paper folded in half. Some of the featured items were on snowmobile safety and a column on "Did You Know?" that featured interesting trivia questions. In the "Education and Training" section, the training officer, Jackie Grippi, gave a list of ways to help show employees how valuable they were. Agency 2562 in Hilliard recognized a fraudulent social security printout and a fraudulent birth certificate presented by a customer.

In 1999, the *Bureau Messenger* became a full color issue printed via a color copier. Today technology has grown so that the editor could drop the text into a special drive called "M" drive; the graphic designer can then take the text and put it into the color design at the Alum Creek Facility and send it electronically to the color copier in the Shipley Building.



www.ohiobm.com

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It's About Safety



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