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A New Path

Technological advances in tolling leave the motor vehicle industry wondering what's next.

Back to Work
How the automotive community is easing the transition for troops

INSIDE:
AAMVA Annual International Conference Program

 **MOVE**
TO A BETTER TOMORROW



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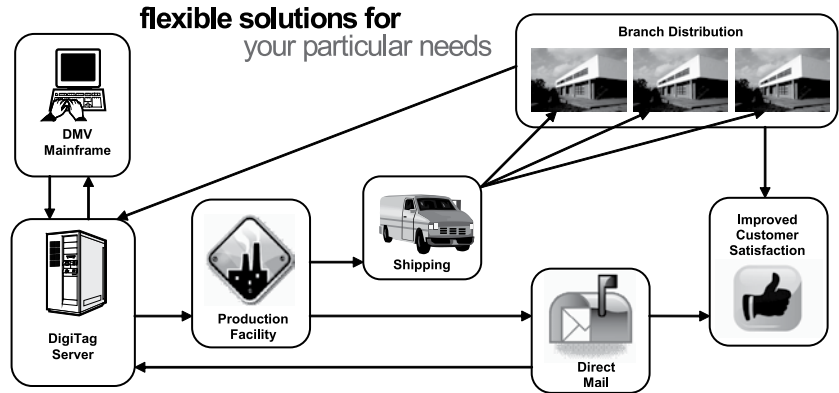
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As our members continue to evolve and embrace new technology, so too must AAMVA. To stay on the forefront and keep our services as efficient as possible, we have reinvented and revamped the AAMVA online presence.

Not only have we recently launched the new www.MOVEmag.org to provide our members with up-to-date and interactive news, but now we are thinking bigger picture. With the help of your survey participation and design votes, AAMVA is proud to announce the launch of our new and improved AAMVA.org website. Six years after the installment of our previous Web redesign, AAMVA.org has now been given a facelift that will provide our members with an efficient and streamlined portal to login, search and work online.

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A special thanks and pat on the back go to AAMVA's hardworking web team who created and finished this incredible project. Congratulations to Janice Dluzynski, Amanda Mesones, Kalpana Ramireddy and Greg McNally on a job well done.

Visit the site for yourself at AAMVA.org. For questions or feedback, please email our web team at webportalsupport@aamva.org.

Sincerely,

Neil D. Schuster
AAMVA President & CEO

move

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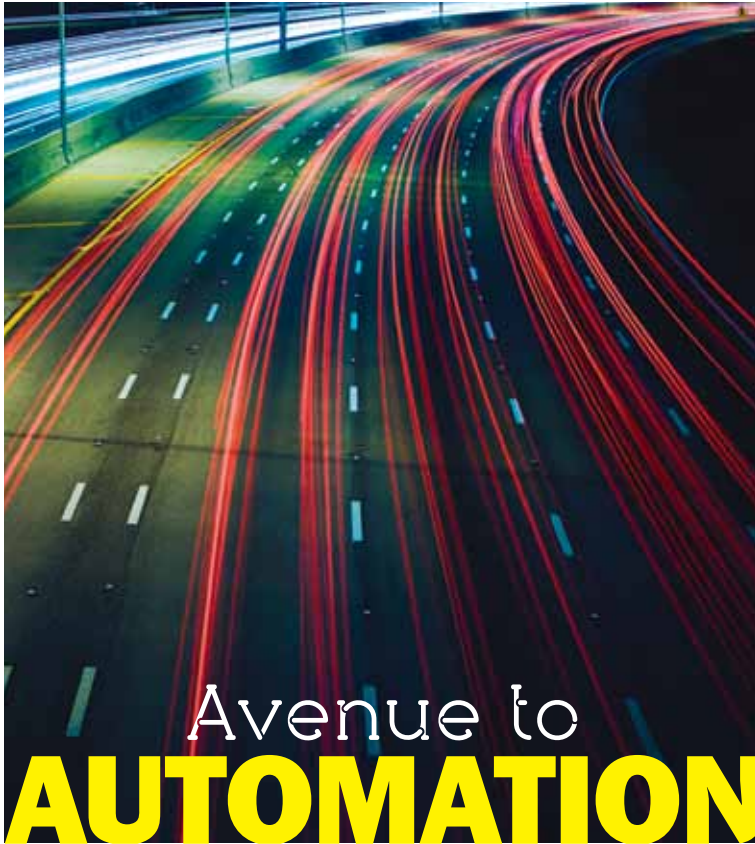
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Q: How does your jurisdiction assist military personnel with transitioning into civilian life?

■ **DAVE STUTZ**, Iowa DOT, Driver Services

“Earlier this year, Iowa Gov. Terry Branstad signed a bill that authorizes the Iowa Department of Transportation to waive commercial driver’s license skills testing for military personnel who have military training and experience in the operation of commercial motor vehicles. Effective July 1, 2012, substituting the new law is consistent with the provisions of 49 CFR Part 383.77, for driving skills tests for drivers with military commercial motor vehicle experience. The Iowa Army National Guard has several transportation companies and other units that utilize heavy vehicles. The law will offer eligible military personnel who are on active duty in the military service or separated honorably from such service an enhanced opportunity for civilian employment.”

■ **MONTY PRIDE**, DL/CDL Coordinator, Highway Patrol Administration, Arkansas State Police

“The state of Arkansas will renew an Arkansas driver license for any active military member serving out of state or out of country. We mail the license to them. Any spouse of a military member serving out of state or out of country when his or her license expires due to deployment will be issued a new license. Military veterans may apply at all state Revenue Offices for a “Veteran Designation” to be added to their driver license or state ID card by presenting their DD-214 that shows honorable discharge or general discharge under honorable conditions. Since 2005, the state of Arkansas has honored military experience with Commercial Motor Vehicles of all kinds used by the armed forces by waiving CDL skills testing for former military personnel who show documentation of the vehicles they operated while in the military and wish to obtain a non-military CDL.”

■ **LYNN BLACKWELL**, Division Chief 1, Connecticut Department of Motor Vehicles

“The Connecticut Legislature extended expiration dates for transitioning military by 30 days after discharge. Connecticut also offers mail renewal at no fee for all military. Connecticut has a CDL transition program called ‘Helmets to Hardhats’ that helps our service personnel to transfer their military skills to private industry jobs.”

■ **ED PEMBLE**, Driver Services Manager, Idaho Transportation Department

“Idaho Transportation Department’s Driver Services offers a Commercial Driver’s License (CDL) Skills Test Waiver. The waiver process was developed for service men and women who gained military experience in heavy vehicle operations. The skills test waiver is based upon federal motor carrier safety regulations and is available to eligible military members who are currently serving in or recently separated from military service. The department is processing an increasing number of skills test waivers to applicants who are planning to transition into civilian careers in trucking and related industries.”

ASK US!

Have a question you want answered? Email us at move@aaamva.org.



For more information on how jurisdictions are helping military personnel transition to civilian life, see “From Troops to Civilians,” page 20.





BY KIM ALTERS

The Suspended/Revoked Working Group has compiled a Best Practice document outlining procedures to reduce the number of drivers subject to license suspension.

“The whole thing comes down to one basic recommendation: that jurisdictions stop suspending people’s driving privileges for non-driving reasons,” says Brian Ursino, director of law enforcement for AAMVA and staff liaison to the working group.

Funded by the National Highway Traffic Safety Administration, the group partnered with Florida State University to compile research from eight states and found that approximately 39 percent of suspended drivers lost driving privileges for non-driving reasons—what the group calls “social nonconformance.” The research also concluded that a person suspended for driving-related reasons is three times more likely to be in a crash than a person suspended for non-driving reasons, and six times more likely than a driver who has never been suspended at all.

