

- Administration
- **Bureau of Motor Vehicles**
- Emergency Management Agency
- Emergency Medical Services
- Office of Criminal Justice Services
- Ohio Homeland Security
- Ohio Investigative Unit
- Ohio State Highway Patrol



BMV Stakeholder Sub-committee Minutes **August 17, 2009**

The Acting Registrar called the meeting to order at 3:10 p.m. and acknowledged Assistant Registrar Jeffrey Coleman who would be her alternate if she were unable to attend. Ms. Williams stated that this sub-committee meeting is being tape-recorded. Nancy Crespo began with the roll call of the attending members.

All were in attendance except Noreen Saunders, President, Ohio Clerk of Courts Association and Tim Bubb, Licking County Commissioner. Carolyn Y. Williams, Acting Registrar, Bureau of Motor Vehicles; John Guldin, Associate Legal Counsel, Department of Public Safety; Aldo Filippelli, President, Ohio Deputy Registrars Association; Larry Woolum, Ohio Trucking Association; Elise Spriggs, Attorney at Law, Senate Appointed Member of the Public; Joe Cannon, Vice President, Government Relations, Ohio Auto Dealer's Association; Karl Keith, Montgomery County Auditor; Representative John Domenick, 128th Ohio General Assembly, Ohio House of Representatives, House District 95; Senator Tom Patton's aide, Tim Lynch, 128th Ohio General Assembly, The Ohio Senate, 24th Senate District.

Ms. Williams then opened the floor for introductions of the attending audience. Jeff Porter representing CRV, Bridgette McCall, Michelle Dempsey, aide to Representative John Domenick and Rachel Eaton, Acting Administrator, Support Services, were all present. Ms. Williams then explained that HB 2 did not specify a chairperson for this sub-committee so Director Guzmán recommended Angela Atwell to chair as an interested but impartial party. Ms. Williams asked if there were objections to Michael chairing this committee; there was none and the meeting was turned over to Ms. Atwell.

Ms. Atwell thanked everyone for attending the meeting. She explained that this meeting is for the Bureau of Motor Vehicles Study Group. It was established through legislation and enacted in House Bill 2. The group was created to conduct a study and make recommendations by December 31, 2009, to improve services related to the BMV.

She stated that John Mahoney, Ohio Municipal League, has withdrawn from this sub-committee. Also, there are only three sub-committee meetings instead of four, which were originally scheduled. The fourth meeting scheduled to meet on November 16 has been stricken from the schedule. The last sub-committee meeting will be in October to approve recommendations to the large Study Group. The general format for the three sub-committee meetings:

Mission Statement

"to save lives, reduce injuries and economic loss, to administer Ohio's motor vehicle laws and to preserve the safety and well being of all citizens with the most cost-effective and service-oriented methods available."

1st Meeting: Introductions, overview of mission and Guiding Principals, approval of sub-committee topics & assignment of action items

2nd Meeting: Report & review 1st meeting's action items, determine if additional information is needed, informally agree upon recommendations & assign final action items

3rd Meeting: Review of final action items & agree on recommendations to BMV Study Group

She asked everyone to speak up when they are talking because the recording from the first sub-committee meeting was difficult to hear. She reviewed the law describing the Study Group's mission:

Evaluate ways to improve the efficient delivery of services;

Examine existing statutory authority governing the supporting processes and infrastructure systems and analyze methods to improve such processes and systems;

Review current business methods and identify new technology that may improve processes and procedures;

Review demographic data, conduct a financial assessment of existing procedures, and identify additional services that may be provided;

Evaluate issues related to Clerks of Courts of Common Pleas acting as deputy registrars, including the overall impact on service to the public and the economic effects for the Clerks of Courts.

She continued with the review of the Guiding Principals, as outlined on the agenda and stressed the importance of keeping budget constraints in mind when discussing and deciding on recommendations.

1. Consolidate services
2. Identify process efficiencies
3. Improve customer service
4. Improve business practices
5. Identify alternate sources of revenues

Angela opened the floor for recommendations of topics to cover during sub-committee meetings.

Joe Cannon started the conversation with efficiency issues and with the expansion of electronic titling.

Representative Domenick suggested charging for passports and promoting them more, referring to Adam Corrigan. He also expressed concerns with providing too many transactions on-line and how that would impact rural areas, his district being one. He asked if all the online transactions would cost individual municipalities money.

Aldo Filippelli wants to level the playing field by involving more technologies to consolidate services and better practices. He recommended Deputy Registrar's perform online services and to be able to collect payments for IRP and reinstatement.

