



Bureau Messenger

Deputy Registrar Newsletter

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Summer 2007

OHIO BMV INTRODUCES "NEW LOOK" COLUMBUS BLUE JACKETS PLATE

The Ohio Bureau of Motor Vehicles introduced a "new look" Columbus Blue Jackets special license plate for sale 06/01/07, updating the NHL team's special plate with the Blue Jackets' new primary logo.

The new plates feature an image of the logo consisting of the Ohio state flag wrapping around and streaking across the front of a star. The plates cost \$35.00 annually in addition to the standard registration fees. A portion of the plate fee, \$25.00, benefits the Greater Columbus Sports Commission. The organization's objective is to attract amateur, youth, collegiate and professional sporting events to the Columbus area.

The Blue Jackets license plates with the new logo became available for purchase starting Friday, June 1, 2007 and can be ordered at any deputy registrar's office, online at www.oplates.com, or by calling the Bureau of Motor Vehicles at 1-800-589-8247. These plates may also be ordered as reserved or personalized

plates with additional applicable fees and may be issued to passenger vehicles, non-commercial trucks, house vehicles and non-commercial trailers.

The Blue Jackets license plate has been available for purchase since Feb. 23, 2004. Current Blue Jackets license plate holders may elect to keep their present plates upon renewal.



NEW LOGO FOR ODNR 'OHIO PARKS' PLATE

The Ohio Bureau of Motor Vehicles introduced a "new look" for the ODNR Ohio Parks special license plate. The new logo is effective 06/25/07. Fifteen dollars of the total plate cost is distributed to the treasurer of state for deposit in the state park fund.



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OHIO BMV INTRODUCES AMBULETTE LICENSE PLATE



AMBULETTE FREQUENTLY ASKED QUESTIONS

Q. When did the Ambulette license plate become available?

A. Ambulette license plates became available on Friday, June 1, 2007.

Q. Where can I apply for an Ambulette license plate?

A. A customer may apply for the Ambulette license plate at any deputy registrar. These plates cannot be issued or renewed through mail-in registration or through OPlates.com at this time.

Q. What types of vehicles qualify for Ambulette plates?

A. Ohio Revised Code (ORC), Section 4766.01(E) defines an ambulette as "any vehicle that is specifically designed, constructed, or modified and equipped and is intended to be used for transportation upon the streets or highways of this state for persons who require use of a wheelchair." According to ORC Section 4766.01(P), non-emergency medical service organizations (NEMSO) "provides services to the public on a regular basis for the purpose of transporting individuals who require the use of a wheelchair or are confined to a wheelchair to receive health care services at health care facilities or health care practitioners' offices in non-emergency circumstances and provides the services for a fee, regardless of whether the fee is paid by the person being transported, a third party payer, as defined in Section 3702.51 of the ORC, or any other person or government entity."

Q. Who will determine whether a vehicle qualifies for Ambulette license plates?

A. Ohio Medical Transportation Board (OMTB) will determine whether a vehicle is valid for Ambulette plates by either issuing or denying licensure through OMTB.

Q. Have the documentation requirements from OMTB changed with the release of the Ambulette plate?

A. No. The applicant must bring the Wall Certificate and the certified copy of the current list of vehicles report or additional/replacement acquisition report (both with the red stamp) to the deputy registrar for submission with the registration application, as well as the Ohio Title for the vehicle. The OMTB license expiration date must be valid on the day of application for vehicle registration.

Q. What are the fees for an Ambulette license plate?

A. In addition to license tax and permissive fees (ORC 4503.04), Ambulette license plates carry an additional annual \$7.50 fee as prescribed in ORC 4503.49.

Q. What vehicles do NOT qualify for OMTB licensure or Ambulette license plates?

- A. The following vehicles or organizations do NOT qualify:
- Privately owned wheelchair vehicles for personal use;
 - Health care facilities that transport their own patients;
 - Public owned fire emergency medical service organization vehicles in a municipal corporation;
 - Volunteer rescue organizations with volunteer employees only;
 - Private non-profit organizations with 50% or more employees who are volunteer;
 - Public NEMSO, urban or rural transit system or a non-profit, private organization that operates transit buses;
 - Vehicles purchased with a grant under 49 U.S.C. 5310 and the Department of Transportation holds the lien on the vehicle;
 - Vehicles certified by the Department of Aging and meeting its provisions.

** Some non-profit organizations will qualify through OMTB for licensure and therefore, will qualify for Ambulette license plates. However, these customers will need to contact OMTB for clarification. Any vehicle licensed by OMTB as an Ambulette will qualify for the Ambulette license plate.