So, Ursino says, the law should focus on drivers with traffic-related mishaps because they have proven to be more dangerous. And, he adds, having fewer suspended drivers would increase efficiency. “The justifications are there: [non-driving related suspensions are] tying up officers at roadside, costing DMV administrative time and clogging court dockets,” he says. “The issue has far-reaching effects on the entire criminal justice system.”

[PACE AWARDS]

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“DMVNow!”
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du Quebec

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New Jersey Motor Vehicle Commission

Overall Division IV Winner

Video
“Decisions”
Washington State Patrol

Overall Division V Winner

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“ID Driver’s License Central Issuance Media Coverage”
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Division of Motor Vehicles

Overall Division VI Winner

Graphic Design
“Driving Distracted”
New Jersey Motor Vehicle Commission

Overall Division VII Winner

Websites/Technology
“ICBC Licensing Mobile Application”
Insurance Corporation of British Columbia



Watch these award-winning videos and other winners on www.movemag.org.

MARK YOUR CALENDARS



AAMVA EVENTS

:: Unconventional Vehicles Working Group

September 24–25
San Diego, CA
Hotel Palomar

:: 2012 Combined Standing Committee Meeting

October 15–17
Arlington, VA
Westin Arlington Gateway

:: Region III Exchange

October 23–25
St. Louis, MO
Marriott St. Louis Airport

:: New Administrators Orientation

December 4–6
Arlington, VA
Westin Arlington Gateway

For more information on upcoming events, visit aamva.org/events.



For more information on the Suspended/Revoked Working Group, visit aamva.org.

FUNDING THE FUTURE

BY ANDREW GUEVARA

With the enactment of the recent surface transportation authorization bill, stable funding for highway projects remains a topic of intense discussion in the transportation community. Prior to its passage, the Safe, Accountable, Flexible Transportation Equity Act, a Legacy for Users (SAFETEA-LU), which expired in September 2009, was the last fully endorsed authorization bill. Subsequently, a string of short-term authorizations made their way through Congress' hands.

A focal point throughout this length of time has been the near insolvency of the Highway Trust Fund (HTF)—the lifeline for the building and maintenance of the federal highway system. The fund, comprised primarily of fuel taxes, is expected to run dry sometime during the 2013 fiscal year, according to the Congressional Budget Office. Trends from the federal government reveal that the trust fund is consistently exceeding the limits of its ability to finance national highway projects. With few other viable options left on the table, states are moving toward internal methods to cope with the declining federal resources that have traditionally supplied an essential revenue stream. Raids on the general fund to ameliorate the shortfalls in the HTF in recent years serve as lucid evidence of the fund's insolvency. In the latest rounds of discussions about the fund's levels in June, various proposals were crafted on how to bridge the gap between excise tax receipts and the authorized levels—including another transfer from the general fund.

The federal government faces monumental political hurdles in supplementing funds through the national gas tax. In a Fitch Ratings report entitled, "U.S. Surface Funding: Pitted with Potholes," it is reported that receipts of the HTF generated by the current 18.4 cent per-gallon tax on gasoline have been flat to declining since 2007, following a peak in fuel prices and the impact of the recession. 2010 receipts were down 11 percent from 2007. As of 2011, expectations were that federal policymakers would only distribute what is deposited in the HTF in future years without an increase in tax rates, implicating a reduction of approximately 15 percent to the program over a two- to three-year period. Politicians would never dare raise fuel taxes as gas prices soar and their voting constituency continues to recover from recession. Further complicating the gas tax-revenue model is the fact that automobiles have become more efficient, and hybrids are commonplace on the roads these days. These factors increase the amount of road use while reducing the amount paid at the pump.



With all this movement signifying diminishing support from the federal government, Congress has eased the burden it places on states with how they can fund nationally established roads. Since the inception of the federal highway system, states have been prohibited from charging tolls on highways built with federal funds. In the 1980s, devolution began to occur. The federal government encouraged state and local agencies to find other funding sources to accompany the HTF, such as the use of tolls. SAFETEA-LU continued this development in recent years by promoting innovative means to finance and construct new highways through cooperative local and state government efforts and public-private partnerships. The law also eased the restrictions on building interstates as toll roads. States still cannot add toll roads to existing federal highways and must seek approval from Congress in order to toll them.

As roads nearly a half-century old begin to crumble and the percentage of miles traveled under congested conditions climbs for drivers, states have awakened to the dilemma confronting them and are seeking alternative forms of funding. According to the aforementioned Fitch Ratings report, state DOTs are becoming increasingly less reliant on funding from the Federal Highway Administration (FHWA). Trends show the percentage of federal DOT resources comprise less and less of total states' transportation funds and state taxes, and service charges are adding to their overall share of the pie.

Another option is for states to adopt a user pay model. The vehicle miles traveled (VMT) tax is one

instance of a user pay model. This mechanism is insensitive to gas prices, charging consumers based on their actual road consumption, and the funds remain provincial to where they are collected. In spite of the wide-ranging benefits, the largest single challenge to VMT fees remains the extensive fundamental technological shifts required for this system to become institutionalized and administered.

Akin to VMT taxes, tolls are a popular contender in financing debates for state highway schemes. Federal lawmakers have cleared some restrictions placed on toll roads and many states are investigating further implementation strategies. The latest piece of authorization legislation even included a measure to investigate the “fairness” of toll road rates. In contrast to proposals with extensive lead times such as VMT taxes, tolls provide a constructive short-term fix for generating new revenues. They also loosen state resources for new projects or the maintenance of current ones. However, toll roads do not bode well in public opinion polls despite the boon they serve for state and local governments.

Whether the decision-makers are state or federal policy makers, all involved parties agree that the HTF cannot remain the answer for reliable funding outlays. Federal policy trends are starting to indicate that it is past time to review non-traditional funding sources. President Obama floated the idea of a newly created “infrastructure bank” in his recommendations for the highway reauthorization measure. Congressional delegates on both sides of the aisle have long been looking at federal-aid highway allocation formulae and exploring creative funding mechanisms to avoid any further transfers from the general fund. But all sides agree that what we

currently have in place is untenable. If the government can't operate and maintain its national infrastructure, perhaps reaching out and expanding the ability to incorporate private investment in its maintenance and delegation would prove beneficial. At the end of the day,



what we have is a schism in perception on who will effectively be responsible for what. At the heart of the dilemma is the inherent difference in transportation versus many of the other programs associated with the marble cake design of federal grant formulas—the fact that in the end, each state is essentially held accountable for its own transportation system. While the federal government continues to balk at its investment in the federal-aid highway programs, there are some very dire circumstances left in its wake. States must explore tolling and other options, because they can either let their infrastructure languish, or they can rid their roadways of the political conundrums that prohibit them from paving their driveway. **m**