Karl Keith would like better communication between the BMV and the field offices. He thinks the broadcasts and e-mails are inconsistent. He recommended "pop-up windows" with the details of the information as a solution. He suggested consolidating meetings because of travel time. Improvements in technology, such as BASS keeping track of how many temporary tags a customer has been issued, was another concern of his. He suggested showing proof of financial responsibility at the time of renewal or issuance. Another one of his concerns is how to direct a customer when their identification card or driver license is lost or stolen. Information about BMV laws should be distributed to the Deputy Registrars to make the public more aware and updating staff about changes to the law.

Larry Woolum would like to reduce the number of times truckers have to contact the BMV. He stated the current way of registering trailers is very costly to the trucking industry. He recommended multi-year plates and electronic registering of fleets as solutions.

Elise Spriggs said she has no issues at the time. She is in attendance representing the public to learn and absorb information. She is interested in what is covered in the guiding principles and she is concerned that Ohio is behind in technology.

Jeff Porter explained that CVR provides assistance with point of sale, titling, and registration. He compared Ohio to surrounding states and their processes. Representative Domenick had a few questions pertaining to the cost to the State and to the public for CVR's services. Jeff replied there is no cost to the state just to the customer. Aldo asked what the range of the fee for the customer would be. Jeff referred to TriVIN as their competition. Domenick again asked what the cost to Ohioans would be and Jeff replied \$25.00. Aldo said customers currently pay \$3.50 fee to the Deputies.

Rachel Eaton brought up two topics that are already being addressed. The first topic is the stolen identification card or driver license. She offered to give the 1-800 phone number to Karl Keith. The second topic was directed to Larry Woolum's concern of the multi-year plates. She stated we are currently working on internal rules to implement that process. She also touched on the financial responsibility (FR) issue, stating there is pending legislation and we are currently working with the sponsors of the bills.

Jeffrey Coleman addressed to Karl Keith that we can work on the notifications and we will be able to consolidate meetings.

Representative Domenick referred back to the FR topic, stating that he heard our current database cannot handle FR verification at the point of sale. Rachel responded that we are looking into a more behind the scenes method. She said we are looking at linking up with the insurance database and still taking our randomly selected people and checking them against the insurance databases. If the information doesn't match, we will send out a letter to the people who do not have insurance. Representative Domenick said he was under the impression that Florida can currently verify if customers do not have insurance. Rachel said different states are at different levels of doing this. Carolyn said Florida dumps their information into a system and it is very expensive. She estimated it at six million back in 1984. Ohio looked at the system in the 1990's and it would have cost \$8-10 million then and the insurance companies did not want to participate.

Representative Domenick said the random selection letters are bad public relations. John Guldin stated that the law makes us do this and the only way to change that would be by the introduction of legislation or an amendment. Aldo said the Deputy Registrar system would be a good solution for the random selection letters. His association would like to be a part of the multi-year trailer discussions because of his loss of revenue per transaction.

Larry Woolum brought up concerns with random selection letters and Carolyn re-explained our solution and how we would be checking their insurance status behind the scenes being less invasive to the customer. Larry said people would be alarmed having their insurance status checked behind the scenes. He recommended to not only notify people who were checked and did not have insurance but also notify people that their information has been checked and they did have insurance. Larry went back to Ohio's trucking companies being in competition with Maine because Maine offers permanent trailer plates. Aldo agreed with that bus was still concerned with the loss of revenues to the Deputies.

Angela asked the committee to agree as to whether the topics fall under the Guiding Principals and if there were any other topics to discuss.

No one stated other topics for discussion so Angela reviewed the action items. The first item was the need to find out if electronic transactions impacted rural areas. Elise asked for positive and negative financial impacts for electronic services. Representative Domenick expressed his concerns with local monies being lost to electronic services. Aldo was concerned with where Deputy Registrars will be in five years with additional electronic services. Karl mentioned the data on transaction growth on online services and mail-ins for the past four to five years. He would like to know the cost versus the return. Rachel said she would work on the information requested. Carolyn suggested everyone at the table submit written recommendations by email to Rick Barga and Rachel Eaton by September 8.

Angela closed the meeting with stating the next BMV Study Group meeting is on Tuesday, September 1st in Room South B & C (same room as the first one), from 3:00-5:00 p.m. The next BMV Stakeholder Sub-Committee meeting is on Monday September 14, in this room (South A) from 3:00-5:00 pm. The meeting adjourned at 4:10 p.m.