Bureau of Motor Vehicles

Ohio Bureau of Motor Vehicles

ANNUAL REPORT

2025



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ABOUT THE OHIO BUREAU OF MOTOR VEHICLES (OHIO BMV)

Bureau of Motor Vehicles

The Ohio Bureau of Motor Vehicles oversees driver and motor vehicle licensing and registration, along with a broad range of additional public services. Our employees and contracted license agencies understand the importance of exceptional customer service and how it directly supports our mission. This commitment is demonstrated by consistently providing professional, courteous, and respectful interactions; listening carefully to customer questions and concerns; and taking prompt, knowledgeable action to deliver accurate responses or clear follow up, ensuring a positive and service oriented experience for all Ohioans.

VISION

"To provide every Ohioan with simple, secure, and accessible motor vehicle and licensing services that set a standard for efficiency and public trust."

MISSION

"The mission of the Ohio BMV is to assist Ohioans in getting the driver licenses, ID cards, and vehicle registrations they need to drive safely and legally. We focus on secure, modern services delivered with efficiency and respect."

The BMV fulfills its mission by using secure, modern tools, continuously improving services, and working closely with our partners so Ohioans can easily access the credentials they need.

ABOUT THE REGISTRAR



Registrar Charles L. Norman

Charlie Norman took office as Ohio's 31st Registrar of Motor Vehicles on Jan. 28, 2019. Prior to his appointment, Registrar Norman had an extensive career in public service at the local, county, and state level. Immediately preceding his appointment by Governor DeWine, he served as an Election Administrator overseeing operations for the Hamilton County Board of Elections.

Registrar Norman has positioned Ohio as a pioneering leader in motor vehicle administration. The Ohio BMV has been nationally recognized during his time in office for its successful efforts to utilize technology to improve the customer experience, remove impediments to service delivery, and create internal efficiencies. Registrar Norman has focused the BMV's efforts on embracing innovation to drive institutional change.

Registrar Norman is an active community member and has served in a leadership capacity in a number of civic organizations, task forces and advisory councils. In addition, he represents the state of Ohio on several boards and commissions and is the state's appointee to the American Association of Motor Vehicle Administrators, where he was chosen by his colleagues from around the country to serve as Region Three President.

Registrar Norman attended Salmon P. Chase College of Law and received his undergraduate degree in history from the University of Cincinnati. A life-long Ohioan, he now lives in Union County and has two sons, Calvin (26) and Henry (12).

OFFICE OF DRIVER SERVICES

The **Office of Driver Services (ODS)** oversees driver suspensions, reinstatements, registration blocks, record management, and customer communications, acting as one of Ohio's largest points of direct public interaction.

2025 Key Stats

823,446 customer calls and chats handled
4:12 average call wait/56% answered within two minutes

309,846 documents processed by the Reinstatement Processing Center

956,395 Chat with Charlie Virtual Assistant users

131,500 BMV Records provided to customers (does not include DR)

352,275 suspensions processed statewide

57,794 Medical Certificates processed

Complying with Legislative Mandates

In April 2025, the BMV implemented House Bill 29, requiring the removal of certain suspensions resulting from failure-to-pay court fines or fees. Over a three-month period, the License Verification Unit worked with 461 courts to remove more than 429,000 suspensions from 170,510 driver records, resulting in $8.3 million in waived reinstatement fees. Affected drivers were notified of the updated status of their driving privileges and any remaining steps to obtain a valid license.

Enhancing Customer Service

"Chat with Charlie," the BMV's virtual assistant, surpassed 2.4 million lifetime users by the end of 2025 and now supports more than 28,000 users each month outside normal business hours. Recognized with American Association of Motor Vehicle Administrators' (AAMVA) 2024 Regional Customer Convenience Service Award, Charlie continues to evolve as Contact Center staff refine responses and expand capabilities. The BMV remains committed to innovation, aiming for the implementation of AI-powered chatbot capabilities by the end of 2026.



Building Stronger Connections and Partnerships

The Court & Community Outreach initiative expanded statewide engagement in 2025, partnering with more than 50 community organizations and participating in 117 events that served more than 2,500 residents. The initiative also trained more than 500 court personnel to strengthen understanding of reinstatement requirements and BMV processes. Its impact led to an invitation to present Ohio's success to our peer states and Canadian provinces at the American Association of Motor Vehicle Administrator (AAMVA) Region 3 conference.







Transforming Record Access

The launch of the Transcripts Processing System (TPS) in 2025 modernized how courts, law enforcement, and prosecutors access certified BMV records. Now serving nearly 375 users across more than 425 agencies, TPS processes 125–150 electronic record requests daily, about 32,000 annually, eliminating previous mailing delays. The system also reduces operational costs by an estimated $150,000 each year.