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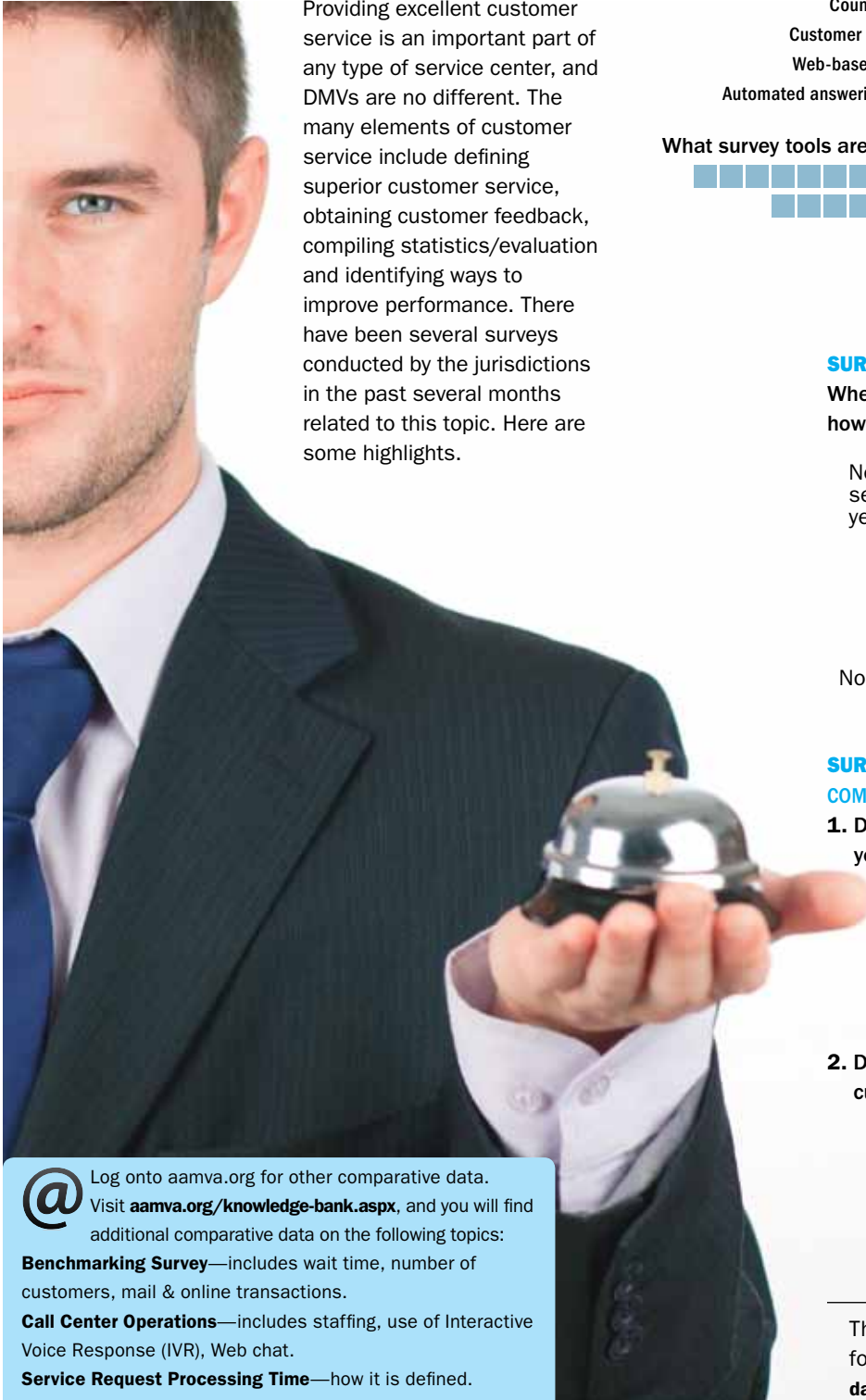
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SURVEY SAYS

Customer service and DMV operations go hand in hand.

BY JANICE DLUZYNSKI, AAMVA'S DATA LADY



Providing excellent customer service is an important part of any type of service center, and DMVs are no different. The many elements of customer service include defining superior customer service, obtaining customer feedback, compiling statistics/evaluation and identifying ways to improve performance. There have been several surveys conducted by the jurisdictions in the past several months related to this topic. Here are some highlights.

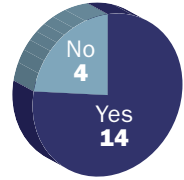
@ Log onto aamva.org for other comparative data. Visit aamva.org/knowledge-bank.aspx, and you will find additional comparative data on the following topics:

- Benchmarking Survey**—includes wait time, number of customers, mail & online transactions.
- Call Center Operations**—includes staffing, use of Interactive Voice Response (IVR), Web chat.
- Service Request Processing Time**—how it is defined.

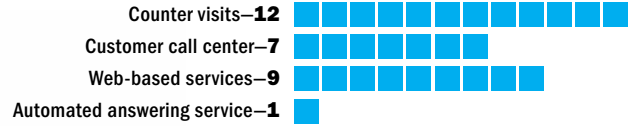
SURVEY ONE: CUSTOMER SATISFACTION SURVEYS

This is how the numbers look for the 18 jurisdictions that responded:

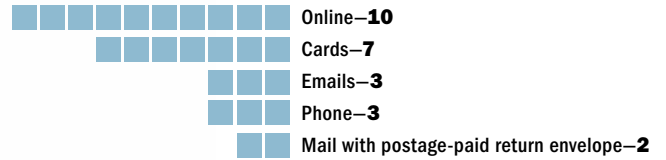
Do you conduct customer satisfaction surveys?



Mode of service delivery for which surveys are conducted:

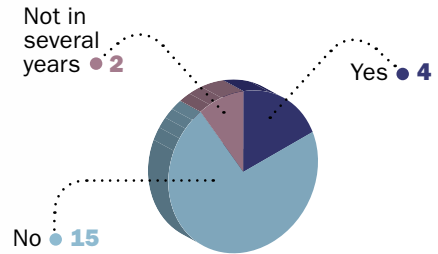


What survey tools are used for data collection?



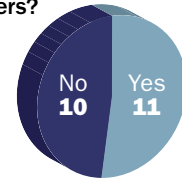
SURVEY TWO: CUSTOMER SERVICE FOCUS GROUPS

When asked if they conduct focus groups, this is how 21 jurisdictions responded:

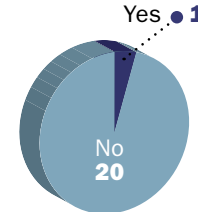


SURVEY THREE: ELECTRONIC MEDIA IN CUSTOMER COMMUNICATIONS

1. Do you use email to communicate with your customers?



2. Do you use texting to communicate with customers?



The details related to these surveys can be found at: aamva.org/surveys-and-comparative-data. Simply search by survey title.



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Pennsylvania: Donate Life-PA Busts Organ Donation Myths with New Videos



As part of its 2012 organ and tissue donor campaign, Donate Life Pennsylvania (Donate Life-PA), a partnership between the state's two organ procurement organizations and the Pennsylvania Department of Health, have unveiled two new videos designed to help debunk the myths around organ and tissue donation. In an effort to engage Pennsylvanians and raise awareness of organ and tissue donation, the videos will be shared through social media channels. According to an August 2011 survey, one in four Pennsylvanians who are not currently registered as organ and tissue donors believe that, if they were ever seriously injured, doctors would not try to save their life—and have not become donors for that reason. Based on this data, one of the myth-busting videos was specifically created to address this myth. The second video is aimed at dispelling the myth that monetary status plays a role in an individual's ability to receive an organ transplant. Nearly 30 percent of Pennsylvanians who stated that they are "not at all likely" to become a registered organ donor stated that receiving information that dispels common myths about organ and tissue donation would motivate them to become a donor. To view myth-busting videos, visit movemag.org.

