



Bureau Messenger

January/February 2004

Bob Taft,
Governor

Kenneth L. Morckel,
Director

Motor Scooter Requirements

The motor scooter craze is on. The popularity of the motorized scooters has caused many Clerk of Courts, Bureau of Motor Vehicles (BMV) officials and the



Ohio State Highway Patrol (OSHP) to field numerous

questions from municipalities, customers and members of the media.

Currently the BMV, as well as the OSHP, are informing the public that the following must occur before a person may drive the motor scooters on public roadways:

1. Motor scooters must meet federal safety standards
2. Must be titled and registered
3. Maintain financial responsibility coverage
4. Any person driving a motor scooter must

be at least 16 years old and have a valid operator's license with a motorcycle endorsement

The best way to show whether or not a motor scooter meets all safety requirements is to either have a certification from the manufacturer stating that all safety requirements are met, or have a law enforcement agency perform an inspection to determine whether a vehicle meets the required safety standards. The OSHP can conduct such an inspection at the salvage inspection sites located throughout Ohio. The motor scooters would be considered a self-assembled vehicle. If the motor scooter passes the OSHP inspection, a VIN plate is issued.

been titled, registered, or insured, the scooter cannot be driven on Ohio's roads. Law enforcement can cite individuals for not complying with the law. It is up to each municipality to determine whether or not the scooters can be driven on sidewalks.

The public needs to be aware that in most cases, motor scooters cannot be driven on Ohio's roads. Many of the complaints from Ohio parents show that places that are selling motor scooters are not explaining the laws to the parents.



If the scooters do not meet federal safety standards, or if the motor scooter has not

Calendar of Events

FEBRUARY							MARCH						
1	2	3	4	5	6	7	1	2	3	4	5	6	7
8	9	10	11	12	13	14	8	9	10	11	12	13	14
15	16	17	18	19	20	21	15	16	17	18	19	20	21
22	23	24	25	26	27	28	22	23	24	25	26	27	28
29	30						29	30	31				

Super Bowl Sunday Blitz
February 1, 2004
St. Patrick's Day Blitz
March 17, 2004
National Burn Awareness Week
February 1-7, 2004
National Poison Prevention Week
March 21-27, 2004
National Child Passenger Safety Week
February 9-15, 2004
President's Day
February 16, 2004



Healthy Ohioans

Healthy Ohioans is part of the President's Challenge in which all state employees are encouraged to enroll in the program and log their physical activity. You can join by selecting a group that fits you: kids, teens, adults, seniors and educators. Register and make a commitment to one of the fitness lifestyles listed on the President's Challenge Web site, www.presidentschallenge.org.

This program is not only for athletes or for those who participate in sports. A commitment to a healthier lifestyle can involve a variety of activities like walking, taking the stairs, yardwork or lifting. Almost any activity can be part of a wellness life-style. Most Americans are not active. In fact, poor diet and sedentary lifestyles kill about 300,000 Americans annually. Sixty-one percent of U.S. adults, or 108 million people, are overweight or obese and 70 percent do not participate in any physical activity outside of their job.

The President's Challenge is a free, easy and interactive way to monitor your physical activity. Ohioans can access the President's Challenge through the Healthy Ohioans Web site at www.healthyohioans.org.

Healthy Ohioans focuses on encouraging all Ohioans to be physically active, to eat nutritious foods including the recommended five daily servings of fruits and vegetables and to prevent or stop the use of tobacco. Go to: www.healthyohioans.org.



Franklin R. Calderon

A Salute to a Great Person

By Joe Berkemer, Deputy Registrar

Retired Ohio DX Examiner Bob Szalapato passed away suddenly December 5th. He worked for the past 15 years at Great Western in Columbus and had been with Public Safety for 37 years.

Over the years I'd known him, Bob took pride in being the first to arrive and the last to leave work each day. I smile when I think of all the times he accidentally set off the burglar alarm when arriving around 6 a.m. each day, and I would get an early morning wake-up call from him, with the siren whining loudly in the background. The police would call me to tell me of the alarm, and I'd say, "It's okay, it's just Bob." He was always deeply embarrassed, but it was also great fun to listen to him cussing out the alarm system that early in the morning over the phone.

I don't mean to ramble, so here's the point of my email. Bob was so proud of the fact that he never took sick leave, or any time off at all to speak of. He and I spoke frequently, and he was anxiously awaiting the day when he could sit back and enjoy retirement. He retired last July after 37 years, as well as retiring from a 3rd shift cleaning job he had for many years. He literally worked around the clock to accomplish his retirement goals. He worked several years beyond when he could have retired in order to reach a certain income level.

Bob passed away in his sleep, I'm told. He was able to enjoy all his hard work for just over a year. I know he had great plans to live near his grown children and enjoy his grandchildren for years to come. He was loved by all here at Great Western and will be missed sadly. His gruff demeanor barely concealed what a nice guy he really was to all of us.

It seems apparent to me, and perhaps you too, that when you get time for a vacation or to take some time off...take it. And when you get a chance to retire, do it as well. Time sure moves fast.

