



Bureau Messenger

Deputy Registrar Newsletter

Bob Taft-Governor

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New Plates

As of February 21, 2006, the 'One Nation Under God' plate became available. Customers can join Ohio families across the state in showing their support for the Pledge of Allegiance and "One Nation Under God" by purchasing the One Nation Under God license plate with the American Flag on it.

As of March 6, 2006, there are 2 new special truck plates available, the FFA Truck plate, and Cattlemen's Truck plate.

You may choose to support the Future Farmers of America (FFA) by purchasing the Future Farmers of America Truck license plates. Fifteen dollars (\$15.00) of the fees collected will benefit the endowment fund of the Ohio FFA Foundation, Inc. The annual interest will be used to fund special projects and scholarships for Ohio FFA members.

A customer may choose to support the Ohio Cattlemen's Foundation by purchasing the Cattlemen's (Ohio Beef) Truck license plates. Fifteen dollars (\$15.00) of the total plate cost will be distributed to the Ohio Cattlemen's Foundation for the funding of scholarships and other educational activities which support the Ohio Beef Industry.

March/April 2006

Behind Every Number

Each day your diverse responsibilities at the Bureau of Motor Vehicles can take you in many directions, but one of the most important roles you take on is that of a hero. The Bureau of Motor Vehicles is most often the first place that Ohioans are posed with the question: "Do you want to donate a dollar for organ and tissue donor awareness?" Without you asking this question, thousands of individuals would not receive their life-saving or life-enhancing transplants.

Currently, 91,503 individuals (3/17/06) are on the waiting list for a life-saving transplant. In Ohio, more than 2,500 people are waiting for an organ transplant at any one time, and hundreds more await a life-enhancing tissue transplant. Sadly, only about 28,000 transplants were performed in 2005, which means that those who are waiting for their transplant will have to wait longer. As a result, 18 times today a man, woman or child will die in the United States because they did not receive the organ that could save their life. In this state, every other day an Ohioan dies waiting. Each number represents a family member, friend, co-worker or neighbor who is in need.

Without the Bureau of Motor Vehicles employees asking the life-saving question about donation, our fellow Ohioans would not have a chance to receive their "Gift of Life." Thank you for taking the time to ask this very important question, and each time you do, you are someone's hero! Without your support, many Ohioans would not be able to celebrate their second chance at life. For further information on organ and tissue donation, please visit www.donatelifeoio.org.

(Article courtesy of Lauren Fitting, Community Outreach Coordinator, Lifeline of Ohio)

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Deputy Registrar RFP Update

On March 10, 2006, the preliminary scores for the deputy registrar RFP proposals were mailed out, as well as posted to the Ohio BMV Web site. Since then, many requests for copies of proposals have been received, and the 'written response and comments' forms have been coming in. The deadline for receipt of the written response and comments forms was March 31, 2006. Review of the written response and comments forms has been performed, and the final proposal audits have been completed. Final deputy selections will be made, and the tentative RFP contract awards will be announced on April 21, 2006. These selections will be posted on the Ohio BMV Web site, in the 'deputy registrar business opportunities' section.

Spring Underage Drinking

As school proms and graduations approach, the problem of teenage drinking becomes even more serious than at any other time of year. At after-prom parties and graduation celebrations, many young people will be tempted to drink, often with tragic results.

Enforcement of the liquor laws relating to persons under 21 years of age is one of the Ohio Department of Public Safety's (ODPS) primary enforcement goals year-round. It is important, however, to emphasize to all concerned, including our youth, parents, principals, teachers, liquor permit holders and liquor industry representatives, that we face a higher incidence of underage alcohol consumption at this time of year, and we must do something about it.

In April, ODPS will kick off 21 Wait...Learn...Live... an alcohol awareness campaign aimed at lowering incidences of underage drinking and driving among teenagers, to commemorate Alcohol Awareness Month. Data shows that alcohol is a factor in the four leading causes of death among persons ages 10-24: motor vehicle crashes, unintentional injuries, homicide, and suicide.

In April, ODPS will also unveil the 21 Wait... Learn...Live... web page that will offer an online survey for teens. We hope to gather vital information about young Ohioans and their drinking habits that will help us in our efforts to reduce underage drinking and impaired driving. Youths will also be able to view youth alcohol awareness films and public service announcements, and learn about Ohio's laws on underage drinking.