Q. What if I am not sure whether my vehicle should have Ambulette license plates?

A. There are various types of vehicles used for transporting persons with disabilities. To assess whether a vehicle should be licensed by OMTB and given an Ambulette plate, please refer to OMTB at 1-866-392-6252.

Q. What if I need more information on the licensure process through OMTB?

A. The customer should contact OMTB at 1-866-392-6252.

Q. Will the "Livery" plate be used any more?

A. In the past, the Livery license plate was issued for Ambulette vehicles because it had similar requirements. However, this plate will no longer be issued to those vehicles needing Ambulette license plates.

Q. Is the "Livery" plate still valid?

A. Those ambulette vehicles with current Livery plates will be valid until expiration for Bureau of Motor Vehicles registration requirements. However, these Livery plates will not be valid for renewal. Please note: OMTB may not renew licensure without proof of the Ambulette license plate registration. Customers may wish to exchange their plate before renewal in order to be in compliance. Customers should contact OMTB for further information.

Q. How do I apply for the Ambulette license plate?

A. The applicant must be licensed by the OMTB to operate as an Ambulette. After receiving licensure through OMTB, application must be made at a local deputy registrar for the Ambulette license plate. The applicant must bring the Wall Certificate and the certified copy of the current list of vehicles report or additional/replacement acquisition report (both with the red stamp) to the deputy registrar for submission with the registration application, as well as the Ohio Title for the vehicle (the deputy may also contact OMTB to have the documentation faxed directly to the

deputy from OMTB). The OMTB license expiration date must be valid on the day of application for vehicle registration.

Q. What kinds of vehicles can have an Ambulette license plate?

A. Ambulette license plates can be issued to passenger cars, non-commercial, trucks, buses, and motor homes.

Q. How many Ambulette vehicles are there?

A. There are roughly 1,200 vehicles that may qualify for Ambulette license plates.

Q. Do registrants with Ambulette license plates qualify for Biennial registration?

A. No. Ambulette license plates can only be registered for one year due to annual documentation requirements from OMTB.

Q. Can a bus be registered with an Ambulette license plate?

A. Yes, a bus (carries 10 or more people, including the driver) can be registered with an Ambulette license plate. For buses that carry 15 passengers or more, an inspection from the Highway Patrol must be presented at registration. A weight sticker will be issued to all buses that qualify.

Q. If I have church or camp buses, do I qualify for Ambulette license plates?

A. The determining factors are the use of the bus and whether a fee for service is charged. If the bus is used to transport people with disabilities for medical reasons, they may apply for the licensure through OMTB and then for the Ambulette plate. However, if the bus is used for non-medical reasons, such as transportation to churches or camps, they will not qualify for OMTB licensure or for an Ambulette license plate. These customers should contact OMTB, if they feel they qualify for Ambulette licensure.

Q. What if, upon application, it is discovered that my vehicle was formerly registered as a non-commercial vehicle but should really be a commercial truck?

A. The registrant will need a new registration correctly issued as a commercial truck. Therefore, the customer must submit the title as well. The registration fees will not be transferable between non-commercial and commercial vehicles. The customer will need to pay the new registration fees.

Q. Will I need to purchase a new registration when applying for the Ambulette license plate?

A. In most cases, customers will be able to renew their registration and exchange their plate for an Ambulette. Unless it is discovered that the vehicle was previously registered incorrectly (for example, it was formerly registered as a non-commercial truck instead of a passenger car), the Ambulette license plate can be issued as an exchange to the customer's vehicle. Registrations can be transferred between commercial vehicles (if title information has not changed). Also, registrations can be transferred from non-commercial to passenger vehicles (if title information has not changed). However, non-commercial registrations cannot be transferred to commercial.

Q. Will there be free transfers of registrations between vehicles when renewing and applying for the Ambulette plate?

A. No, there will not be free transfers of registration, unless the

transfer is between non-commercials only or between commercials only. The customer will need to pay the new registration fees if the plate is going from a non-commercial to a commercial (or vice versa).

Q. Will the Ambulette license plate be given directly to me at the time of issuance?

A. No. The Ambulette license plate is produced through the digital print (or plate) on demand system at Ohio Penal Industries in Lebanon, Ohio. Therefore, the deputy registrar will issue the registrant a vehicle registration and window placard. The window placard should be displayed in the rear window of the vehicle until the license plate arrives through the mail; the window placard allows the customer to begin using the vehicle for transportation of passengers.