D.C.: DMV/HIV Program Yields Big Results

As a line of people snaked out the door of the Penn Branch DMV in Southeast D.C. one morning, Stephanie, a slight woman with a gentle voice, took advantage of her captive audience to make what would otherwise be a strange pitch in a government office—get a free HIV test, she offered, and you can receive a \$7 credit towards your DMV services. Not everyone took her up on the offer, but others were handed a red number card and told to wait for one of two testers to call them into a private room. The testing, which has gone on at the Penn Branch DMV since October 2010, is a first-of-its-kind attempt in the nation to bring HIV testing directly to D.C. residents. Since it started, some 8,000 people have taken the test—double what was originally expected. In May alone, 600 people accepted Stephanie's pitch. As D.C. battles an HIV/AIDS epidemic that rivals some African countries, testing is only one front; but without it, more substantial gains cannot be made. The test is quick and painless—an oral swab yields results within 20 minutes. If a resident comes up positive (of those 8,000 tested, less than one percent have), they are offered the chance to go directly to Family and Medical Counseling Service offices for counseling, medical services and a full diagnostic exam.

Kentucky: 'I Support Veterans' License Plate Now Available



Kentuckians can show their support for veterans with newly available vehicle license plates. The new plates—available even to those who are not veterans themselves—show support for veterans and also raise funds for veterans programs. The "I Support Veterans" license plate will give an opportunity for all Kentuckians who wish to support veterans' services to do so, and to show that support by putting this license plate on their vehicle. The new license plates were designed in response to citizens' interest in supporting veterans.

Virginia: DMV Message Program Reaches 1 Million Mark



One million Virginians have signed up to receive notices from the Virginia DMV via email, text or phone message. Since each piece of U.S. mail not processed by DMV saves 59 cents in printing, processing and postage fees, the million customers are saving \$590,000. Customers sign up to receive electronic renewal notices for vehicle registrations (decals) and driver's licenses by creating a myDMV account at www.dmvNOW.com/myDMV. Using a personal identification number (PIN), customers check a box indicating they want to receive decal renewal notices via email, phone or text message, and they can also manage their DMV records without visiting an office. With a myDMV account, customers see all of their DMV information on one page including when their driver's license and decals expires, and their safe driving points. Customers may access their myDMV account using a Social Security number or DMV customer number.

Iowa: Law Waives Truck Test for Experienced Vets



An Iowa law that soon takes effect lets people with recent experience driving large trucks in the military obtain an Iowa commercial driver's license without taking the drive skills test normally required. The law lets DOT waive the testing requirement for Iowans who are on active duty or separated honorably in the past 90 days. They must meet certain experience and safety requirements set by FMCSA. Applicants must be Iowa residents and hold valid Iowa driver's licenses. The new law does not waive the written test for the commercial license.

Ohio: State Highway Patrol Looking to Increase Its Ranks



The State Highway Patrol is looking for more than a few good men—and women. The Patrol wants to add 180 troopers to its force and has scheduled two academy training courses this fall. Ninety cadets are being sought for each of the 22-week courses, starting in September and November in Columbus. The last class began this spring with only 70 recruits. With the 180 potential recruits, the Patrol hopes for a net gain of 120 troopers statewide when candidates graduate in spring 2013. The back-to-back classes are a new strategy needed to meet the goal of increasing the number of troopers from about 1,400 to 1,520—an increase of about 9 percent. In the past, the patrol occasionally has gone up to 1.5 years between classes at the academy. Ohio law sets the maximum number of troopers at 1,600. An applicant for the academy must be 20 to 34 years old, an Ohio resident, have a high school diploma or general educational development diploma, and a proper state ID with a positive driving record and no felony convictions. A college degree is not required. An applicant also must pass physical fitness requirements, a polygraph test, medical exam and background check. Those accepted will earn \$18.66 per hour while attending the academy. Starting salary for a trooper is between \$50,000 and \$60,000 a year.

New Mexico: State to Use Technology to Verify License Information




New technology will soon be used in New Mexico to verify information documents presented by people seeking driver's licenses. The state is grappling with recurring incidents of fraud, as critics claim New Mexico has become a go-to place nationally for illegal immigrants—or preying criminals representing them—wanting to obtain real driver's licenses. Critics attribute most of the problem to the 2003 state law that allows foreign nationals to obtain New Mexico licenses, regardless of whether they are in the country legally. *The Albuquerque Journal* reports that the changes being carried out include getting bar code readers to help verify bank statements and utility bills, and other software to help ensure passports are legitimate. In addition, the Motor Vehicle Division is considering establishing a field office in Albuquerque that would handle all foreign national applicants in the state's largest city. Other MVD field offices around the state would still handle all types of driver's license applicants. About 70 percent of New Mexico's appointments for foreign national licenses are made in Albuquerque. A decision on whether to set up the field office for foreign nationals, who can only obtain licenses through state-run MVD offices, is expected to be made later this summer.

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→ Anyone who travels on a regular basis can appreciate the frustration of stopping to pay at the toll plaza—not only does it unnecessarily interrupt traffic flow, it also adds time to a trip and boosts emission levels. Fortunately, with the evolution of All Electronic Tolls (AETs), the current process of handing cash to a teller or manually feeding change into a machine could soon become as much of a memory as eight-track tapes.

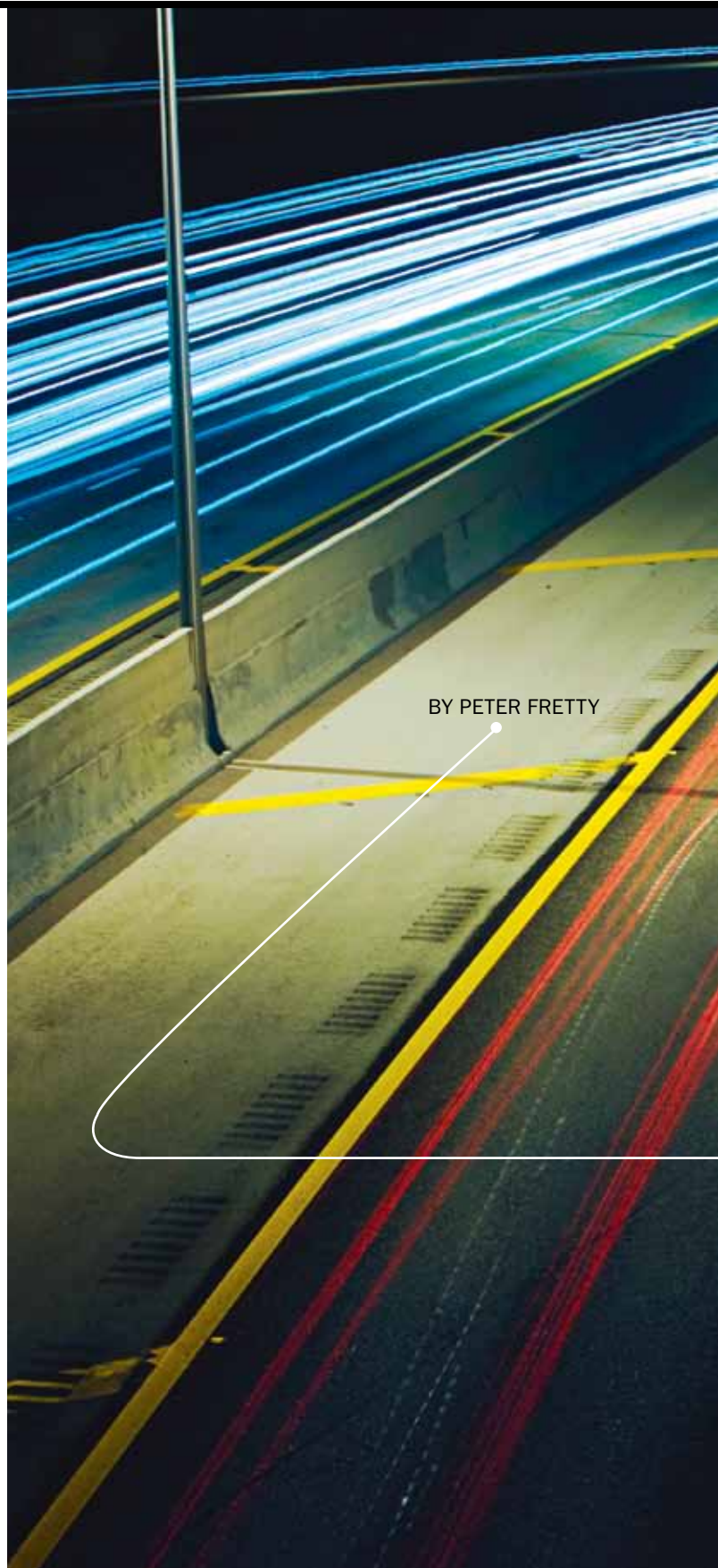
Even though 70 percent of tolls nationwide are currently collected electronically, the latest trend is to fully automate toll collection and eliminate cash from the equation through AETs. To coincide with the movement towards AETs, states across the country are entering into feasibility studies to consider Automated License Plate Readers (ALPRs) as well. This means that instead of paying a toll operator, either drivers charge an existing E-ZPass account—by travelling through the E-ZPass lane—or the ALPR device takes a picture of a driver's license plate and automatically sends a bill to the residence of his or her vehicle registration.