Hope you had a great holiday,

Joe Berkemer

SALVAGE RECEIPT



Salvage Receipts Available

As of November 1, 2003, the Ohio State Highway Patrol will no longer issue salvage inspection receipts by mail. This process has been simplified by allowing the public to purchase a receipt at their local deputy registrar for a fee of \$50, plus the \$3.25 deputy registrar fee. Each inspection requires a separate receipt. A salvage inspection is necessary when a vehicle is involved in a crash, and the insurance company assesses the vehicle as totaled. The title is then changed to a salvage title. Upon the purchase of a receipt at a local deputy registrar and inspection by the Highway Patrol, the vehicle may then be approved for retitling as a rebuilt salvage, and the vehicle is allowed back on the road with proper vehicle registration. The purpose of the Highway Patrol's inspection is to verify ownership of all parts and review required documentation. It is not to certify the vehicle's safety or road worthiness.

Deputy Registrar's Corner

Jim Chisman, Administrator
Office of Field Services

Upward and Onward in 2004

As all of you know, a customer service survey was conducted during September 2003 by The Ohio State University Center for Survey Research. The results of this survey show once again that Ohio State Deputy Registrar Agencies continue to move the bar ever upward in providing quality customer service to Ohio citizens. This survey also met the requirements of O.R.C. 4503.034, which authorized a fee increase of \$.25 per transaction effective January 1, 2004.

We will provide an on-line copy over the BMV Intranet for each agency as we have done for past surveys, but I also want to make a few personal observations. Perhaps the most important statistic is that 93 percent of survey respondents felt the agency visited did either a good or very good job. This contrasts with 90 percent last year, for an increase of three percent. Very satisfied customers improved from 66 percent in the 2002 survey to 69 percent in 2003, another three percent increase. As you will recall, the Customer Service Award you won from the Association of American Motor Vehicle Administrators (AAMVA) was based in part on that 66 percent figure, which you have already broken through.

I think the statistic that may be most important in the public's continuing increase of perceived quality of service is that 97 percent of respondents reported agency staff were either very or somewhat helpful. I truly believe this extremely high rating is a direct result of the customer service training efforts that we have made as a team over the last three to four years. When you get the report, please share the information with your staff. Within the responses are the keys for us to continue moving upward. There are areas in which we can do better.

Our goals for 2004 will remain similar to what we have been doing in the recent past, with one important new initiative. A re-engineering of the Deputy Registrar system will be implemented in 2004. This system rewrite should include many of the system changes we have discussed in the last year and will allow you to take full advantage of the attributes of the POS system. It should also smooth the flow of information from the ATPS titling system to the DR system.

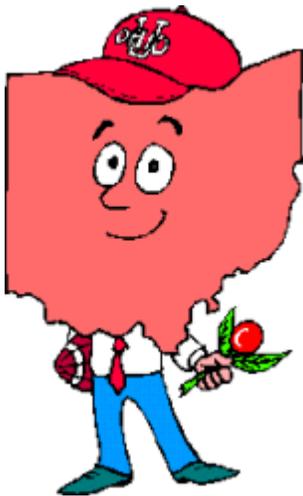
Lastly, some of you may have heard that I am leaving the department soon. As it stands today, I will be mobilized to active military duty with a task force of Ohio soldiers for duty in Kosovo beginning in May 2004. I consider it a privilege to serve with our great citizen soldiers of the Ohio Army National Guard and look forward to the challenges of this assignment. At the same time, I consider it a privilege to have had the opportunity to work with all of you. As a team, we have accomplished things that wouldn't have seemed possible ten years ago when I joined the BMV. My deepest thanks and appreciation for all you have done to support the BMV and the citizens of Ohio. Best wishes for a great year in 2004.

Jim Chisman
Administrator Field Operations

Salute to Ohio

Proud to
be a Buckeye

If you love rock 'n roll music, you'll be happy to know that Ohio has an official State Rock Song. Songwriters Bert Russell and Wes Farrell of Steubenville started it all with their tune about a girl they knew in school, Dottie Sloop. The Ohio pop group, "The McCoys," recorded the song, and The Ohio State University adopted "Hang On Sloopy" as their signature song, which is performed at every Ohio State sporting event. Ohio adopted "Hang on Sloopy" as the official State Rock Song in 1985. (Source: All About Ohio)



Introducing Rachel Eaton



Rachel Eaton, the latest addition to the Registration Management team, is a native of Columbus. Rachel has several years experience in supervision and management. She was previously employed with the Kroger Company and worked several years managing several of the Columbus Kroger stores. Rachel was named the new Assistant Chief of Registration on November 3, 2003. She and her husband reside in Grandview. Rachel is a graduate of The Ohio State University with a bachelors degree in Business Administration and two minors in Spanish and Economics.



Family Plates Renamed

In the last issue of the *Bureau Messenger*, the main article covered Family Plates. For clarification, SB 123 officially names what we have called "Family Plates" as "Restricted Plates." The new name more accurately describes these plates.



www.ohiobmv.com



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It's About Safety



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