

Spring 2007

The New Registrar

Michael R. Rankin began serving as Registrar of the Ohio Bureau of Motor Vehicles (BMV), effective April 16. He succeeds Acting Registrar Carolyn Williams, who has led the agency since the resignation of Registrar Franklin R. Caltrider on Feb. 12, 2007.

Mr. Rankin brings a wealth of leadership experience from both the public and private sectors in accepting the task of coordinating and overseeing one of Ohio's most visible governmental units - the Bureau of Motor Vehicles. He will be a strong leader for this vital state agency.

A well-respected attorney with nearly 30 years of experience working with a wide range of public, utility and private clients, Rankin recently served as Chief Deputy Clerk of Franklin County Municipal Court; was a senior counsel for major utility provider American Electric Power; a former assistant county prosecutor, sheriff's legal advisor and police academy instructor. In 2001, Rankin co-founded the Mid-Ohio Amber Alert Board and later served as a member of the Governor's State Amber Alert Task Force.

He is a past chairman and current member of the Mid-Ohio Regional Planning Commission. In 2002, he chaired an Ohio Department of Transportation advisory panel to study and identify cost-effective traffic engineering solutions for reducing congestion along the I-71/I-70 area of downtown Columbus.

Registrar Rankin is a graduate of The Ohio State University and University of Toledo College of Law. He is a member of the American Bar Association, Ohio State Bar Association and Columbus Bar Association.

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Bureau Messenger Goes Quarterly

Beginning with the Spring 2007 issue, installments of the Bureau Messenger will be coming out quarterly instead of every other month. We look forward to bringing you the same important information you expect, now compacted into 4 issues a year. We will keep you informed of Real ID Act updates, Deputy Registrar RFP selection process updates, new special license plate releases, other information relevant to deputy registrar operations and profile individual deputies in a special section.

New Assistant Registrar

Jeffrey L. Coleman has been appointed as the new Assistant Registrar for BMV Operations. Jeffrey succeeds Anne Dean, who resigned on April 13, 2007. Mr. Coleman has been in state government for over 22 years with over 20 years serving at the Bureau of Motor Vehicles. Jeffrey started his state government career in June 1984 at the Ohio Bureau of Employment Services. In December 1984 he took a position with the Department of Administrative Services, Division of Personnel. In August 1986, Jeffrey joined the BMV as the Assistant Chief of the Dealer Licensing Section and was promoted to Chief of Dealer Licensing in April 1987. Previous to Jeffrey's employment with the State he was

employed with the Bellefontaine Public School System. Jeffrey has many accreditations in the Dealer Licensing Section, such as establishment of computerization in 1987, automation in 1992 and establishment of electronic payments for products and services in 2005. Jeffrey also provided the establishment of a minority talent bank for state jobs; establishment of a ten day posting period for state job listings and other notable programs at the Department of Administrative Services. Jeffrey is a graduate of University of Toledo. He also has attended the Hampton Institute, Bowling Green State University and Franklin University.

BMV Personnel Retire

The deputy registrar community has recently lost some essential BMV contacts. Several BMV staff members that you have dealt with over the years have recently left service with the Ohio Bureau of Motor Vehicles. Most notably are previous Registrar Frank Caltrider and Assistant Registrar Anne Dean. Other names you may recognize are Sarah (Sally) Henkle, Chief of License Support Services, and Pat

Weimer, Audits and Consignments representative. As their replacements come on board, expect the same high quality personnel and service you received in the past. The Ohio Bureau of Motor Vehicles is dedicated to maintaining our high standard of service to you, our authorized representatives. Please join us in wishing those that have left the best in their future endeavors.

Prevent Blindness Ohio

Prevent Blindness Ohio and the Boonshoft Museum of Discovery's "Wild About Eyes" educational kiosk was recently featured during a reading hour at the Findlay-Hancock Public Library on February 9, 2007. Ohio House of Representative Cliff Hite (R-Findlay) read a book to children gathered for the hour. Along with Representative Hite, Bureau of Motor Vehicles Deputy Registrar Sharon Nagy and Cameron Warner, from U.S. Representative Jim Jordan's office, also read.

The exhibit teaches children and their caretakers about the importance of good eye health and safety. Vision problems affect one in four school-age children and one in 20 preschoolers. About 21 percent of preschool-aged children have their vision screened and only an estimated 14 percent of children receive comprehensive vision exams before entering kindergarten or first grade. Wild About Eyes was developed by the Ohio Department of Health, Bureau of Child and Family Health Services and the Save Our Sight Program. The Save Our Sight Fund is supported by \$1 donations at the time of vehicle registration to

support eye health and safety programs for kids, www.saveoursight.org.