Q. What is the difference between an Ambulette and any other vehicle that is modified for persons with disabilities?

A. Ambulettes are vehicles used to transport persons with disabilities for medical reasons. These vehicles are privately owned by a NEMSO, which is an entity that transports individuals who use a wheelchair or are confined to a wheelchair to receive healthcare services in non-emergency situations and charges a fee for that transportation regardless of who pays (ORC 4766.01 (P)(1)). A modified van used for family or personal reasons probably does not qualify for an ambulette plate, since transportation is not solely for medical reasons. Customers may contact OMTB at 1-866-392-6252 for further clarification.

Q. Can a non-profit organization qualify for Ambulette plates?

A. Yes, some non-profit organizations can apply to OMTB for licensure. However, when the vehicle is registered, the organization will have to show proof that it is non-profit (Articles of Incorporation from Secretary of State) and sign an affidavit to that effect (BMV 5712).

Q. Does a truck applying for an Ambulette require a weight sticker?

A. Yes, all trucks with a gross vehicle weight of 10,000 pounds or more will be issued a weight sticker.

Q. Do passenger cars, non-commercial vehicles and motor homes receive county stickers?

A. Yes, all passenger cars, non-commercial vehicles and motor homes will be issued a county sticker.

Q. Can Ambulette plates be personalized or initial reserved?

A. No, Ambulette plates may not be personalized and initial reserved. Stock plate combinations are the only options available. However, Ambulette plates are still manufactured through the digital process at OPI; therefore, the deputy will need to issue a window placard to the customer so that they can operate their vehicle.

Q. What application form should I use for the Ambulette plate?

A. The BMV 4705, Request for Special Plates, should be filled out by the applicant. This form is available online at http://www.bmv.ohio.gov/pdf_forms/4705.pdf, at the deputy registrar or by calling 1-800-589-8247 to have the form mailed. Ambulette plates may NOT be personalized or initial reserved, so this portion of the form will not apply to Ambulette plates.



Deputy Registrar's Corner

Ohio BMV Gets New Administrator Of Field Operations

Please join us in welcoming Mr. Jeffrey Rose as Administrator of Field Operations. Mr. Rose brings a wealth of leadership and professional experience in serving the citizens of Ohio. Mr. Rose comes to us from the Garfield Heights Municipal Courts where he served the public for more than seven years. As the clerk, he has gained knowledge of the court system, budget projections and balances, and brought his office into the 21st century introducing a paperless operation. He also served as Court Administrator at the Maple Heights Mayor's Court for four years, assisting the Magistrate, managing case flow and annual cash flow of \$300,000. He served as past president of the North Eastern Ohio Municipal Court Clerks Association. Mr.

Rose started his state government career in August 1984 with the Ohio Department of Public Safety, Ohio State Highway Patrol. His 15-year tenure included duties as a Trooper, plain clothes officer and dignitary protection for the governor, gubernatorial candidates, U.S. Presidents and Presidents of other nations. Mr. Rose has received awards for Trooper of the Year – Cleveland Post (1996), Trooper Recognition Award (1997), and Ohio Association of Municipal Court Clerk's Professional Certification Award (2003-2005). Mr. Rose's Business Administration education comes from Cleveland State University, and he has completed state courses under Investigations and Interview, and Interrogation Techniques.



Customer Service Survey Sent to Deputy Registrars

Recently a customer satisfaction survey was sent out to you and your staff. We hope you took the opportunity to complete it and return it to our office. We value your opinion, and are always looking for ways to improve our service

to you. Our partnership with our deputy registrars is a very important part of our overall goal of exceptional service to the public. Your answers and comments are appreciated, and will be used to help determine where we meet your needs, as well as to identify areas where there may be room to improve our service. Together we will strive toward continually improving our quality of service to the citizens of Ohio.

We would also like to congratulate all the deputy registrars that were successful in this year's RFP process and were awarded contracts. Many contracts were awarded to deputies who held previous contracts at their respective agencies. This is a testament to the job you do on a daily basis. We look forward to working with you again this term. For the new deputy registrars awarded contracts for the first time, our team will work diligently to help make sure you have the tools at hand to ensure the successful operation of your agency. The rest is up to you. While the BMV ensures you have all the tools, it is ultimately the service provided by you and your staff to the customers that will determine the success of your agency. We wish you all the best.



OHIO'S BEST Rx

Announces Program Enhancements



Ohio's Best Rx is a prescription drug discount program designed to help lower the cost of medications for eligible Ohioans of any age. There is no application or enrollment fee and applying is easy. The average discount for consumers is 34 percent.

