

Bureau Messenger

Editor: Lynne McBee
Layout & Design: Kris Marple

September/October 2001

SSN Will No Longer Appear on Registration

Senate Bill 31, effective September 19, 2001, prohibits the display of Social Security numbers on certificates of registration for motor vehicles.

Current law specifies, among other required information, the application must include either the owner's social security number (if assigned) or the owner's federal taxpayer identification number for certain types of vehicles used in business.

Current law does not specify the content of the actual certificate of registration. The application information, including the owner's Social Security number, generally is contained on the certificate of registration.

Senate Bill 31 continues the requirement that an application for motor vehicle registration contain the owner's social security (or tax ID number) and additionally requires the Bureau of Motor Vehicles to retain in its records all Social Security numbers provided on applications for registration. However, the bill prohibits the Bureau from placing the Social Security number on the certificate of registration.

Calendar of events

OCTOBER 2001

National Roller Skating Month
National Fire Prevention Week (October 7-13)
National School Bus Safety Week (October 21-27)
Columbus Marathon (October 21)

NOVEMBER 2001

National Diabetes Month
National Epilepsy Month
Winter Weather Awareness Campaign (EMA) November 4-10

BMV RESTRUCTURING

On August 23, Frank Caltrider, Registrar of Motor Vehicles, announced a major reorganization of the Bureau of Motor Vehicles (BMV). Under the new structure, Terry Metcalf, Assistant Registrar, assumes responsibility for many operational functions of the BMV, including all field operations, while Carolyn Williams, Acting Assistant Registrar, takes leadership over many of the administrative processes.

Under the new structure, Field Representatives will report through the Field Supervisors to the Regional Managers, many of whom you have met in training programs over the last year. The Regional Managers will report to Jim Chisman. The intent is to structure the BMV to meet the challenges of the future, while sustaining support for day-to-day functions. The BMV expects to improve the quality of support to the Deputy Registrars, while enhancing efforts to provide outstanding service to our customers, the citizens of Ohio. There are also plans to decentralize operations to enhance efficiency and decrease response times.

A Moving Experience...

The Franklin County Title Office has moved to 45 Great Southern Blvd., Columbus, Ohio 43207. Their phone numbers remain the same, as well as branch office and hours.



The Steering Column...
from the Registrar

HAPPY BIRTHDAY, OHIO

It was my pleasure to join Lt. Governor Maureen O'Connor, director of Ohio Public Safety, on July 16 for a press event at the Alum Creek Facility in Columbus to announce the new Bicentennial plate, which we then began to ship to the Deputy Registrars.

As most of you know, the Bicentennial plate is part of Ohio's Bicentennial celebration for Ohio's 200th birthday. The Bicentennial Commission will be promoting many activities statewide.

Beginning October 1, 2001, Bicentennial license plates will be issued for all new plate purchases. At this time a mandatory replacement of all blue and white license plates will begin.

Blue and white license plate holders will receive the new Bicentennial plate for a 75-cent charge, plus any additional fees. Blue and white plate owners will be able to receive their new license plate at any time or wait until their registration renewal period. There are approximately 2.4 million blue and white plates still in service. Blue and white plates are to be replaced by January 2003.

Ohioans who are renewing their gold license plates will have the option of purchasing the Bicentennial license plates for \$2.75, plus any additional fees. If gold license plates are lost, stolen or damaged, they will be replaced with Bicentennial license plates.

All standard Bicentennial license plates will feature the Bicentennial logo on the left side of the plate. Standard plates will have a new six-character combination (letter/letter/number/number/letter/letter). Seven character-personalized, organizational, motor-cycle, dealer and commercial truck plates will not have the Bicentennial logo. Please log onto www.ohiobmv.com or www.OPLATES.com for more information.

Franklin R. Caltrider
Franklin Caltrider
Registrar



Lt. Governor Maureen O'Connor stands beside a replica of an Ohio barn holding a Bicentennial plate.

Bicentennial Posters

Soon you will be seeing a Bicentennial poster depicting the different styles of organizational Bicentennial plates at license agencies around the state.



BMV Runs Test On Drop-N-Drive



Beginning July 11, 2001, another option for Central Ohioans who want to renew their vehicle registration was implemented.

The Bureau of Motor Vehicles (BMV) selected four deputy registrar license agencies to pilot Drop-N-Drive for the next 90-days. Drop-N-Drive allows customers who prefer to do BMV business through their local deputy registrar, but might not have spare time, to drop their registrations in a designated Drop-N-Drive box outside the agencies.

"This is another example of how the BMV is continuing its efforts to improve customer service," said Lt. Governor Maureen O'Connor, director of the Ohio Department of Public Safety.

The Drop-N-Drive service is only available for individual registration renewals. Each person will need to fill out the envelope located at the Drop-N-Drive box. The customer will need to include their registration renewal notice or their current registration, and a check or money order with the amount posted on the mail renewal notice in the envelope.

Customers who drop their registration off between 8 a.m. and noon, will be able to pick their registration up the next business day after 9 a.m. If the registration is dropped off after noon, the registration will be available after noon the next business day.

When customers pick up the registration, they will go inside the license agency to the Drop-N-Drive window and show photo identification. The clerk will then give them their new registration.

The four Drop-N-Drive test pilot locations are:

- Deborah Brown Agency**
3066 Southwest Blvd., Grove City
- Michael Malone Agency**
415 Agler Road, Gahanna
- Darlene Middlebrooks Agency**
3413-3415 South Blvd., Columbus
- Alum Creek Customer Service Center**
1583 Alum Creek Drive, Columbus

BICENTENNIAL PLATE ISSUED THREE WAYS



The Bicentennial plate will be issued three different ways with regard to appearance:

Red, white and blue with Bicentennial logo. The red, white and blue sheeting with bicentennial logo is for any plate with six characters/spaces or less and has no text on the bottom of the plate. These include the standard issue, initial reserved, personalized and motorcycle plates.



