

**130th General Assembly**  
**Regular Session**  
**2013-2014**

**S. R. No. 413**

**Senator Gardner**

**Cosponsors: Senators Beagle, Eklund, Seitz, Hughes, Schiavoni, Cafaro,  
Brown, Kearney**

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**RESOLUTION**

Honoring the Ohio Bureau of Motor Vehicles as the top department of motor vehicles in customer satisfaction.

WHEREAS, The members of the Senate of the 130th General Assembly of Ohio are pleased to congratulate the Ohio Bureau of Motor Vehicles on being ranked number one in the country for customer satisfaction and number four for shortest wait time by DMV.com; and

WHEREAS, These prestigious honors are a fitting tribute to the Ohio Bureau of Motor Vehicles, for its employees have consistently demonstrated professionalism and expertise, as well as a commitment to maintaining the highest quality standards. On the 2013 National Department of Motor Vehicles Satisfaction Survey conducted for DMV.com, Ohio BMV had the highest overall ranking for customer satisfaction in the country, based on more than 21,600 responses, due to such factors as short wait times, number of services available online, and low fees, and its best-ever rating is a direct result of process improvements and face-to-face interactions. Indeed, the department has certainly attained a remarkable record of service; and

WHEREAS, The success of the Ohio Bureau of Motor Vehicles is a justifiable source of pride and an outstanding reflection not only on the agency itself but also on its deputy registrars and

their employees, its state and local staff, its public safety support personnel, and its vender partners. Due to their vision and initiative, this respected institution has earned the gratitude and appreciation of many satisfied customers, and they are truly deserving of praise; and

WHEREAS, Over the years, the Ohio Bureau of Motor Vehicles has enhanced the quality of life in our society. We are certain that as this noteworthy enterprise maintains its unfaltering dedication to service and achievement, it will continue to prosper and will uphold the tradition of excellence that has long been its hallmark; therefore be it

RESOLVED, That we, the members of the Senate of the 130th General Assembly of Ohio, in adopting this Resolution, commend the Ohio Bureau of Motor Vehicles on its recent accolade and extend best wishes for the future; and be it further

RESOLVED, That the Clerk of the Senate transmit a duly authenticated copy of this Resolution to the Ohio Bureau of Motor Vehicles.

I, Vincent L. Keeran, hereby certify that the above is a true and correct copy of Senate Resolution No. 413, adopted by the Ohio Senate, October 28, 2014.

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Vincent L. Keeran  
Clerk of the Senate

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Senator Keith Faber  
President of the Senate

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Senator Randy Gardner  
Senatorial District No. 2