The Wild About Eyes kiosk gives participants hands-on experience and knowledge to make informed and healthy decisions regarding the care of their eyes. Using bowling balls, hand held paddles that simulate eye diseases and an eye safety matching game, the kiosk lets participants see for themselves how the eye works.

Prevent Blindness Ohio, founded in 1957, is Ohio's leading volunteer, nonprofit public health organization dedicated to preventing blindness and preserving sight. It serves all 88 Ohio counties, providing direct services to more than 800,000 Ohioans annually and educating millions of consumers about what they can do to protect and preserve their precious gift of sight. For more information, visit their web site at www.pbohio.org.





Deputy Registrar's Corner

A Message From Tom Haller, Administrator, Field Operations

Customer Services

I would like to thank all of the Deputy Registrars for the professional and quality customer service that is provided to the citizens of Ohio. The quarterly Deputy Registrar Comment Cards results are in and the numbers confirm that the Ohio Deputy Registrars are committed to a high level of customer service. Here are a few of the overall Comment Card Scores from the 1st quarter of 2007:

- Promptness: 96.5%
- Efficiency: 96.8%
- Courtesy: 96.7%
- Cleanliness: 95.5%
- Overall Average for Entire State: 96.4%

Comment cards are sent to customers that have visited a Deputy Registrar agency within the last 30 days. A total of 50 comment cards are selected randomly from each agency and scores are compiled from comment card responses mailed directly to the BMV by the customer.

It takes a dedicated, knowledgeable staff that is devoted to a positive attitude and a willingness to treat all customers with respect to achieve such commendable responses. Deputy Registrars continue to achieve at a very high level and I know they will continue to do the same in the future. Thank you all for a job well done. I look forward to the future and the continued success of serving the motoring public of Ohio.

Tom Haller, Administrator
BMV Field Operations

**OHIO BUREAU OF MOTOR VEHICLES
CUSTOMER RESPONSE**

Date of Visit: _____ Time of Visit: _____ Agency No. _____

REASON FOR VISIT

Driver License/I.D. Card **WAIT TIME**

Vehicle Registration 0 - 15 Min 30 - 60 Min

Other _____ 15 - 30 Min More than 60 Min

PLEASE RATE OUR STAFF

	Very Poor	Poor	Fair	Good	Very Good
Promptness	<input type="checkbox"/>				
Efficiency	<input type="checkbox"/>				
Courtesy	<input type="checkbox"/>				
Appearance	<input type="checkbox"/>				

PLEASE RATE OUR OFFICE

	Very Poor	Poor	Fair	Good	Very Good
Location	<input type="checkbox"/>				
Parking	<input type="checkbox"/>				
Cleanliness	<input type="checkbox"/>				

Will you return to this agency? Yes No

How could we improve your next visit? _____

Comments _____

Would you like a return phone call? Yes No

Telephone number: (_____) _____

Time to call: _____ a.m. / p.m.

BMV 5769 3/03

New Donate Life Plate Available

Customers can help increase awareness of the need for organ and tissue donation and provide hope to the thousands of Ohioans waiting for a life-saving transplant by purchasing the Donate Life license plate. Five dollars (\$5.00) of the total \$15 extra cost of the plate benefits the Ohio Department of Health's Second Chance Trust Fund (SCTF). The SCTF educates Ohioans about the difference one individual can make by signing up as an organ and tissue donor in the Ohio Donor Registry. Purchasing the Donate Life license plate will spread awareness of the need to give the Gift of Life and honor those Ohio heroes who have shared life through donations.



Domino Heart Transplant

About a year ago, newborns Jason Wolfe and Kayla Richardson were undergoing a procedure that would test the capabilities of medical science; the strength and courage of their families; and the skill of physicians, nurses and staff of Children's Hospital. These two babies underwent a life-saving and medical history-making procedure as a team at Columbus Children's Hospital performed a 'domino' heart transplant involving the youngest living heart donor (Wolfe). Wolfe, then 4 months old, received a combined heart, double lung transplantation from an out-of-state donor. In turn, his heart, the domino heart, was donated to then 12-week-old Richardson.

