

Bureau Messenger



Bob Taft, Governor
Kenneth L. Morckel, Director

September/October 2003

October Vehicle Registration Renewals Will Pay Increased Fees

Individuals whose vehicle registration expires in October will see an increase on their vehicle registration renewal notice. The fee increase for vehicle registrations goes into effect for those individuals whose vehicle registrations expire on or after October 1, 2003. October renewals can begin renewing 90-days prior to expiration (July).

HB 87 shifted the gas tax funding to Ohio Department of Transportation (ODOT) and local governments. The additional \$11 will fund what the Highway Safety Fund once covered, which includes the Department of Public Safety's Administration division and Ohio State Highway Patrol (OSHP).

The additional \$11 will be added into fees already in place by the Ohio Bureau of Motor Vehicles

(BMV) including registration fees, permissive taxes and deputy registrar fees. The passenger registration fee of \$20 (fee varies depending on vehicle type), which is distributed to counties and municipalities for road and bridge repair.

Permissive taxes can also be included in the vehicle registration fee. Permissive taxes are distributed to the county and possibly the corporation in which a person resides. An individual's residence determines the amount of permissive tax he/she is charged. Individuals cannot pay more than \$20 permissive tax fee. Also, a deputy registrar fee of \$3.25 is included on each vehicle registration, regardless of where the transaction is completed (deputy registrar, OPLATES or mail).

The base fee for a passenger vehicle registration will now be \$34.25, which does not include the permissive tax. The most an individual could pay is \$54.25.

Fees for driver licenses and temporary tags will also increase. Unlike the vehicle registration renewals, if a person renews or is issued a driver license beginning October 1, 2003, he/she will be charged an additional \$12. The fee for temporary tags will also increase an additional \$5 beginning October 1, 2003.

Calendar of events

OCTOBER

National Walk Our Children to School Week *October 1-3, 2003*

National Fire Prevention Week
October 5-11, 2003

National Drive Safety Work Week
October 6-10, 2003

Put the Brakes on Fatalities Day *October 10, 2003*

National School Bus Safety Week *October 19-25, 2003*

National Flu and Pneumonia Alert Month

Domestic Violence Alert Month

NOVEMBER

Operation ABC Mobilization Week *November 24-30, 2003*

National Diabetes Month

National Epilepsy Month



**The
Steering Column...
from the Registrar**

Limited Authority Deputy Registrars

The Ohio Bureau of Motor Vehicles (BMV) is pleased to announce the beginning of a pilot program that offers limited vehicle registration functions at eight of Ohio's 88 county clerk of court title offices. The eight county clerks of court specially selected to participate in this program are referred to as Limited Authority Deputy Registrars (LADR).

There are eight county clerks of court including those from Ashland, Butler, Cuyahoga, Franklin, Jefferson, Mahoning, Summit and Tuscarawas counties in the LADR pilot program. The pilot program allows county title offices to administer limited deputy registrar services.

These title offices are able to perform transactions, which include:

- The issuance of a new vehicle registration;
- Transferring a vehicle registration from a car that has been sold to a newly titled vehicle; and
- Conducting out-of-state vehicle inspections, which are necessary when a vehicle is purchased from outside Ohio and is being titled in this state.

The services offered by the LADRs are limited to passenger vehicles, non-commercial vehicles, motorcycles and temporary tags. The LADRs perform these functions in conjunction with the issuance of a title.

The LADRs cannot issue driver licenses, state identification cards or renew vehicle registrations. Vehicle owners and drivers should continue to utilize their local deputy registrar for the regular issuance of driver licenses and vehicle registrations, as well as renewals.

A testing phase began on June 23 in Franklin County before other counties were allowed to participate in the program.

The LADR project is part of Senate Bill 59, which passed in the 124th General Assembly. Other portions of SB59 that have been implemented including Online Title Inquiry, Cross County Titling, Full Authority Deputy Registrars and electronic lien.



Frank Caltrider
Registrar

Franklin R. Caltrider

Revenue Management Reorganization

Revenue Management has reorganized into six work units. These changes were needed to enable the Revenue Management area to effectively meet their changing responsibilities. The name of the work units, the corresponding supervisors' name and list of responsibilities follows:

UNIT NAME	SUPERVISOR	RESPONSIBILITIES
Deputy Reconciliation	Joseph Mann	Reconciliation of Deputy Registrars and Bank Relations & Service Charge Processing
Service Center Reconciliation	Karen Santiago	Reconciliation of Regional Service Centers, Customer Service Centers, Reinstatement Fees & Security Deposits, and Auditing of OL/VR/CDL Applications
Internal Agency Reconciliation	Scott Perry	Reconciliation of Remittance Processing, OPLATES, IRP Agencies, Internal Vehicle Registration Agencies, and the Valid w/o Photo Agency
LADR/ELT Reconciliation	Leora Knight	Reconciliation of Limited Authority Deputy Registrars, Manage Electronic Liens & Titling, Administer Refunds, and Collect Charitable Donations
Fund Control	Sue Sirianni	Revenue Fund Account Balancing, Revenue Reports, and Revenue Depositing & Distribution
Payment Processing	Candy Allen	Processing Mail Containing Payments, Courier Mail, and Lost Badge Payments

Take the Online Quiz



A sample 10-question driver license test was posted to the Bureau of Motor Vehicle's (BMV) Web site at

www.ohiobmv.com

Just access the BMV's home page and click on Sample Driver License Knowledge Test, answer the questions online, and receive your score. See how well you know driver license rules!



