

# Bureau Messenger



Bob Taft, Governor  
Kenneth L. Morckel, Director

July/August 2003

## FINGERPRINTING AVAILABLE AT BMV REINSTATEMENT OFFICES



The state's seven reinstatement offices, as well as the Customer Service Center in Columbus, are now offering fingerprinting to customers on a walk-in basis during business hours.

The Office of Ohio Attorney General Jim Petro donated the eight CROSS MATCH TECHNOLOGIES systems to the BMV.

If they are searching for a job as a car salesperson, teacher, in the law enforcement field, as a school bus driver or a caregiver for the elderly, or if they are seeking to become a foster parent, they will need to be fingerprinted.

The customer can have a background check completed by the state Bureau of Criminal Investigation and Identification (BCII), or both BCII and Federal Bureau of Investigation (FBI). The information is sent

within minutes. The agency will then send a message back to the BMV confirming that the information was retrieved. The entire transaction will take an average of five minutes.

"By having the system in the eight locations, we are not only supporting the Patriot Act, born out of the September 11 tragedy, we are continuing to upgrade our customer service to the citizens of Ohio," said Kenneth L. Morckel, director of the Ohio Department of Public Safety.

"This fast, efficient system streamlines the process while ensuring compliance with the law," said Attorney General Jim Petro.

The CROSS MATCH systems are located at:

- 306 Second Street Southeast, Canton
- 1236 Kemper Road, Cincinnati
- 5745 Chevrolet Blvd., Parma
- 1583 Alum Creek Drive, Columbus
- 1970 West Broad Street, Columbus
- 301 East Huron Street, Jackson
- 4400 Heatherdowns Blvd., Toledo
- 242 Federal Plaza West, Youngstown



### Calendar of events



#### AUGUST

"Back to School" Safety

Operation CARE Mobilization

Aug 20-Sept. 1, 2003

"What's Holding You Back?" Mobilization

Aug. 20-Sept. 2, 2003

#### SEPTEMBER

Pedestrian Safety

Stop on Red Week

Sept. 7-13, 2003



## The Steering Column... from the Registrar

### New Poster in Deputy Registrar Offices

#### Change of Address

Ohio law states that individuals must notify the Bureau of Motor Vehicles of an address change within ten days of the change.

BMV 10/10/03



TO UPDATE YOUR ADDRESS YOU MAY:  
Fill out a Change of Address form at your local deputy registrar license agency or Log onto [www.OPLATES.com](http://www.OPLATES.com)

Motor Vehicles (BMV). The law states that individuals must update their address with the BMV within 10 days of the change. The update includes both vehicle registration and driver licenses. Both are covered in Ohio Revised Code sections 4507.09 and 4503.101.

I requested the posters be made and distributed to all the agencies. The posters were designed by the Ohio Department of Public Safety's Printing Services section.

*Franklin R. Caltrider*

**Frank Caltrider**  
Registrar



A new round of posters will be arriving at Deputy Registrars throughout Ohio, if they have not already arrived.

The posters explain the laws for updating addresses with the Bureau of

# Deputy Registrar's Corner

## Limited Authority Deputy Registrar Update

By the time you read this the Bureau of Motor Vehicles (BMV) will have initiated eight pilot Limited Authority Deputy Registrars (LADR). Clerks of Court in Ashland, Butler, Cuyahoga, Franklin, Jefferson, Mahoning, Summit, and Tuscarawas counties are participating in this pilot project, authorized under changes to the Ohio Revised Code (ORC) made in Senate Bill 59 of the last session of the Ohio General Assembly.

Under the law, Clerks of Court Auto Title Offices in counties with population of over 40,000, may, upon approval of the Registrar of Motor Vehicles, provide certain vehicle registration services to citizens who are conducting a title transaction. These transactions are basic renewal and transfer transactions for non-commercial vehicles, as well as temporary tags and vehicle inspections. Again, these transactions can only be done under current law as a result of a title transfer or new title being issued. Under certain conditions when a citizen has applied for a title, but one cannot be issued immediately, an Ohio temporary tag may be sold by a LADR.