“Drivers no longer want to stop at a tollbooth. They want to continue their trips without interruption,” says Mike Robertson, North Carolina commissioner of motor vehicles. “That’s why it has become more and more necessary to use transponders or cameras to identify the vehicles that are using the roads. The biggest benefit is that traffic flow is not stopped or slowed down. Drivers can continue on their way and traffic speed and flow is easier to manage and plan for.”

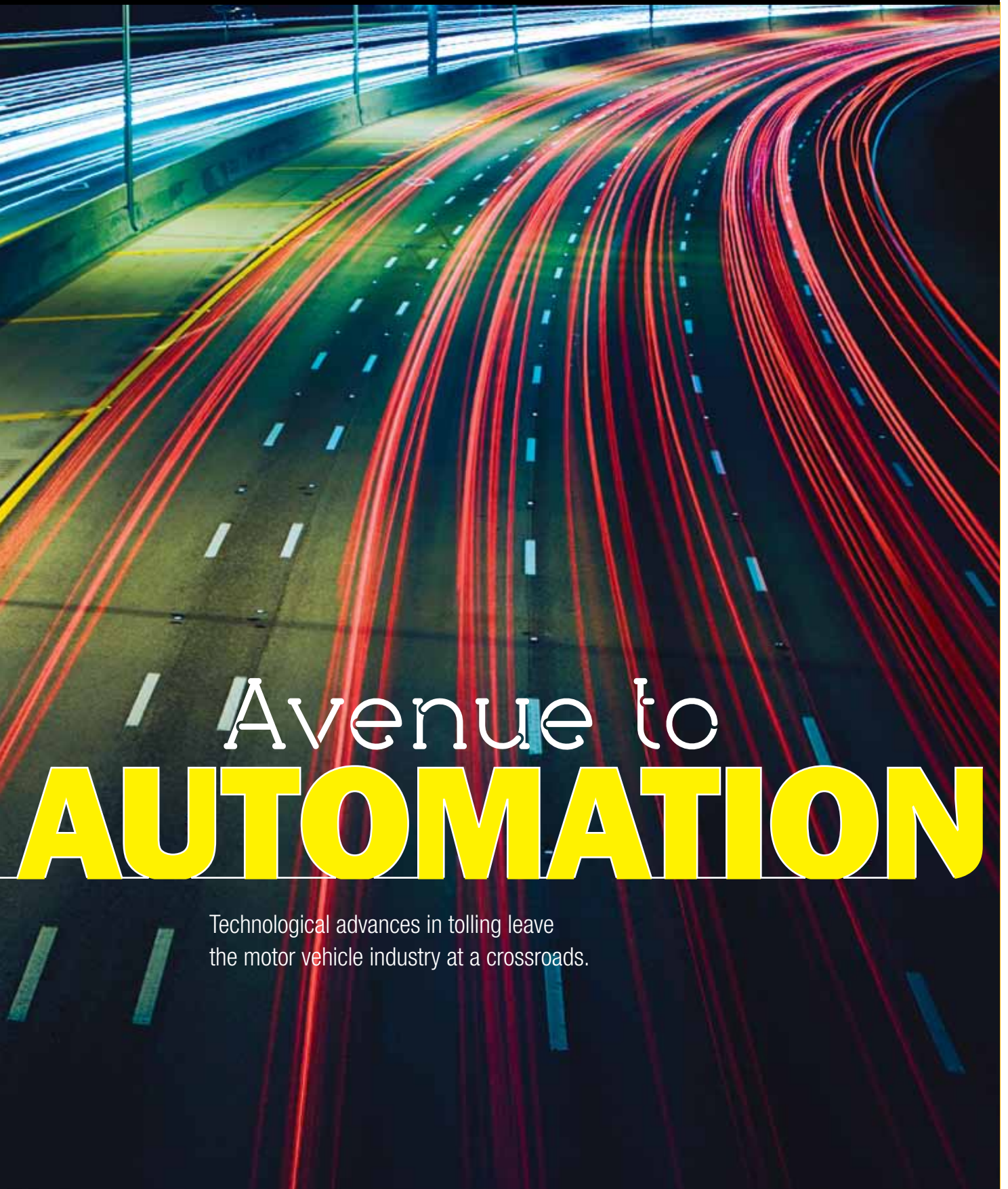
DMV IMPACT

Understandably, as more states implement automated tolling systems, there will be an impact on the way DMV administrators do business. “There are big challenges associated with implementing AET, including the placement and retraining of affected employees, the conversion of existing cash toll plazas and potential bonding and credit issues due to collection of revenue issues from non E-ZPass account holders,” says Delaware DOT representative Jennifer Cohan.

For several years, Delaware has been dealing with how to handle the transition on its Grant Anticipation Revenue Vehicle bond funded US301 project, which turns the highway into a 17.4-mile, four-lane toll road. Delaware Tolling Operations became part of the DMV in 2010, Cohan explains, after the state decided its tolling operations should fall under the DMV umbrella. “This [streamlined] administration, and it removed the political barriers that



BY PETER FRETTEY



Avenue to **AUTOMATION**

Technological advances in tolling leave the motor vehicle industry at a crossroads.



AUTOMATED TOLLING SOLUTIONS BENEFITS

1. Reduce the required manpower to operate the traditional toll plazas and booths, which is a significant cost savings.
2. Increase traffic flow and reduce congestion, which in turn reduces harmful emissions into the environment.
3. Build and develop relationships with other states to increase overall toll revenues.



hindered reciprocity with surrounding states,” she says. “One of the consequences of moving toward AETs is that the traditional toll collector positions will no longer be necessary, so this move gave existing toll employees opportunities to cross-train into the DMV.”

As a result, Cohan adds, DMV services will be able to expand to more venues—like toll plazas—and there will be promotional possibilities for toll employees. “This move has been noted as a win-win by our state governor and the state Legislature,” she says.

Of course, installing AET and ALPR technology is only part of the equation. Another impact is the movement toward national interoperability of electronic toll collection systems, stressed within the 2011 International Bridge, Tunnel and Turnpike Association report presented to the U.S. House of Representatives.