If customers at your deputy registrar agencies wish additional information, they may visit http://www.ohiopublicsafety.ohio.gov/wait_learn_live.asp

21 Wait...Learn...Live... PLEDGE

I pledge to follow Ohio's drinking laws and to:
Wait... until the legal drinking age of 21;
Learn... about the consequences of underage drinking and impaired driving; and
LIVE... my life to the fullest by saying no to underage drinking and impaired driving and encourage my friends to make the same pledge.

Name _____
School _____
School Address _____
County _____
City _____ Zip _____

Signature _____

Thank You
For taking the
21 Wait...Learn...Live... PLEDGE

Pledging to:
Wait... until the legal drinking age of 21;
Learn... about the consequences of underage drinking and impaired driving; and
Live... your life to the fullest by saying no to underage drinking and impaired driving and encouraging your friends to make the same pledge.

http://www.ohiopublicsafety.ohio.gov/wait_learn_live.asp

21 Wait...Learn...Live...



Deputy Registrar's Corner

A message from Tom Haller, Administrator, Office of Field Services

OhioTitles.com Site Re-Vamped

Recently, the OhioTitles.com web site was given a makeover. While the existing site proved very useful for Ohio citizens, its look had become outdated, and additional useful information had been requested to be added. The BMV Research group was given the task of giving the site a new look, as well as including the additional information requested. The new site has retained all the information from the previous site, and added vast amounts of additional information including links to the main Ohio Department of Public Safety, and Ohio Bureau of Motor Vehicle landing pages. The page also has a link to the Ohio BMV page listing the deputy registrars by county. Be sure to take a moment and check out the new look of the site at www.ohiotitles.com



Fraudulent Documents Presented at Bowling Green Agency

FINDLAY – The Ohio State Highway Patrol, Wood County Sheriff's Office, Bluffton Police Department, and the Bowling Green Police Department are assisting the Hancock County Sheriff's Office with the investigation of an officer-involved shooting on State Route 103 in the city of Bluffton, in Hancock County.

At approximately 10:30 a.m., on March 25, 2006, a suspect presented fraudulent documents to employees at the Bowling Green/Wood County Bureau of Motor Vehicles in Wood County. The Bowling Green Police Department responded and the suspect struggled with an officer.

During the struggle, a round was shot from the suspect's carbon tec .223-caliber high-capacity, high-powered assault handgun. The suspect fled the scene in a 2006 blue Chrysler mini-van with a female passenger on Interstate 75 southbound.

Troopers from the Patrol's Walbridge, Findlay, and Lima Posts and a Wood County Sheriff's Office deputy became involved in the pursuit on Interstate 75 southbound. During the pursuit, the suspect stopped and let the female passenger out of the vehicle. The female was apprehended by the Bowling Green Police Department.

The suspect exited Interstate 75 and stopped at the Sterling Store and Fuel on State Route 103 in Hancock County. The suspect fired his weapon at officers. Officers were forced to return fire and the suspect died as a result of injuries received. Two troopers received non-life-threatening injuries and were taken to Blanchard Valley Regional Hospital in Bluffton.

The Hancock County Sheriff's Office is the lead investigating agency. The Bureau of Criminal Investigation & Identification and the Patrol's Crime Lab are assisting with the collection of evidence at the scene.

Customer Service is the Key

Extraordinary customer service is one of the keys to increasing business at your agency. Many Ohio residents would rather go into their local deputy registrar than use the less personal license plate renewal options of mail-in or Internet renewal, provided the experience is a positive one. Many deputy registrar agencies do little 'extras' like putting the sticker or plates on a vehicle for an elderly customer that may have trouble doing it themselves, making things like license plate bolts and frames available to their customers, and just going out of their way to make their customer's experience a more positive one. Something as simple as putting on a 'smile,' even when you are having a bad day, makes all the difference in the world to the customer at your counter.

