

- **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



Full Study Group Committee October 1, 2009

Acting Registrar of the Bureau of Motor Vehicles, Carolyn Williams, thanked everyone for being present for the third full BMV Study Group meeting. She said Director Collins-Taylor is running behind and was asked to start without her.

She expressed her appreciation for everyone's willingness to get recommendations completed in relatively short order and she looks forward to continuing the important work of the group over the coming weeks and months.

Ms. Crespo began roll call. All were in attendance except John K. Mahoney, Deputy Director, Ohio Municipal League. Cathy Collins-Taylor, Director, Ohio Department of Public Safety; Carolyn Williams, Acting Registrar, Ohio Bureau of Motor Vehicles; Anne Vitale, Associate Legal Counsel, Ohio Department of Public Safety; sitting in for Adam Coridan was Sári L. Klepacz, General Government, Chief, Ohio Office of Budget and Management; Sitting in for Rae Ann Estep was Patricia Tanner, Ohio Attorney General's Office; Michael Sliwinski, Assistant Attorney General, Ohio Attorney General's Office; Noreen Saunders, President, Ohio Clerk of Courts Association; Karl Keith, Montgomery County Auditor; Larry Woolum, Director of Regulatory Affairs, Ohio Trucking Association; Aldo Filippelli, President, Deputy Registrar's Association; Joe Cannon, Vice President, Government Relations, Ohio Auto Dealer's Association; Tim Bubb, Licking County Commissioner; Senator Tom Patton's aide Joe Ewig, 128th Ohio General Assembly, The Ohio Senate, 24th District; Representative John Domenick, 128th Ohio General Assembly, Ohio House of Representatives, House District 95; Kelly Marullo sat in for Elise Spriggs, as a Member of the Public.

Ms. Crespo asked the audience to introduce themselves. Cheryl Brickman, Controller, Bureau of Motor Vehicles; Jeffrey Coleman, Assistant Registrar, Bureau of Motor Vehicles; Joe Turano, TriVIN; Kim Redfern, representing TriVIN; Michelle Dempsey, aide to Representative Domenick; Bernie Quilter, Clerk of Court, Lucas County; Pamela Dillard, Chief Deputy, Lucas County; Gary Koch, representing the Clerks of Court; Todd Bickle, Clerk of Court, Muskingum County; Bridget McCall, representing Ohio Deputy Registrar Association.

Ms. Williams opened the floor for any discussion on general items that were needed to cover before moving forward. She then went over the proposed agenda and asked the group if they would accept the agenda or propose another one. The proposed agenda was accepted.

She said the minutes were provided from the second full Study Group meeting and she asked the group to approve them. The minutes were accepted.

Before Ms. Williams moved onto a more detailed discussion there were a couple of points Director Collins-Taylor wanted Ms. Williams to reiterate from the earlier meetings. As the work progresses it was asked that the budget situation be kept in mind as recommendations were considered. While the BMV derives operating

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."

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revenue from fees charged for its services, these fees fund a variety of entities beyond the BMV. She said like every state agency, the BMV must live within a strictly constrained budget.

She said solutions must be identified that can be implemented within the current budget framework and they will best serve the public's interest if the group can develop and implement suggestions that are within a practical scope and reach. She stated they should be looking for solutions that would allow for the retention of revenues produced by the BMV and find efficiencies in the BMV's operations to reduce the cost of doing business, rather than creating a need for additional revenue.

Ms. Williams gave an opportunity for each sub-committee to update the Study Group on their meetings. She asked for topics that were covered, what is being worked on and anything else the sub-committee would like to include.

Mr. Sliwinski gave an overview of the TDR Sub-Committee.

He said they began the meeting with the discussion of the \$.50 title fee on motor vehicle resale titles.

Then they discussed the number of consumers that have title problems that would have qualified for TDR reimbursement but did not because the dealer did not participate in the fund. He said Mr. Coleman stated out of 3000 dealers in the state only 10% did not pay into the TDR fund.

Next they discussed enforcement options with the idea that if all dealers paid into the fund the consumer protection issues would be taken care of. The sub-committee came up with the following ideas:

1. To make sure dealers are current with AG assessment before their dealer license is renewed,
2. The AG's office and BMV should work together on assessments to provide an automatic lights out on dealers privileges to title and register vehicles,
3. To assess a separate fee along with the fee for their dealer's license.