“Having a national network of agencies would be huge for the industry in the collection of tolls [and] violations that may not have been collectable before,” Cohan says. “Currently, the E-ZPass Group and Florida’s SunPass are working on an interoperability agreement that would allow both transponders/ technologies to be used on the entire East Coast.”

PARTNERSHIP APPROACH

Because most tolling authorities do not operate within DMVs, Robertson suggests both parties find ways to work with one another. “Most of the authorities are private or subsidiaries of private companies,” he says. “They are charged with identifying more and more tags, and they must do this through the DMVs. This costs dollars [and] manpower and presents legal challenges. It takes money and time to identify tag images.”

Planning for the use of AETs and ALPRs for tolling requires a collaborative effort. Robertson says topics of discussion between tolling agencies and DMVs should include: how the cameras and readers will work; how the purely private tolling agencies will work with the DMVs, which need to comply with privacy laws; and what contracts might be needed with the company to enable the release of Drivers Privacy Protection Act-protected information. “Get the process going early on, before plans are made to install the cameras and readers,” he says. “The [agencies and DMVs] need to work together to determine how they will provide the private information needed by the tolling agencies.”



ADDRESSING IMPLEMENTATION

As with any evolution, there are growing pains associated with embracing next-generation tolling, including AETs and ALPRs. According to PJ Wilkins, executive director of the E-Z Pass Group, this means working through three key implementation issues.

PERFECTING PLATES: The hundreds of different license plate types available to vehicle owners can serve as an impediment to ALPR efficiency. “There has been significant discussion around how to handle this issue, including the use of an infrared barcode or mandating that a portion of every plate is consistent nationwide,” Wilkins says.

SEAMLESS SHARING: From establishing reciprocity agreements to an understanding of sharing database information, this will be a crucial step going forward. “When someone from Maine goes through a tolling location in Pennsylvania, the two states need to be able to work with one another to make sure people pay their tolls,” Wilkins says.

ADDRESSING ERRORS: Sending bills to the vehicle owner residence intensifies the need to address errors. “In some instances, up to 30 percent of the addresses on record are inaccurate, which makes collection a serious challenge,” Wilkins says.

According to Cohan, the best thing DMVs can do today is begin to build relationships with their state tolling agencies to determine what the goals of the tolling agencies really are. “State DMVs should also begin to research their legal ability to enter into reciprocity agreements with other states to share DMV data for toll and violations collection,” she says. “For those states without toll roads, they should also begin to determine the feasibility of entering into reciprocity agreements for sharing their data and determine what they would need in return such as revenue sharing.”

The big change is that the required level of data sharing will not only be for toll violators, but also for vehicle ownership data if an agency is moving toward AET either via transponder technology or license plate reading technology. “Some state DMVs see this as a potential burden on their already limited resource pool, but in reality, toll agencies are willing to share in revenues—especially revenues that they had historically been unable to collect,” Cohan says.

SEIZING OPPORTUNITIES

While many DMVs are quick to point out the many challenges associated with embracing fully automated tolling solutions, the multipronged big picture benefits associated with embracing new tolling technology are often worth the effort, Cohan explains.

“First, you reduce the required manpower to operate the traditional toll plazas and booths, which is a significant cost savings. Second, you increase traffic flow and reduce congestion, which in turn reduces harmful emissions into the environment,” she says. “Third, by building and developing relationships with other states, you can actually increase your overall toll revenues, and for states with no toll roads, there is also revenue to be generated through partnerships with states that need their DMV information.”

Although Congress has yet to introduce new legislation to revamp tolling, the writing is on the wall for tolling agencies as well as DMVs. And, while both parties could wait out the legal process, Congress’ current inaction represents an opportunity for collaboration for all involved to develop a desired solution rather than struggle to implement potentially unappealing mandates. **m**

NSTIC Offers Opportunities for MVAs

by: John Biccum, Principal Security Strategist in Microsoft's Trustworthy Computing (TwC) group

On April 15th, 2011 President Obama signed the National Strategy for Trusted Identities in Cyberspace. This strategy contains no mandates for states but recognizes the unique role that states provide in citizen identity:

"...these governments are well-positioned to lead efforts to protect individuals, help standardize policies, and act as early adopters in the provision and consumption of Identity Ecosystem services. As such, State, local, tribal, and territorial governments are encouraged to align with the Identity Ecosystem Framework and to support its establishment by participating in its development..."

The federal government has a long history of relying directly on state-issued identity credentials. Indeed most of us showed a driver's license to the TSA screeners in order to fly to this event, or have in the past in order to enter a federal courthouse or other US Government building. The federal government also has an indirect reliance on state-issued identity credentials and that indirect reliance is key to understanding the US Government's interests in having states help in solving citizen identity issues, especially as those identity issues move online.

One of the largest portions of every state's budget is transfer payments. These are federally

funded such as state administered programs such as unemployment insurance, workers compensation, Supplemental Nutritional Assistance Programs (SNAP), nutritional assistance for Women Infants and Children (WIC) and similar programs.

Fraud in these state administered programs costs the federal treasury millions of dollars per year. Audits have shown that much of the fraud results from fraudsters falsely asserting the identity of a person eligible for the benefits. Since the federal treasury pays for this fraud it is in the federal government's economic interest to assist states in solving identity issues. As many of these programs move online, one can expect the fraudsters to move online as well.

When it is in the federal government's interest to have states solve a problem, history tells us we can expect to see either an extremely unpopular unfunded mandate (some cite REAL ID as one example) or see the availability of federal grants. The NSTIC National Program Office chose the latter approach: NSTIC has grant money available. An AAMVA-led team submitted a grant request to the NSTIC National Program Office. As this issue of Move! goes to press we are still waiting for the results of that grant request but by the time attendees arrive for the AIC, we should have word on whether the grant request was funded.



John Biccum is a Principal Security Strategist in Microsoft's Trustworthy Computing (TwC) group. John is the founding member of the End to End Trust team, a team Microsoft chartered to help make the internet a more trustworthy place. John joined Microsoft's Trustworthy Computing (TwC) group in its infancy. His focus in TwC is driving the

alignment of technology, public policy and economic factors in order to tackle complex societal problems. About one third of John's time is spent working with and advising Microsoft product groups and another third is invested working with other companies in the computing ecosystem. The remaining time is spent engaged with public policy makers. John contributed to the *Securing Cyberspace for the 44th Presidency* recommendations to the incoming Obama administration as well as the National Strategy for Trusted Identities in Cyberspace (NSTIC).

Virginia Partners for High Stakes Challenge of Electronic Identity

by: Dave Burhop, Deputy Commissioner, Chief Information Officer at Virginia Department of Motor Vehicles

Commonwealth Authentication Services (CAS) is the e-ID system we are building in Virginia. CAS represents Virginia's first step towards cross-agency authentication. CAS leverages multiple sources of data in order to better bind the claimed identity with the person claiming that identity, delivering higher levels of assurance about the authenticating user. We want to ensure that we issue e-ID or other credentials only to those who really are who they say they are.

As AAMVA moves forward with e-ID and its Driver's License and Data Verification system, the role the jurisdictions, and systems like CAS, will play in the development of a national and even international e-ID ecosystem becomes clearer. We DMVs/MVAs can play a key role in creating an ecosystem that protects us from the fraudster while facilitating secure commerce and trade over the Internet.

The federal government and other organizations in both the public and private sectors have only recently recognized the value of our DMV/MVA data and the role that data can play in helping to establish trusted identities in cyberspace. DMV/MVAs and other agencies in our states need trusted identities suitable for cyberspace if

we are to grow the efficiency of our citizen-facing business processes and continue to improve the productivity of our shrinking workforce. Sure, there are those companies that claim they have the answer to on-line authentication using self-asserted identities or data from "identity warehouses," but those companies cannot conduct in-person proofing at the kind of scale we already deal with every day.