A year later, their families are enjoying life with their healthier-than-ever babies, neither of whom has shown signs of rejecting their transplanted organs.

According to Todd Astor, MD, Children's transplant pulmonologist and medical director of the hospital's Lung and Heart-Lung Transplant programs, Wolfe has been on a monthly rejection/infection surveillance protocol. "The Columbus Children's Hospital Heart Transplant program is the only program in the world that has the capability to employ this combination testing strategy." Notes Astor. "As a result, Jason has not had any episodes of rejection and has only one minor episode of infection. In addition, Jason has grown appropriately and has reached all appropriate developmental milestones."

Richardson, who struggled with esophageal and digestion issues early on is now happily trying and enjoying new baby foods.

According to Timothy Hoffman, MD, Children's Transplant Cardiologist and director of the Heart Transplant and Heart Failure programs, "Richardson's examination is normal for a 1-year-old. Kayla continues to feed well and advance her diet without difficulty."

A Look Back at How it Happened: Domino heart transplantation occurs when one patient undergoes

heart-lung transplantation, and his/her original heart is then given to a second heart-transplant recipient. This procedure may be the only opportunity that a critically ill heart transplant candidate may have to receive a donor heart.

"In this case, four-month-old Jason Wolfe received a combined heart, double lung transplantation from an out-of-state donor. In turn, Wolfe's heart, the domino heart, was donated to 12-week-old Kayla Richardson. The opportunity for this procedure occurred because the heart-lung recipient's original diagnosis included a primary pulmonary disease, but with a functionally normal to near normal heart."

Wolfe's diagnosis was primary pulmonary hypertension. Richardson was born with pulmonary atresia and abnormal coronary arteries. Her type of heart anomaly is very rare and caused the right side of her heart to not fully develop.

Finding a suitable match for both Wolfe and Richardson was especially challenging due to the need for small infant organs. A heart-lung match for Wolfe was located late the night of January 13, 2006, from an out-of-state donor. Because of the suitable match and Wolfe's blood type, he had the opportunity to become a universal heart donor. Wolfe and Richardson's transplant teams saw the opportunity for a domino heart transplant and immediately began the process for approval.



In the early hours of Jan. 14, 2006, the domino heart transplant begins as Columbus Children's Hospital Cardiothoracic Chief and Surgeon Mark Galantowicz, MD (L) transfers Jason Wolfe's heart to ice for transportation to Kayla Richardson's next-door operating room.

What do you do after you have a great year?

Jim Tressel and Thad Matta both know and share a similar problem. What do you do after you have a great year? How do you improve next year? Well, that's not exactly true for Jim and Thad for we all can suggest improvements after their recent encounters with the University of Florida Gators. (Sigh!)

Similar to the OSU Football or Basketball seasons, the deputy registrars have maintained a winning record in the arena of customer service. You have undergone the scrutiny of an annual independent survey of the public's perception about how you did in this important area. This annual project started back in 2001 when we conducted the survey to justify a deputy registrar rate increase per legislation and we have continued it every year since.

And the results each year have been excellent! You all know how the legislative requirement came out, and you have never stopped improving. As shown in the following chart, you have consistently shown improvement of already lofty numbers.

This chart was taken from the final presentation of The Center for Marketing and Opinion Research, LLC – the organization conducting the survey this year. As you can see, growth in the annual numbers has continued. Indeed, your winning streak continues! (and I don't see any Gators lurking about)

We are showing other indicators of the professional service provided by deputy registrars elsewhere in this edition of The Bureau Messenger, and I hope that you are as pleased and proud as I am. My focus for this article was on the year-to-year comparison, and most areas showed the improvement.

The following chart is the real key for deputy registrars as you compete with mail, telephone, internet and other deputies:

While 2006 was just a little under 2005 (just a smidge, in Research Lingo, it is statistically insignificant) you have maintained your share of the market at a very high rate!

And how do you improve next year? Well..... I say to Jim and Thad: Don't play the Gators. To the deputy registrars: Look for those areas causing your agency the most difficulty and then train, train, train. And..... keep doing what you have been doing.

Congratulations for a job well done!

