



Bureau Messenger

Deputy Registrar Newsletter

Ted Strickland-Governor

Nancy Dragani-Acting Director

Franklin R. Galtrider-Registrar

November / December 2006

Real ID Act

You have heard rumblings about the Real ID Act, passed by Congress in 2005. The Real ID Act will no doubt have an impact on how you, as deputy registrars, do business. It will also significantly impact how the Ohio BMV does business. The Real ID Act will, most likely, impact your day to day customers. The full impact on all of us is not yet known. Specific guidelines are currently in the works by the Federal Government that will, to a degree, dictate how we serve customers in the future. The main premise of the Act is to have verifiable documents available to prove a customer's identity and legal US status at the time of driver license and identification card issuance, as well as having a scanned image of those documents available for future reference. All 'breeder documents' (social security card, birth certificate, I.N.S. documents, etc.) will need to be verified with the originating agency prior to a driver license being issued.

States will be given the ability to issue both Real ID Act compliant, and non-compliant driver licenses. If a non-compliant driver license is issued to a customer, that customer may not be allowed to use that license for certain things. Examples may include: identification for entering Federal buildings, identification needed for boarding a plane,

eligibility for Federal Assistance programs, etc. Again, these rules have not been finalized by the Federal Government.

Motor vehicle departments across the country are working closely with the American Association of Motor Vehicle Administrators (AAMVA) to ensure the Federal Government is aware of how the rules they implement may affect the way states across the country issue driver licenses and identification cards.

The future implementation of this Act is also a current reminder of how important it is to verify the authenticity of the identification documents you are currently screening for driver license and identification card issuance. One of the first things a terrorist or illegal alien might do upon arriving in Ohio is attempt to obtain a fraudulent Ohio driver license or identification card. A fraudulent Ohio driver license or identification card may allow an illegal immigrant access to both State and Federal assistance programs they are not entitled to. Illegally receiving funds from these programs without being eligible or contributing into them impacts the budgeted funds of these programs getting into the hands of legitimate Ohio citizens in need. The fraudulent issuances may also allow a terrorist access to terror targets they would not have access to without proper identification. In addition, there is the increasing amount of crime involving identity theft that is plaguing the country. Much of this type of crime originates with a fraudulent driver license or identification card being issued. It cannot be stressed enough how important proper screening of documents is to the driver license and identification card issuance process.

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Holiday Food Basket Campaign

For the fourth consecutive year, the Ohio Department of Public Safety has won the Governor's Award which goes to the state agency that raises the most meals for the annual Holiday Food Basket campaign.

Public Safety employees generously raised \$8,944 and collected 16,813 pounds of food, which amounts to 34,701 meals to be donated to the Mid-Ohio Food Bank for needy families. ODPS employees' compassion and goodwill will help put food on the tables of those

less fortunate and make their holidays a little brighter.

The Mid-Ohio Food Bank keeps shelves stocked for 520 food pantries, soup kitchens, emergency shelters, senior dining centers and day care programs in central Ohio. They have provided over 358 million pounds of food for hungry people since 1980.

*Do you want to help people who don't have enough to eat?
Please donate.*



ODPS DIRECTOR STEPS DOWN

On December 30th, Director Kenneth L. Morckel stepped down as the Director of Public Safety. He reached this decision after many long discussions with his wife and family, and feels that it is the right decision to make at this point in time.

After spending nearly 29 years with the Highway Patrol and another four years as Director, it was time for him to pursue other interests and step aside to allow a new director to lead this fine department and its people.

As hard as this decision was, he left here knowing we have worked together to make this a better agency, and that we have upheld our duty to the people of Ohio.

He is proud of what we have achieved during his tenure, and stated it has been an honor to have served with everyone. He wishes to thank each and every one of you for the fine work that you do every day. He has every confidence the people of Ohio are better off for the work we have done together.

With the departure of Director Morckel, former Governor Taft appointed Gary Joseph as Acting Director of the Department of Public Safety effective December 30, 2006 through January 8, 2007. Emergency Management Agency (EMA) Director Nancy Dragani was named Acting Director of Public Safety on January 9th. Governor Strickland recently announced his permanent Director choice for Public Safety as Henry Guzmán. Mr. Guzmán is set to begin his tenure as the Director of Public Safety on February 12, 2007.



Deputy Registrar's Corner

A Message From Tom Haller, Administrator, Field Operations

Our Success Is Your Success

I wanted to take the time to say thank you for the success of our most recent projects. The professional attitudes of our Deputy Registrars and their expertise have combined to make both Print on Demand stickers and the Inventory Management Control System (IMCS) successful undertakings.

All agencies are now printing vehicle registration stickers on the new print on demand printers. Deputy Registrars, the BMV field staff, and many BMV sections, including Information Technology (IT), have worked together during training and implementation and we have had very positive results. You should all be very proud of this accomplishment. It takes great dedication and attention to detail to reach success at this level.

As for the new inventory system, we have just completed the first full cycle in the new IMCS project. Again, training, planning, and communication were well defined and this project too has been very successful. This project proves that success is achieved through a combined effort of individuals working together for the common good.

This success could not have been realized without the cooperative effort of all the Deputy Registrars, their staff, and the BMV staff. I look forward to new challenges and have a great deal of confidence that we will continue to be successful in the future.