For the better part of the last ten years many attempts have been made to develop an identity infrastructure that supports business transactions over the web. The federal government, realizing the high stakes in this challenge, is currently making grant funding available to select organizations for identity projects.

For more information on how the need for electronic authentication will impact the jurisdictions from a political, economic and technical perspective, please join Microsoft's John Biccum and me at AAMVA's e-ID session at the AIC. We will update you on the latest NSTIC news; discuss a cross-state casual sale proof of concept built to show how e-ID can enable online casual sales and share the news on the NSTIC AAMVA grant status.



Dave Burhop is the Deputy Commissioner, Chief Information Officer at Virginia Department of Motor Vehicles. In addition to his role as Chief Information Officer at Virginia's DMV, Dave has been working on electronic identity and credentialing for the past six years. His most recent focus has been the utilization of state data and how logically combining

agency data sources can help provide a higher assurance of identity authentication. As a member of the Cross Sector Digital Identity Initiative (CSDII) with AAMVA and private sector companies like Microsoft, Computer Associates and AT&T, and as the Chair of AAMVA's e-ID Workgroup, Dave understands the fragility of our current system of user-ids and passwords can only be overcome through the combined efforts of public and private partnerships.

FROM TROOPS TO CIVILIANS

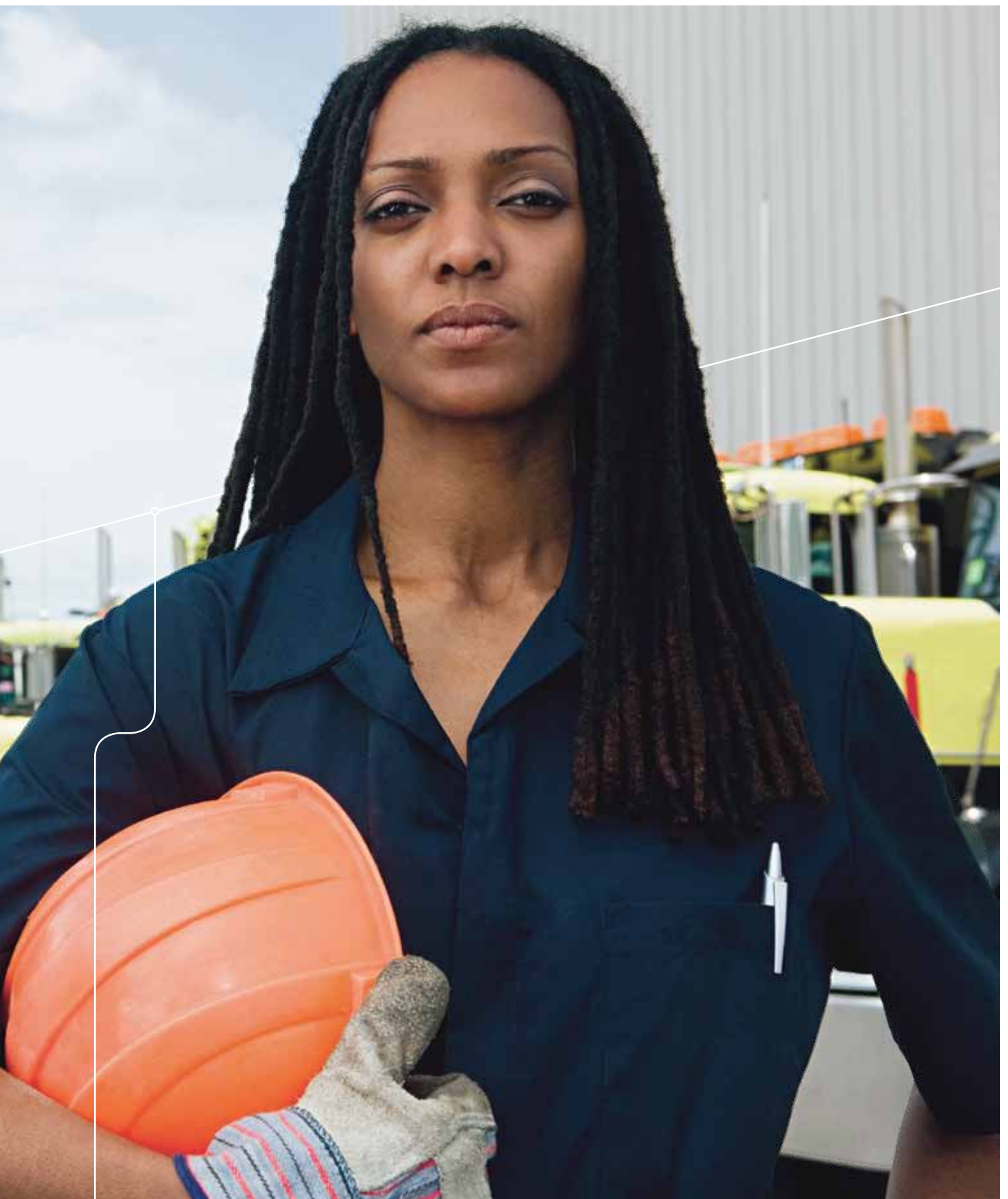
How AAMVA, FMCSA and state DMVs are helping to smooth this sometimes challenging transition.

BY KATHLEEN HAGAN

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→ A federal regulation finalized in May 2011 granted individual states the authority to waive the Commercial Driver License (CDL) road skills test for recently discharged service members who drove commercial vehicles in the military. Twenty-two states have taken advantage of this new rule, helping ex-military personnel transition back into life as civilians and find jobs in the transportation and construction industries.





In order to qualify for this skills test exemption, discharged service members must be able to certify that they have:

- safe driving records;
- driven comparable vehicles in the military for at least the two years immediately preceding military discharge;
- not held more than one license (besides a military driver's license) in the past two years;
- not had their state-issued driver's license suspended, revoked or cancelled;
- not had any disqualifying convictions driving a motor vehicle; received commander's certification while still in the service; and
- were discharged from the military within 90 days of applying for the skills test waiver.

Before this recent revision to the Commercial Learner's Permit rule by the Federal Motor Carrier Safety Administration (FMCSA) went into effect, the waiver of the CDL skills test was not unique to the military; previously, states had the authority to waive the road test for any qualified driver.

"When the CDL program started [in April of 1992], that substitute for driver's skills test section was put in [the rules] to allow states to get the initial rush of their CDL drivers who had been driving into the actual CDL program," says Karen Morton, program director of driver licensing at AAMVA.

In 2008, FMCSA announced its plans to remove this provision from the Commercial Motor Vehicle Safety Act of 1986, which in turn would have revoked the authority of states to waive the skills test for any CDL applicant. But upon this notice of proposed rule making, FMCSA received so many comments and petitions for reconsideration that it decided to change the regulation so that it only applies to ex-military personnel, Morton says.

Working with FMCSA, the U.S. Army and the Department of Defense, Morton helped develop a standardized form for states to adopt and use as the skills test waiver. "Our intent was to develop one standardized form to be utilized by state driver's license agencies and all branches of the armed forces," she adds.

The biggest problems states have with waiving the skills test is thinking that military members aren't properly trained to operate civilian commercial vehicles and that they don't have the necessary experience. So Morton and others took a trip to Fort Meade to decide which military vehicles equated to civilian ones. They also evaluated and approved the military's training standards.