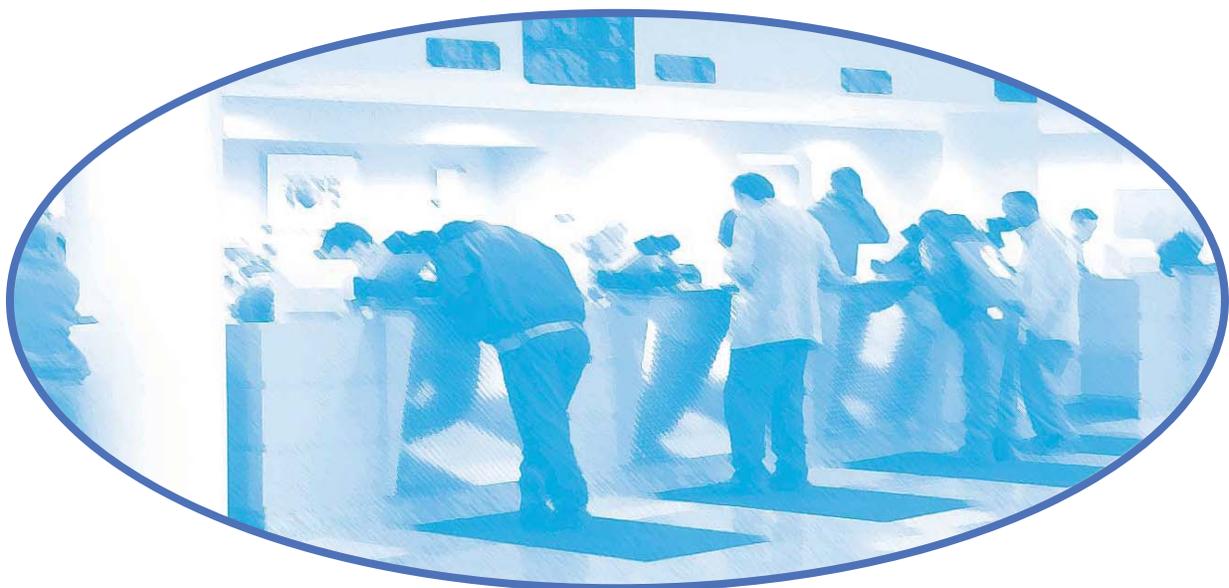
Many deputy registrar employees are part-time. This sometimes may make it harder for you to be as pleasant as you might otherwise be. Maybe you had a bad day at your other job and the resentment of that situation is carrying over to your daily duties as a customer service representative at the agency you work for. Maybe you had to rush from one job to the other in order not to be late. Traffic may have been unusually heavy. Many things may happen to make

your day less pleasant prior to getting to your job at the deputy registrar, whether full time or part time. You can turn that around. Feed off your customer's positive energy when dealing with them. Most of the time you will find that a smile and 'good morning'/'good afternoon' will not only make your customer feel good, but make you feel better too. A wise man once said "There are many things in a day that are out of your control. One thing that is always within your control is YOUR attitude."

When you make a sincere effort to project a positive attitude on a daily basis, you will find it comes more and more naturally until it is little or no effort at all. It just becomes part of the way you are. You become part of the reason a customer decides to complete their driver license or vehicle registration transaction at their local agency. As part of the team you work with, you help make your customer's day a little brighter, and in turn get the satisfaction of being able to have made a difference in someone's life. More and more we hear, and see in the places we visit daily (stores, gas stations, banks, fast food restaurants, etc.), that customer service isn't what it used to be. When your customers are treated better than they expect, they notice, and they WILL be back.



Have a great day!



PLEASE HELP US GROW OUR PROGRAM!

Ohio's Best Rx is a prescription drug discount card program designed by the Ohio General Assembly to help lower the cost of medications for eligible Ohioans of any age. There is no application or enrollment fee and applying is easy.

Enrollment in the program started in January, 2005, and has grown to more than 64,000 with participants located in each of Ohio's 88 counties. Approximately one-third of the participants have used their card at least one time and saved an average of 31% or \$15.50 per prescription for a total savings of more than \$3,720,000.



To be eligible for the program an applicant must be a resident of Ohio and have no prescription insurance. Applicants are eligible at 60 years of age or older with any income or under 60 years of age with less than the following income per month:

- \$2,042 (individual)
- \$2,750 (family of two)
- \$3,459 (family of three)
- \$4,167 (family of four)
- \$4,875 (family of five)
- \$5,584 (family of six) or more based on family size.

Almost all brand and generic medications receive a discount with Ohio's Best Rx. There are 2,300 pharmacies that accept the Best Rx card and there is a participating pharmacy in each Ohio county.

Brochures with attached self-mailing applications in English and Spanish are available by telephone at 1-866-923-7879 (1-866-9BESTRX), or visit

www.ohiobestrx.org to request applications, drug pricing, pharmacy locations and monthly utilization statistics.

Program contact:

Kelley Harris, Outreach Coordinator
Ohio's Best Rx
Office of Family Stability
Ohio Department of Job and Family Services
harrik02@odjfs.state.oh.us
Phone: 614-466-7698 or 614-466-9783

Bureau Messenger

www.ohiobmv.com



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


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Editor: Larry Fish Layout & Design: Printing Services