He said expecting 100% compliance with the current statutory framework is unrealistic and will always leave some consumers out.

Making changes to the TDR statute in order to provide protection to all motor vehicle purchasers instead of those who just purchased from dealers who have participated in the fund was also discussed.

The last discussion referred to the 30 day temporary tag period and the 40 day period contained in TDR to get a purchaser the title. In the sub-committee it was mentioned that they should be paired up so the time frames are the same. This idea was unanimously agreed upon by the sub-committee to be tabled due to the time constraints.

Ms. Crespo updated the Study Group on the BMV Stakeholder Sub-Committee. She stated the purpose of the meeting was to review and answer questions relating to the action items from the previous meeting.

The BMV vehicle registration transactions chart was reviewed. The chart compares transactions from 2002-2009 for: mail-in, internet, IVR (telephone system), Deputy- had choice, Deputy-no choice and the total numbers.

She said Mr. Cannon suggested exploring additional opportunities for his members to process titles electronically. He suggested the sub-committee recommend that the agencies pursue exploring an additional

option for dealers to communicate directly with the state system without having to create their own software or rely on a third party vendor. Under this proposal the County Clerks of Court issue titles in conjunction with the BMV and the ATPS system. It was clarified that all this proposal suggests is for an additional option to communicate electronically with the State and the County Clerks.

She said Mr. Woolum went over the concept of members at their office registering the trucks on-line. He encouraged the state to contact PUCO to see if they could tap into Federal monies that may help out. He is not proposing to eliminate the deputy registrars it is eliminating the need for the customer to go to the deputy. The more options they have the more flexible and customer friendly the system is.

Mr. Woolum had also touched on the 2000 lb increments recommendation and would also like to be able to buy vanity plates for trucks. Permanent plates were also mentioned and how this can help position the state of Ohio to be competing with neighboring states that offer opportunities for plates.

Mr. Keith had expressed concerns about having no support after 5:00pm even though deputy registrars must stay open past 5:00pm if there are customers present.

She said that TriVIN submitted testimony and spoke at the meeting. They offer electronic titling for dealers in association with the Clerks of Court. They would like to propose to the committee that instead of asking for any new system to add an optional fee for customers to pay for vendor services. TriVIN does not think that this will impact the current system or affect the budget at all. The company works with titles and registrations with 11 other states.

Ms. Crespo said Mr. Cannon clarified his proposal stems from the fact that his members personally contribute significantly to ATPS fund on an annual basis through the title fees they pay to title in the dealership name. This will make it more convenient for the dealers to apply for the title applications so the customers will get their titles quicker and the state will get their tax money faster and it may be easier for the Clerks as well.

Ms. Crespo continued with Ms. Saunders recommendations:

1. Clerks to be allowed deputy registrars without the bidding process,
2. Population cap of 40,000 be removed,
3. Be compensation for additional duties,
4. Elimination of need for profit,
5. Issuance of ID cards and Driver Licenses should be under the Patrol,
6. Changes in rules to allow local advertisement to cut out the competition.

Ms. Crespo summarized Mr. Filippelli's list of concerns from the Ohio Deputy Registrar Association. She said these concerns were also discussed in the Deputy Registrar Sub-Committee and she will go over them in her overview of that sub-committee.

She stated the action items for the next BMV Stakeholder Sub-Committee meeting:

1. BMV is to gather fees for IVR, internet costs
2. Ms. Saunders will electronically submit suggestions from that meeting and other suggestions.

Ms. Crespo also updated the study group on behalf of the Deputy Registrar Sub-Committee.

She said the chart of fees and fines were explained to the sub-committee by Ms. Brickman, they were action items from the previous Deputy Registrar Sub-Committee. Ms. Brickman also went over the license fee distribution as it relates to Fund 7051.

Ms. Crespo stated the process of asking questions to the customer along with the elimination of asking for donations were discussed.

Ms. Crespo said that passport applications and political contributions were also discussed.