Program enhancements were made possible through statute amendments as part of Sub. Am. H.B. 468, and became effective on April 4, 2007. These program changes are designed to make Ohio's Best Rx available to more prescription-uninsured Ohioans by:

- an addition of online and telephone enrollment options
- an increase in the income eligibility for those applicants under 60 years of age from 250 percent of the federal poverty level to 300 percent (see below)
- elimination of the four-month waiting period for individuals under age 60 who have been laid off
- allowing use of the Ohio's Best Rx card during the Medicare Part D "doughnut hole" when consumer is paying all prescriptions costs 100 percent out of pocket.

In addition, Ohio's Best Rx combined with the Golden Buckeye Rx program effective in 2007, and is housed at the Ohio Department of Aging. The Golden Buckeye Rx program is expected to add up to 120,000 additional prescription purchasers to the Ohio's Best Rx program.

As of April 30, Ohio's Best Rx had enrolled more than 92,000 participants who have filled over 530,000 prescriptions and saved more than \$8.7 million. This substantial savings reflects the quality of the program and level of discounts for those enrolled.

2007 income limits for those under 60 years of age* at 300 percent Federal Poverty Level:

	<u>Monthly</u>	<u>Annual</u>
Individual	\$2,553	\$30,636
Family of two	\$3,423	\$41,076

Family of three	\$4,293	\$51,516
Family of four	\$5,163	\$61,956
Family of five	\$6,033	\$72,396
Family of six	\$6,903	\$82,836

Or more based on family size

* Persons age 60 and over are eligible at any income.

We encourage all deputy registrar agencies to order a supply of brochures with attached applications for display at your location by calling 1-866-923-7879.

Burge's Boulevard

The Regular Customer

Much is written about handling the various customer types. Just to name a few, there is the Angry Customer, the Timid Customer, the Difficult Customer and the Impatient Customer. A number of strategies are taught, and we develop some very good skills.

But what about the Regular Customer? This is the person that has simple transactions or renewals, has all documents, waits their turn in line, is not talking on a cell phone, doesn't sit a big coffee on the counter and is, at least, cordial. How do we handle him or her?

I say: Keep doing what you are doing! Greet them cheerfully, handle the transaction quickly and completely, and then thank them. That is all they expect, and they will return next year.

You have earned very high Customer Service Ratings (over 95%) every year by properly handling the Regular Customer. You have provided the needed services in a professional manner and have gone beyond what is sometimes expected and you have done it cheerfully. After having done all of that, you find that just about all of your customers are Regular Customers.

Note: I will retire as of July 6, 2007. I will miss my friends at the ODPS, and will especially miss my interaction with the Deputy Registrars and their staff. I wish everyone the very best of luck.

Deputy Registrar Profiler

A Closer Look at a Member of the Deputy Registrar Community



Your name?
Pamela M. Bock

How many in your family, and what are their names?
My husband is David. I have two daughters Carrie and Laine. I have three grandchildren: Audrey, Lydia,

and Daniel. I have 2 big, big, big grand puppies Samson & Dahlia

Do you have any pets? A Golden Retriever, Lacie

What are your hobbies? Sewing, quilting, knitting

What is your educational background? High School, attended Miami University

Tell us something about you that no-one else knows:
When I was young, I raced cars.

What are some of the main tourist attractions in your area of the state? Cincinnati Zoo, which is great, Kings Island, Natural History Museum, Union Terminal, Freedom Center and many more.

What is the name of your agency and your agency number? Fairfield License Center, Agency 0913.

Your agency address, including city and county: 530L Wessel Dr., Fairfield. Butler Co.

How long have you been a deputy registrar? 18 years.

What originally got you interested in becoming a deputy registrar? I worked and managed an office for deputy registrars, starting in 1975, and decided to try to become a deputy.

What has been the greatest challenge in running your agency successfully? Implementing new laws and administrative rules while maintaining excellent customer service.

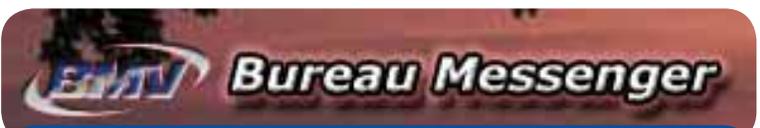
What was the most recent interesting or rewarding moment at your agency? I had a customer last week who came in and bought his sticker and came back ½ hour

later and said he needed another sticker because he took it off of the registration and laid it on his dash and it blew out the window. He said "you know I would have raised heck if one of my kids did this."

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? Be active in your business. Stay open to change. Be good to your employees and they will be an asset to you. Try to maintain a relaxed atmosphere in the office.

Is there anything else you would like to tell us about yourself or your agency? I have a great group of employees, and I'm very proud of their excellent customer service.



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