Red and white no Bicentennial logo. The red and white sheeting with no Bicentennial logo is for any type of plate that has a logo on the left and/or needs to have text on the bottom of the plate.



Red, white and blue no Bicentennial logo. The red, white, & blue plate with no Bicentennial logo is for any plate with no text on the bottom, but requires a combination of seven characters/spaces.

Deputy Registrar's Corner

On the Horizon

Often, I use this column to discuss new projects and legislation that will impact on Deputy Registrars. When I made a list of the things that will potentially impact your operations over the next year, I needed a second sheet of paper! In this column, I will address a few of the most important.

First is the implementation of the state's new Bicentennial license plate. As you know, this is scheduled for implementation beginning October 1, 2001. From that point on, all new plates will be issued with the Bicentennial sheeting and all of the old blue and white plates will be replaced. At the same time, all multiple transactions will be merged into single transactions, which will improve efficiency and decrease customer wait times.

Also, around October 1 the new higher security temporary tag will be introduced. This date is an estimate based on existing stocks of the previous edition, which will be used first. The new temporary tag is designed to reduce the incidence of fraud. In other states that have implemented high security temporary tags, sales have increased as much as 25 percent.

On July 31, Governor Taft signed Senate Bill 59 into law. This legislation introduces major changes in the titling and registration of motor vehicles in Ohio. It authorizes the implementation of cross-county titling, electronic application for title by motor vehicles, electronic notation and cancellation of title liens, limited deputy registrar authority for motor vehicle dealerships and clerks of court, and the appointment of clerks of court to the position of deputy registrar in counties with a population of 40,000 or less. The Department of Public Safety is developing a project plan for the implementation of this landmark legislation. I will keep you updated as the implementation continues.

Working with the Bureau of Motor Vehicles regional managers, we will continue to offer the three customer service training modules that most of you have attended. We will also come to your agency, if requested, to conduct this training for your staff members after business hours.

SB 188 creates an organ donation registry within the BMV. This must be in place by July 1, 2002, and may result in changes to our driver license application form and the questions that you ask when issuing licenses.

Over the past few months, the BMV has verified the social security numbers within our data base with the Social Security Administration. The result is that about 351,000 records in the database have some kind of SSN/name mismatch. All of these citizens will be contacted by letter well prior to their expiration date. There are a number of error categories that these non-verified records can contain. Some can be corrected by providing you with appropriate documents. Some individuals will be required to contact the SSA prior to being eligible for renewal. Beginning on December 1, 2001, we will implement this program. After that date, there will no longer be a requirement to verify SSN for anyone who has been verified in our database. This will significantly improve customer service for those individuals who have chosen to have their SSN removed from their license. It will also result in changes to the acceptable documents list.

Training on all these new programs will be conducted in regional meetings well before the implementation dates. Working together, I know we will implement these new programs with the professional efforts and competence that our deputy registrar agencies have traditionally provided.

And this is just the first page of my list. I will save the rest for my next column.

Jim Chisman
Deputy Administrator
Registration, Titling and License Services

LEGISLATION WILL CHANGE TITLING

Senate Bill 59 changes Ohio's current titling system in order to provide greater ease and efficiency for consumers, automobile dealers and watercraft vendors.

The new law provides flexibility by removing the requirement that motor vehicles, watercraft and outboard motors be titled in a county of residence. The law also allows the owners and dealers to title the vehicle, watercraft or motor in any county. Dealers will then be able to send their employees to one county, rather than multiple counties. Additionally, vehicle and watercraft owners may be able to conduct their title business closer to where they spend the majority of their time.

The clerk issuing the title will retain the fees associated with the transaction. The issuing clerk will then forward taxes to the vehicle owner's county of residence minus the amount of poundage owed to them by other clerks for transactions that occurred involving their county resident in that other county.

Under this legislation, the Registrar must establish a pilot program to appoint limited authority deputy registrars (LADR). Both clerks and dealers would be eligible to participate. LADRs would be permitted to conduct initial and transfer motor vehicle registration transactions electronically and Vehicle Identification Number inspections. Fees for such services mirror those currently provided for deputy registrars. With participating dealers, this program would eliminate the need for a customer to go to a deputy registrar to register the new vehicle.

Twenty-four months after the bill's effective date, the Registrar must provide recommendations to the Governor, Speaker of the House, and Senate President regarding the success of the pilot program and the feasibility of establishing a permanent LADR system.

S.B. 59 extends the effective date to nine months after the Governor's signature so that the Registrar and Chief of Watercraft can appropriately implement the various provisions of the bill.

A MOMENT in HISTORY

On September 24, 1992, the Ohio Department of Highway Safety was renamed the Ohio Department of Public Safety.

Hot Fair...

Another Ohio State Fair came to a close on August 19, 2001. There were several above 90 degree days, but the Bureau of Motor Vehicle (BMV) display, along with the rest of the Ohio Department of Public Safety, was always busy. People were especially interested in the bicentennial plate display and the online registration demonstration. Many fairgoers filled out forms to try to win one of the 34 car safety kits, which were given away twice a day.



The Bureau Messenger newsletter is published six times per year by the Ohio Department of Public Safety
1970 W. Broad Street
Columbus, Ohio 43223
614/466-4344

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

Bob Taft, Governor

Lt. Governor Maureen O'Connor, Director