She went over Mr. Filippelli's concerns and recommendations which included:

1. Issues regarding deputy registrar operations:
2. Issues regarding deputy registrar contracts with the State
3. Additional services that deputy registrar's could provide:
4. Deputy registrars should have automatic fee increases.
5. Going from a transaction fee to a percentage of gross State sales per agency (12-20%), or to have a combination of the current fee of \$3.50 plus a 10% of gross State sales.
6. Cost of living adjustment (COLA) should also be included for deputy registrars.
7. Deputy registrar's should be allowed to market to their customers
8. Deputy registrars should be processing mail-in and on-line transactions
9. Deputy registrars be reimbursed by the State when the State's BASS system goes down.
10. Deputy registrars should receive an incentive to promote the programs or be allowed to receive a charitable tax deduction for these services.
11. Adopting the new fee structure.
12. All government services could be handled at deputy registrar locations, creating a one-stop shop concept to include the following:
 - Allow self service kiosks in deputy registrar locations-
 - All locations should provide same services as the State
 - Driving and temporary test at each agency- on a schedule type basis
 - Provide professional ID's- to generate revenues
 - Sell duplicate E-check forms
 - Sell auto warranty products- to generate revenues
 - Sell Ohio turnpike E-Z Passes- to generate revenues
 - Sell advertising space to local businesses- to generate additional revenue. He said there should be a disclaimer on the bottom of the brochure stating this advertisement is not part of the BMV.
 - Collect State income tax
 - Become lottery game agents
 - Sell hunting licenses

Ms. Saunders asked the group if everyone had received her written recommendations.

Ms. Williams asked if the panel believed the recommended topics from each sub-committee fall within the mission and the guiding principles of the Study Group.

Mr. Sliwinski spoke on behalf of the TDR Sub-Committee stating they are on the right track.

Speaking for the Deputy Registrar Sub-Committee, Mr. Filippelli said the whole idea of the study group came about because of fee increases. He recommends the sub-committee be more focused on fee structures for the deputy registrars.

Ms. Saunders said the Clerks recommendations do fall within the sub-committee recommendation.

Ms. Williams said the last remaining Study Group meeting will be held on Monday, November 2nd at the Vern Riffe Center, rooms South B & C, from 3:00pm to 5:00pm. The final Study Group meeting will act as a forum for each Sub-Committee to present their full set of recommendations to the Study Group for consideration and approval as preparation of the final set of the Group's recommendations for referral to the Legislature and the Governor.

She said a master schedule was e-mailed to each member of the Study Group. This schedule is intended to clear up any discrepancies in meeting dates, as well as to act as a final schedule for all meetings. If someone is unable to attend a meeting, it was asked that a representative be present in their place as opposed to rescheduling the meeting.

Ms. Williams pointed out that Director Collins- Taylor joined the Study Group. Ms. Collins-Taylor, Director of The Ohio Department of Public Safety, thanked everyone for being present for the third full Study Group meeting. She apologized for being late and asked to back track.

She stated it was her second week in the new position as Director. She was pleased to report that she had the opportunity to sit down and meet with Acting BMV Registrar Carolyn Williams and the Legislative and Policy staff for an in-depth discussion of this Study Group's progress to date. She said she knows that the sub-committees have been meeting over the past few weeks and she appreciates everyone's willingness to get recommendations completed in a relatively short order. Picking up from the second meeting of the Study Group she looks forward to continuing the important work of this group over the coming weeks and months.

As the work progresses it was asked that the budget situation be kept in mind as recommendations were considered. While the BMV derives operating revenue from fees charged for its services, those fees fund a variety of entities beyond the BMV. She said like every state agency, the BMV must live within a strictly constrained budget.

She said solutions must be identified that can be implemented within the current budget framework and will best serve the public's interest if the group can develop and implement suggestions that are within a practical scope and reach. She stated they should be looking for solutions that would allow for the retention of revenues produced by the BMV and find efficiencies in the BMV's operations to reduce the cost of doing business, rather than creating a need for additional revenue.

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The upcoming Sub-Committee schedule (all being held in Room South A) is as follows:

- TDR Sub-Committee: Monday, October 5, 3:00pm-5:00pm
- BMV Stakeholder Sub-Committee: Tuesday, October 13, 3:00pm-5:00pm
- Deputy Registrar Sub-Committee: Monday, October 19, 3:00pm-5:00pm

In closing, Director Collins-Taylor reminded the committee:

- Minutes from each Study Group and each Sub-Committee are posted on the Study Group's Web site located at www.bmv.ohio.gov.
- In the "Study Group Members" tab of the binders, please remove the previous list and add the updated list which has been provided.

The Study Group and audience introduced themselves to Director Collins-Taylor and some made a few comments. Mr. Cannon asked if the TDR sub-committee members stick around for a few minutes to bounce a couple things off them.

The meeting was adjourned at 3:50pm.