Deputy Registrar's Corner

AAMVA Award

As many of you know, the Ohio Bureau of Motor Vehicles (BMV) was recently awarded a Customer Service Excellence Award by the American Association of Motor Vehicles (AAMVA) at the Region III conference held in July at Rapid City, South Dakota. AAMVA is the professional and educational association that represents state and provincial motor vehicle and law enforcement agencies throughout the United States and Canada.

The Customer Service Excellence Award is presented to the member state agency or Canadian province that is able to provide quantifiable data that clearly measures improvement in customer service. The entries are judged on commitment to service, effort to accomplish the stated goal, scope of the improvement, creativity, and the relative value to the customer and the agency. Ohio is one of 13 jurisdictions in AAMVA Region III. Of the 13 states and provinces, only Ohio was deemed to have met the criteria for excellence in service.

Our submission was based on the results of surveys conducted by the Ohio State University. In many respects, these surveys validate the ongoing efforts that we make as a public - private partnership team to continually enhance customer service. In the 1999 study, which consisted of 611 telephone interviews of randomly selected respondents, only 31 percent rated Ohio Deputy Registrar customer service as very good. In the 2002 study of 608 randomly selected telephone interviews, 51 percent of the respondents rated Ohio Deputy Registrar customer service as very good, an increase of 20 percent in this most important survey category. This significant increase in perceived customer service, and overall customer satisfaction rating of 94 percent, occurred during a national time of increased vigilance and document review, resulting in increased potential for inconvenience to customers.

On behalf of Director Kenneth L. Morckel and Registrar Frank Caltrider, I want to thank every one of you for your efforts in achieving this high recognition for our Deputy Registrar agencies and the BMV. We all know that talking customer service is much easier than producing it. We have talked the talk...and you have walked the walk. Now, based on the calls I have received from other states, Ohio will be a model for other jurisdictions to emulate.

Jim Chisman
Administrator
Office of Field Services



Registrar Frank Caltrider (far left) and Capt. Michael King (far right) accept awards from the American Association of Motor Vehicle Administrators (AAMVA) at the Regional Conference July 12, 2003.

NHTSA Releases Fatality Statistics

Overall traffic fatalities increased to 42,815 in 2002 from 42,196 in 2001, according to the National Highway Traffic Safety Administration (NHTSA) statistics released in July. These statistics underscore the need for better state laws, better driver behavior and stricter law enforcement, NHTSA said.

Alcohol-related fatalities remained at 41 percent of the total with 17,419 deaths in 2002, up only slightly from 17,400 in 2001. The trend that passenger vehicle occupants killed in crashes were not wearing safety belts continued in 2002 with 59 percent unrestrained. The national safety belt rate is at 75 percent.

In addition, NHTSA estimated that highway crashes cost society \$230.6 billion a year, about \$820 per person.

Rollover crashes accounted for 82 percent of the total fatality increase in 2002. Also, 10,666 people died in rollover crashes, up five percent from 10,157 in 2001. The number of persons killed in sport utility vehicles (SUVs) that rolled over rose 14 percent. Sixty-one percent of all SUV fatalities involved rollovers.

Motorcycle fatalities increased for the fifth year in a row following years of steady improvement. A total of 3,244 riders died, up slightly from 3,197 in 2001. It was the smallest increase in motorcycle fatalities in five years, but deaths among riders 50 and over increased 26 percent.

PUZZLE POPULARITY

Answers to the puzzle in *July/August Bureau Messenger*:

Road	Corporate
Fleet	Safety
Sober	Driving
Highway	Belt
Truck	Load
Commitment	Costs
Prevention	Policies
Habit	Motivate

Message: The Ohio Partnership for Traffic Safety

Salute to Ohio *Proud to be a Buckeye* **Spaced Out!**

The Neil Armstrong Air and Space Museum in Wapakoneta chronicles Ohio's contributions to the history of space flight. Among the items on display are a F5D Sky Lancer, the Gemini VIII spacecraft, Apollo 11 artifacts and a moon rock. In the museum's Astro-theater, multimedia presentations of the sights and sounds of space unfold against a starry background.



For more information, call 1-800-860-0142.



www.ohiobmv.com

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It's About Safety



All correspondence and story ideas should be sent to:
ODPS Communications
Attn: Bureau Messenger Editor
P.O. Box 182081
Columbus, Ohio 43218-2081

Editor: Lynne McBee Layout & Design: Andrew J. Wahlenmaier