OHIO BMV INVESTIGATIONS

The Ohio BMV Investigations Section is responsible for detecting and addressing driver license, vehicle registration, title, and odometer fraud, as well as ensuring compliance among Ohio's licensed motor vehicle dealers and special plate holders. Investigators work closely with law enforcement agencies, pursue administrative actions such as credential cancellations, and refer appropriate cases for criminal prosecution. The section also provides fraud prevention training to the public and specialized instruction to law enforcement on identifying fraudulent documents. This unit delivers investigative services, data analysis, record interpretation, and technical expertise to state, local, and federal partners.

In 2025, BMV Investigators recorded **4,842** tasks within the section's case management system. **37%** of these tasks provided some form of assistance to law enforcement.

In 2025, **964** complaint forms were mailed/emailed out in response to public inquiry/need:

- **297** complaints were related to address misuse/fraud
- **147** complaints were related to licensed motor vehicle dealerships
- **Two** were deputy registrar related
- **135** complaints were identity related
- **67** complaints were related to vehicle registrations
- **256** complaints were related to title issues
- **60** complaints were tagged as miscellaneous.

2,021 investigations were initiated in 2025 with the top category being driver license/ID cases followed by vehicle registration and title cases.

In 2025, the section initiated **77** administrative cases to propose cancellation of credentials that were obtained by fraud or in error.

In 2025 investigator associates completed **2,153** inspections for prospective and licensed motor vehicle dealerships to ensure compliance.

Additionally, Investigator Associates conducted more than **2,000** out-of-state inspections (OSI) which is an on-site visual inspection of a vehicle identification number (VIN) of a vehicle that is being brought in from out of state and needs an Ohio title.

Highlights

Operational Enhancements and Fraud Prevention Innovations



In 2025, the Investigations Section modernized its operations with the rollout of the MATRIX case management system, consolidating assistance requests, complaints, and investigations into a single platform. The system improved internal efficiency and strengthened coordination with two thirds of Ohio's prosecutor offices, enabling faster and more consistent case referrals. In December 2025, the section launched a secure online process accessible through OHID for customers requesting changes to their Ohio driver license numbers, streamlining a service that accounts for roughly 10 percent of all Investigations cases.

The Ohio BMV also shared its fraud prevention expertise nationally, presenting in March 2025 at the American Association of Motor Vehicle Administrator (AAMVA) Fraud Pop Up Classroom in St. Paul, Minnesota, where staff highlighted Ohio's proactive strategies for identifying and preventing credential fraud as online services expand.



BMV Investigator Scott Meader, who was honored at the Clermont Chamber of Commerce's 41st Annual Law Enforcement Appreciation Banquet with the Excellence in Criminal Investigation award.



Registrar Norman addressing BMV Investigations (INV) Section at our December 2025 Coffee and Cases Meeting



BMV INV Youngstown Office at McDonald Police Department Safety Day July 2025

OFFICE OF VEHICLE SERVICES

The Office of Vehicle Services (OVS) oversees statewide motor vehicle compliance, including registration processing, dealer licensing, and support for vehicle title issuance. OVS is organized into four sections—Dealer Licensing, Remittance Processing, Title Support Services, and Vehicle Information Services—each responsible for evaluating proposed legislation, implementing enacted statutory changes, maintaining operational manuals, and streamlining procedures to ensure efficient daily operations.



2025 Vehicle Titles Duplicate Titles Processed	2025 Watercraft Titles Duplicate Titles Processed	2025 Salvage Titles Duplicate Titles Processed
5,635,888	51,376	254,162

MAJOR PROJECTS COMPLETED

House Bill (HB) 54: Transportation for FY 2026-27 Biennium – In 2025, the Dealer Licensing Section worked with industry partners to refine the statutory definition of Adaptive Motor Vehicles (AMVs), clarifying which dealer types may legally sell these specialized units. The updated definition, originally introduced through HB 195, was fully implemented with successful programming and website updates on June 30, 2025.

House Bill (HB) 96 Title Fee Increase Implementation – House Bill 96 raised the statewide motor vehicle title fee to $18, with counties permitted to adopt an additional $5 increase. Implementing the bill required updates to systems, business rules, and public materials, and the development of a formal submission process for county specific fees. Title Support Services and DPS IT also conducted a statewide demonstration for more than 100 participants from all 88 counties to ensure smooth adoption of the new fee structure.

Staying Connected with Partners in Technology – To maintain compatibility with evolving national systems operated by AAMVA, the Title Support Section partnered with Department of Public Safety IT to complete extensive hardware, software, and network upgrades across the central BMV office and all 142 county clerk of courts locations. This work ensures uninterrupted access to national title data as AAMVA sunsets key communication components, allowing daily operations to continue without disruption.