Tom Haller, Administrator
BMV Field Operation



CASA/GAL Adds Second Logo

A customer choosing to support the Ohio Court Appointed Special Advocate/Guardian Ad Litem (CASA/GAL) programs throughout Ohio now has 2 different logos to choose from. The new 2nd logo became available on January 2, 2007. The plates cost an additional \$25 annually. A portion of the fees collected - \$15.00, will be used by CASA to provide technical assistance, funding and legislative support in order to advocate for abused, neglected and dependent children in the court system. More information on this and other available special plates can be obtained by visiting the BMV intranet special plates page listed below: http://dpsweb/bmvintranet/bmv/registration/Sp_Prcdr.html





The RFP Process is Here

Requests are already being received soliciting copies of prior proposals for deputy registrar locations with contracts ending in June. The mailer has been released, which includes the list of deputy registrar proposal conferences, as well as the list of available deputy registrar locations. By the time you read this, the rfp will have been released, and the conferences will have concluded. One big change in the process to note is that the telephone question line has been replaced by an e-mail address. Questions will no longer be taken by phone. Questions relating to the rfp process in any way must be e-mailed into the address listed on the Ohio BMV website, www.ohiobmv.com, on the 'deputy registrar business opportunity' page. Questions and answers will still be posted on the BMV website in the same manner as they have been in the past. Another point of interest is that several locations that were previously designated as 'BMV Controlled Sites' (sites where the BMV chooses the location) have now been designated 'Deputy Provided Sites' (sites where the proposer chooses the location). This change has also prompted an alteration in the Agency Specification boundaries of some agencies surrounding those that have been de-site controlled. If you are submitting an rfp intending to move an agency from its current location, be sure to check the agency specifications for that agency to make sure your proposed location is still within the boundaries established by the BMV. It is an exciting, as well as an anxious time of the year for some of you. I, as well as my staff, wish all deputies bidding on renewal of their contracts the best of luck. You have done a stellar job during your current contract, and we look forward to working with you in the future. Remember, all rfp questions must be sent through the new rfp e-mail address. Do not call BMV Research with any questions pertaining to the rfp, or the rfp process.

Burge's Boulevard

RFP Thoughts

Well, the Holidays are over, and we are now into the Class of 2007 Deputy Registrar selection process. This process that involves approximately 80 sites starts now and will wind through a number of deadlines that ultimately results in deputy registrars beginning new contracts on July 1, 2007.

I guess the above oversimplifies the process. Indeed, we are hard at work preparing for the evaluation process which will include many processes that the Research Section is very adept at handling. The entire process is very intensive and includes an audit of our work to assure a fair evaluation and recommendation for selection. There I go again, oversimplifying.

The only new wrinkle this year is that 12 sites have been changed from Site Control to Deputy Provided.

There have been a number of improvements to the process. We have used the BMV Website to replace the oft-confusing Q & A telephone line with an on-line Q & A website; have added forms and information to the website that are ready for download; and even have included the complete video played at the RFP Conference. We also have scanned all successful proposals for the past three years and made them ready to copy and print for any proposer requesting them.

We plan more improvements in next year's process and hope to allow most parts of the proposal to be completed and submitted on-line. Our goals are to make your completion and delivery of a proposal simpler, and to enable us to have a fair, standardized evaluation and review of the all proposals.

And speaking of proposals.....the guys in Research asked me to emphasize to you the importance of having your proposal in on time. Simply put: The proposal will be disqualified if it is received even one minute late. Every year we have someone who either underestimated travel time, was caught in a traffic jam, or encountered some other problem which delayed their arrival. Also, we sometimes receive a proposal in the mail one day late (once because the post office messed up) and they too, were disqualified. So make sure this doesn't happen to you.

As many of you know, I am a high school football official (my real job), and my part of this process is similar to that of an Autumn Friday Night -- remain neutral throughout the competition. I say to you as I say to the opposing coaches and captains before the game: "Good Luck!"

Deputy Registrar Profiler

A Closer Look at a Member of the Deputy Registrar Community



Your name: Charles Zsarnay.

How many in your family, and what are their names: 3-wife Kally and 2 daughters, Madeline and Rachel.

Do you have any pets: Cat-Splatt, Dog(Springer Spaniel)-Buckeye Belle.

What are your hobbies :

Golf, Hunting, and Fishing.

What is your educational background: BBA-Marketing and MBA Finance, both from U.T.

Tell us something about you that no-one else knows: Nothing, I am an open book.

What are some of the main tourist attractions in your area of the state: Weather, of course. Lake Erie. Carty Finkbeiner, Mayor of Toledo.

What is the name of your agency and your agency number: Sylvania, agency 4830

Your agency address, including city and county: 4900 N. McCord, Sylvania, OH, Lucas Co.

How long have you been a deputy registrar: 2.5 years.

What originally got you interested in becoming a deputy registrar: Geographic oligopoly with small investment, no franchise fee, little inventory, and a motivated market.

What has been the greatest challenge in running your agency successfully: Continual change.

What was the most recent interesting or rewarding moment at your agency: Hiring Sharon Syperski, our State field representative after her retirement.

How many employees do you have: 7 or 8, depending on whether my wife wants to stop by.

What words of wisdom do you have for other deputy registrars or someone considering a career as a deputy registrar: Your employees are your greatest asset. Hire quality people, train them well, and keep them happy, as happy clerks provide happy service.

Does your agency have a website, and if so, what is the address of the site: No website.

Is there anything else you would like to tell us about yourself or your agency: I'm really introverted and shy.



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