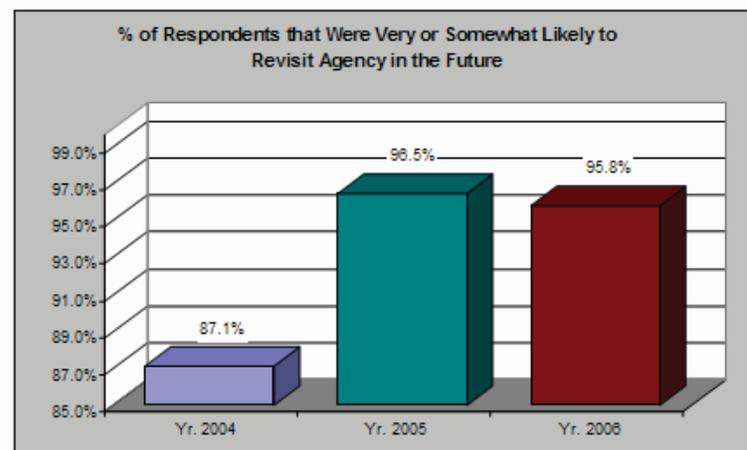
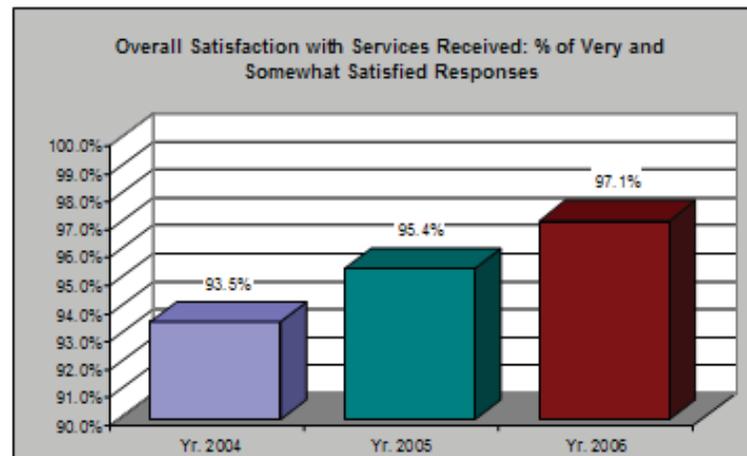
Larry



The RFP Process Continues

The 2007 RFP submissions are in. We received a total of 238 proposal submissions this year for 82 available locations.

Currently, the proposals have been through the initial evaluation process. Current and prospective sites have also undergone evaluation. Preliminary scores were released on March 16th. Written Response & Comments forms were accepted until April 6, 2007. The Written Response & Comments forms received were read by Ohio BMV staff, and revisions to scoring were made where applicable. From there, the Director and the Registrar began reviewing the proposals. Tentative contract awards were announced on April 20, 2007.



Deputy Registrar Profiler

A Closer Look at a Member of the Deputy Registrar Community



Your name:
Robert (Rob)
Holley.

How many in
your family, and
what are their
names? 6-my
wife Mary, son
Beau & Aimee,
and son Ryan &
Laura.

Do you have any pets? Charlie-Golden Retriever.

What are your hobbies? My wife! Computers, astronomy, and videography.

What is your educational background? BS in BA from BGSU. CPS (Certified Property Supervisor), CHA (Certified Hotel Administrator), CAM (Certified Apartment Manager), and CHRM (Certified Human Resource Manager)

Tell us something about you that no one else knows? I have been a professional musician for 13 years. I was a past Junior Fair King.

What are some of the main tourist attractions in your area of the state? Wood County Historical Society Museum, Snooks Dream Cars Museum, National Tractor Pulling Championships, Wood County Fair, and BGSU events.

What is the name of your agency and your agency number? License Bureau of Bowling Green, #8712.

Your agency address, including city and county? 1616 E. Wooster St., Suite 30, Bowling Green, Wood County.

How long have you been a deputy registrar? Since 1992.

What originally got you interested in becoming a deputy registrar? Poor customer service at previous agency. Clerks always said "Next!", and you waited in long lines outside.

What has been the greatest challenge in running your agency successfully? Bureaucracy.

What was the most recent interesting or rewarding moment at your agency? 3rd year in a row winning the organ donor "Front Line" award. Then asking a customer if they would like to be an organ donor and they responded with " We don't have an organ to donate. Will a piano do?"

How many employees do you have? 10

What words of wisdom do you have for other deputy registrars or someone considering a career as a deputy registrar? Patience, patience, patience. Keep an open mind. Consider the big picture (other areas of the state's concerns/issues.)

Does your agency have a web site, and if so, what is the address of the site? No web site



www.ohiobmv.com



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