2025 Specialty License Plates Released

- Lake Erie Kayak (Jan. 30)
- CASA Kids 2 (Revised) (Mar. 11)
- Dublin City Schools (Apr. 9)
- Ohio Natural Energy Foundation (add additional vehicle class) (Apr. 9)
- Ohio Carpenters (add additional vehicle class) (Apr. 9)
- Ohio Craft Brewers (May 1)
- Ohio Society Daughters of the American Revolution (May 20)
- Ohio Suicide Prevention Foundation (May 20)
- Historical and Patriotic Education (May 21)
- Blanchester Wildcats (May 22)
- Navy Occupation Service Medal (May 28)
- Township/Township Disabled (Jun. 3)
- Weirdo Cat Lovers of Cleveland (Jun. 4)
- Ohio Mountain Bike Alliance (Jun. 4)
- Save a Warrior (Jun. 10)
- St. Charles Preparatory School (revised – Jun.17)
- Case Western Reserve University (revised – Jun. 24)
- Continue Your Story (Jun. 25)
- Hogan (revised – Jul. 10)
- Ohio Society for Respiratory Care (Jul. 16)
- Little Brown Jug (Jul. 30)
- Medal of Honor (Aug. 5)
- Jackson Local Schools (Sept. 25)



- Dolly Parton's Imagination Library (Jan. 13)



- American Legion (Apr. 9)



- Columbus Clippers (Feb. 27)



- NASA Glenn Research Center (Apr. 9)



- Keep Ohio Beautiful (Mar. 11)

OHIO BMV FIELD OPERATIONS

BMV Field Operations oversees all statewide BMV License Agencies contracted by a Deputy Registrar, providing training, support, and compliance audits to ensure consistent, sound service delivery. Central Issuance manages License Control, In House Processing, and the Testing and Information Unit (TIU). The Administrative Unit oversees the Audits and Consignments Unit and Deputy Technical Services, and four field service district offices further support the BMV License Agency operations across Ohio.



HIGHLIGHT

Field Operations hosted the inaugural Deputy Registrar Conference on May 1, 2025, with participation from all license agencies. The main session featured presentations on Business Application Services System 2.0 (BASS), AAMVA initiatives, and license agency best practices, while breakout sessions allowed attendees to explore specialized BMV topics. Additional expertise was shared through presentations on License Control functions, and both Deputy Technical Services (DTS) and Audits and Consignments Unit (ACU) provided resources in the event's vendor hall.



2025 BY THE NUMBERS

Compliant Driver Licenses/ID Cards Issued: 2,055,799

Standard Driver Licenses/ID Cards Issued: 1,510,478

Effective May 7, 2025, Transportation Security Administration (TSA) will only accept REAL ID mobile driver licenses issued by the states to whom TSA has granted a waiver. The Ohio BMV passed TSA's required audit on March 25, 2025 and the waiver was approved by TSA.

FIELD STAFF HIGHLIGHT

District 1 Chief Dawn Zwetzig and District 2 Assistant Chief Monika Wise completed the Ohio Certified Public Manager Program in 2025, earning designation as certified public managers through Cleveland State University and the National Certified Public Manager Consortium.





LEGISLATION HIGHLIGHTS

- Effective June 30, 2025, House Bill 54 changes require Nonrenewable/Nontransferable temporary instruction permit holders of any age to also complete an approved driver training course. Ohioans must complete an approved driver training course and complete 50 hours of driving (at least 10 hours of night driving) with a licensed adult.
- Effective Sept. 30, 2025, House Bill 96 changes also require Temporary Instruction Permit Identification Card (TIPIC) holders between the ages of 18 and 20 to complete 50 hours of driving practice supervised by a licensed adult and take an Ohio-approved “Class D” driver training course to receive a driver license.
- Effective Sept. 30, 2025, House Bill 96 - the Deputy Registrar license agency service fee has increased from $5 to $8 with the multi-year registration fees (excluding commercial trailers) increasing to: one year for $8, two years for $12, three years for $16, four years for $20 and five years for $24.

KUDOS

The Bellefontaine BMV license agency ranked first statewide in Save Our Sight donations for fiscal year 2025, with Deputy Registrar Phil Tracey and his team achieving an average donation rate of 51.60 percent. These contributions support children’s eye health and safety programs across all 88 Ohio counties.



OFFICE OF COMMERCIAL TRUCKING AND DRIVER TESTING

The Office of Commercial Trucking and Driver Testing (OCTDT) oversees Driver Exam Services and the International Registration Plan (IRP), managing essential functions in driver licensing, commercial vehicle registration, and interstate compliance that support the safe and efficient movement of commercial traffic in Ohio.