As part of the implementation of the pilot, the LADR staff will receive training in local deputy registrar agencies. I personally want to thank the deputy registrars who have agreed to provide this training. I believe it speaks very highly of their character and commitment to service.

Over the next few months, we will be carefully evaluating the LADR pilot project to determine whether it is meeting its goal of providing good service alternatives for citizens of Ohio. We will also be closely evaluating the potential impact this pilot program may have on Deputy Registrar contracts for 2004.

Jim Chisman, Administrator  
Office of Field Services

# Down the Yellow Brick Road

*By Shannon Crow, District 4, Assistant Chief*

At first, the Point of Sale (POS) system conjured up images of that fateful night in Kansas when Dorothy's house was ripped from its foundation. The grapevine was spinning out of control with rumor and speculation as to what the new system would bring. Once the winds subsided and the system was conceived, the journey was reminiscent of that which was taken down the infamous Yellow Brick Road.

The road began with the Information Technology (IT) department who provided the brains for the POS system. IT developed a system that gives structure and consistency to all 215 license agencies' payment collection methods. Not only are receipts produced for every customer, but also reports can be generated for agency management staff to identify both trends and training needs. IT had the foresight to build in safety guards that prevent unauthorized license agency staff members from accessing sensitive information. The culmination of the effort resulted in a system that increases agency efficiency, decreases customer turn-around time, and enhances the BMV's ability to gather information and make informed decisions.

Once the system was developed and tested, there came a sharp turn in the road. It was time to roll out POS. No step in the process would be effortless. The 215 license agencies had to be installed with the system. The process was fraught with lions, tigers, and bears, oh my! In other words, weather-related cancellations, equipment shortages and system malfunctions, oh my! To run concurrent with the installations was license agency training and system activation. The group with the heart for the job was Field Services. The five districts rolled up their sleeves and developed schedules to install, train and activate the agencies. The training spans over a five-month pe-

riod and provides a sojourn during the busy commercial truck month of May. Field services will invest over 800 hours training the license agencies and over 1200 hours on the project. The job could not have been accomplished without the support and teamwork of Deputy Technical Services. By the end of May, nearly 60 percent of Ohio's license agencies will be live with the POS software. The rollout will be completed in August 2003.

The POS software brought with it radical changes in the way many license agencies conducted business. As the cowardly lion said, "If I only had the nerve." It takes nerve to willingly embrace such change. Courage and open-mindedness are what the deputy registrars have shown throughout the journey to POS. Many deputy registrars have been running their agencies the same way for decades. Yet, they came to training with open minds, knowing that they were about to take a different path. The agencies that have already been activated with the system have been open and positive with the agencies that are not yet as far along. At the end of the road, the agencies have been rewarded with greater efficiency, cash drawers that balance and access to information that is only a mouse-click away.

The POS system helped license agencies come full circle from the black-and-white and often antiquated payment systems they were using to the vibrant colorful technology of the 21st century. For those agencies that have not yet been trained on the POS system, the word is that POS may be that pair of ruby slippers for which they have been searching.



*Salute to Ohio*  
*Proud to be a Buckeye*

**STATEHOUSE AT COLUMBUS, OHIO**

The statehood of Ohio began March 1, 1803. Dr. Edward Tiffin of Chillicothe was Ohio's first governor and served two terms. His annual salary was \$900. Ohio's population at that time was approximately 45,000. Today Ohio's population has grown to approximately 10 million. The first capital was located in Chillicothe; then later moved to Zanesville, and then back to Chillicothe in 1812. It was decided that after December 1, 1817, the capital of Ohio should be located in Columbus. The present State Capitol building, considered one of the purest examples of Doric Architecture in the United States, was completed November 15, 1861, at a cost of \$1,359,121.45 and was under construction when the old statehouse in Columbus burned.



**Corporate Driving Safety**

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CRPOAETOR	□□□□□□□□
TEFLE	○□□□○
TEFYSA	□□○□□
EORBS	□□□□○
VIRINGD	□□□□□○
GIHWYHA	○□□□□□
TEBL	□□□
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Unscramble each of the clue words.  
 Take the letters that appear in  boxes and unscramble them for the final message.



[www.ohiobmv.com](http://www.ohiobmv.com)

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**It's About Safety**



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