2025 Metrics

17,759 IRP registrations were administered

More than **1.4M** total driver examinations were administered statewide

Driving Workforce Growth Through Exclusive CDL Partnerships

In 2025, the Ohio BMV expanded its Commercial Driver License Third Party Examiner program to help meet Ohio's workforce needs. By updating rules and partnering with industry groups and major employers, companies can now conduct in house CDL testing. New partnerships with COTA, the City of Columbus, Coca Cola, Mast Trucking, and Metro/SORTA have already helped 91 employees earn their CDLs, showing how public private collaboration strengthens Ohio's commercial driving pipeline.







Improving Testing Access for Ohio's Underserved Communities

After legislation authorized third-party Class D road tests, the Ohio BMV launched a program to allow counties, driving and technical schools, and other contractors to offer Class D road tests in underserved areas. Now, with more than 30 approved locations, the program brings testing closer to home and has significantly reduced wait times.



OH BMV TECHNOLOGICAL ADVANCES

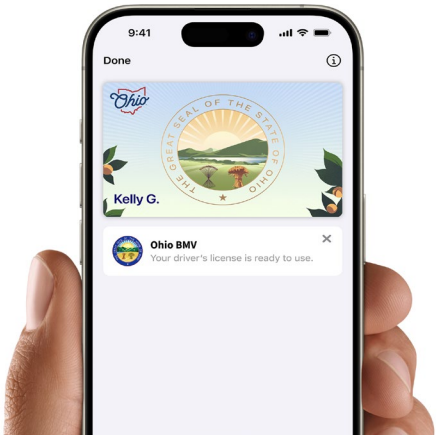
3,115,556 trips to the BMV saved in 2025



BMV Online Services: The Ohio BMV now offers more online services than ever, allowing residents to securely complete many transactions without visiting an office. Drivers can renew vehicle registrations and licenses including CDLs, take knowledge tests, and transfer vehicle titles through the online title transfer portal. Last year, 175,000 Ohioans renewed their driver licenses online, and 2.4 million people renewed their vehicle registration online.

BMV Express Kiosks: Ohio's self service kiosk network continues to expand, offering residents a fast alternative to visiting a BMV office. In 2025, Ohio celebrated its **one-millionth kiosk customer, with 362,305 transactions completed that year, 10 times more than in 2022.** More than 50 kiosks located in grocery stores, pharmacies, and emission testing (E Check) stations allow Ohioans to renew registrations and print decals on demand in familiar, convenient locations.

Get In Line Online (GILO): The Get In Line Online service allows Ohioans to reserve their place in line without physically waiting at a BMV office. After checking in online, https://ohiobmvappt.cxmflow.com, customers have until closing to arrive at the specific BMV license agency, check in at a self-service kiosk, and claim their spot in line. With **557,724** people using the service in 2025, an estimated **209,623 hours** of wait time was saved. Combined with the BMV's growing suite of online services, GILO continues to deliver faster, more convenient customer experiences statewide visit https://youtube.com/shorts/go2avYzwoMo.



Ohio Mobile ID: Ohio became the fifth state to offer a secure, encrypted Mobile ID in Apple Wallet, enabling residents to use a digital version of their driver license or state ID at John Glenn International Airport and at businesses using the OH Mobile ID Check app for age verified transactions without sharing personal information. Adoption has grown rapidly, with **400,000 Ohioans** now using an active Mobile ID. Throughout 2025, the BMV expanded acceptance to major venues and events including the NCAA First Four, the Memorial Tournament, the Ohio State Fair, the Columbus Clippers, and Ohio State University athletics reaching **more than 2.5 million attendees** at supported events.

Celebrating Our Employees

Every day, our employees bring dedication, professionalism, and heart to the work we do. Their commitment to serving the public and supporting one another is what makes our team truly exceptional. From providing outstanding customer service to ensuring smooth daily operations, our employees continually demonstrate the highest standards of integrity and teamwork. We extend our gratitude for their contributions and recognize the positive impact they have on our community. Throughout the year, we proudly celebrate the individuals who go above and beyond to make a difference.



APRIL BMV MVPs

- Field Operations Anna Beck
- Driver Services Tiffany Cashdollar
- Vehicle Services India Walker
- Investigations Olivia Fellure
- Commercial Trucking & Driver Testing Lance Shantz



JULY BMV MVPs

- Investigations Jeff Boyd
- Vehicle Services Alisan Duran
- Driver Services Mike Farrell
- Field Operations Dawn Zwetzig
- Commercial Trucking & Driver Testing David Scott



DECEMBER BMV MVPs

- Commercial Trucking & Driver Testing John Stevenson
- Field Operations Jean Skinner
- Driver Services Tanika Whaley
- Vehicle Services Marva Chisholm

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