Morton says all of these concerns are now addressed on the standardized Application for Military Skills Test Waiver form. Presently, eight more states are in the process of working to accept a military skills test waiver. And Morton, along with FMCSA and the Department of Defense, is encouraging other jurisdictions to adopt this form and do the same.

THE NEXT STEP

The Presidential Task Force on Veterans Employment, which was established to help veterans find jobs in the civilian workplace, finds that driving commercial vehicles is a job many

ex-military personnel are trained in. So in addition to waiving the CDL skills test for former service members, some states are going a step further and developing programs to help ex-military members who hold CDLs obtain employment.

One such program, Virginia's "Troops to Trucks," recently went into effect on July 1, 2012. The initiative results from collaboration between the DMV, the military and employers in the transportation industry.

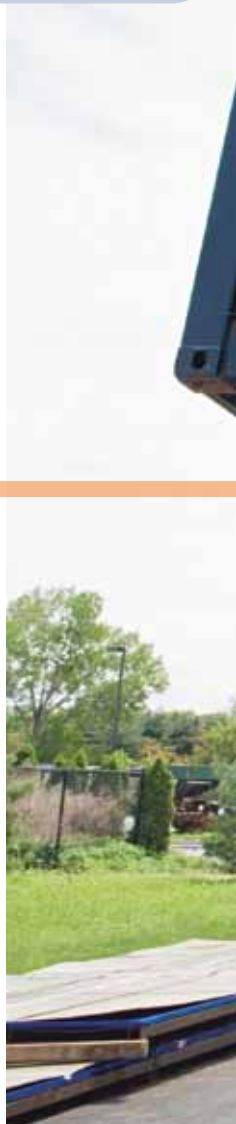
Under Troops to Trucks, the Virginia DMV waives the skills test for military CDL holders. Additionally, the DMV partners with trucking and bus companies throughout the commonwealth to help these service members find jobs. "We take that extra step and actually get the marine or soldier to fill out a placement questionnaire that we then give to an actual trucking company or bus company through the trade associations [with which we work]. We can actually get the qualified candidate before a potential employer," says Rick Holcomb, Virginia DMV commissioner.

"There may be folks who are within a certain amount of time of discharge who are looking and saying, 'Gosh, driving a commercial vehicle would be a good post-military profession, so I'd like to go through this training,'" Holcomb says. "Truck driving and bus driving jobs pay a good salary. We think this will be very attractive, and it will give the military people the certification and license that are necessary to get those good paying jobs out in the civilian world."

The Connecticut DMV likewise works with "Helmets to Hardhats," a national program that assists veterans with finding employment after military discharge. The state first began offering the skills test waiver through the Helmets to Hardhats program in 2008 after being contacted by a representative from the organization. Joseph Ciotto, division manager of the Driver Education Unit at the Connecticut Department of Transportation, estimates three to four ex-military members apply for the skills test waiver each month.

"Our goal in offering the program is to help veterans who have sacrificed so much through service to our country by making it a little easier to obtain a CDL," says Ciotto. "The applicant must provide proof that he or she drove a military vehicle that is representative of the commercial license class for at least two years prior to the application and must pass all required knowledge tests for the representative vehicle. The waiver does not apply to requirements for school bus nor hazardous materials."

UNDER "TROOPS TO TRUCKS," THE VIRGINIA DMV WAIVES THE SKILLS TEST FOR MILITARY CDL HOLDERS.



The biggest challenge Ciotto faced when implementing the program was developing a proper procedure. “We wanted to be sure what we offered complied with the Federal Motor Carrier Safety Regulations,” he says.

North Dakota is yet another state that offers the CDL skills test waiver for ex-military personnel. This state’s program, which began Jan. 1, 2012, is unique in that its process involves the postal system. First, the service member applicant mails the skills test waiver form and the required “military letter” to the Drivers License Central Office in Bismarck. Next, an employee there reviews it for eligibility and mails an approval letter to the military member. The applicant then can present the approval letter at any DMV office, where the CDL can be issued.

“North Dakota has an oil boom going on, and there is a definite need for CDL drivers,” says Syndi Worrel, chief examiner, Drivers License Division, North Dakota Department of Transportation. “When you have individuals who have had the

experience and the training that the military provides ... If we can trust that [they would be safe drivers], then why would we want to put any other type of roadblock in their way from getting a CDL and being employable—especially coming out of the military?”

AAMVA, in conjunction with FMCSA and the Department of Defense, is in the process of setting up a webinar for all jurisdictions to learn about the Military Skills Test Waiver form. “We are going to go ahead and explain to all the states that this is the new form, and these are the best practices that we are recommending surrounding its use,” Morton says. “And FMCSA is going to say that if you use this form, you will not have a compliance issue as far as the CDL audit goes.” **m**



For more information, visit www.movemag.org.

WAIVING THE CDL SKILLS TEST

Applicants must certify that, during the two-year period immediately prior to applying for a CDL, they:

- ⚡ Have not had more than one license (except for a military license);
- ⚡ Have not had any license suspended, revoked or cancelled;
- ⚡ Have not had any convictions for any type of motor vehicle for disqualifying offenses;
- ⚡ Have not had more than one conviction for any type of motor vehicle for serious traffic violations; and
- ⚡ Have not had any conviction for a violation of military, state or local law relating to motor vehicle traffic control (other than a parking violation) arising in connection with any traffic accident, and have no record of an accident in which they were at fault.

Applicants also must provide evidence and certify that they:

- ⚡ Are regularly employed or were regularly employed within the last 90 days in a military position requiring operation of a commercial motor vehicle;
- ⚡ Were exempted from the CDL requirements; and
- ⚡ Were operating a vehicle representative of the commercial vehicle they expect to operate, for at least the two years immediately preceding discharge from the military.



PARTNERING FOR CHANGE

BY KIM ALTERS

Michigan's Dealer Direct service allows automobile dealerships to process titles and print tabs and registrations on-site. Since its launch in 2006, the program—a partnership between Michigan and Computerized Vehicle Registration (CVR)—has been growing steadily.

“Michigan was facing some budget pressures, and we were looking at downsizing on both the branch office side and the personnel side,” says Michael Wartella, director of the state's Customer Services Administration. “We wanted to enhance service to our dealers and their customers, but we also wanted to move transactions out of the branch office so that we could maintain—or improve—service levels.”

Before CVR, a dealership brought all sales paperwork to a Department of State branch office. Later, it would retrieve the plates and stickers and then notify the customer. “What CVR provides is the electronic linkage that allows the dealership to send information electronically to populate the appropriate

fields, dramatically streamlining that process,” says Ken Mehall, CVR vice president of business development.

Additionally, the program benefits more than the state and participating dealerships. “It reduces the number of temporary tags and provides better potential security for our law enforcement community,” Mehall says. In Michigan, dealerships have a 15-day window to acquire tags for the customer, and in that time, the new vehicle has no connected database record. With Dealer Direct, Mehall says, “there's no 15-day blind spot.”

In its first full year, Dealer Direct processed 130,000 transactions. In 2011, there were 450,000 transactions. Wartella expects to surpass 500,000 transactions in 2012—and about 40 percent of all transactions use CVR. “I can't imagine turning around and having to put half a million transactions back into the offices,” he says. “It really has achieved the goal of us moving transactions out of branch offices and maintaining service levels.” **m**



In its first full year, Dealer Direct processed 130,000 transactions. In 2011, there were 450,000 transactions. More than 500,000 transactions are expected in 2012.

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Q&A WITH GIL KERLIKOWSKE

MOVE MAGAZINE TALKS WITH DRUG CZAR, GIL KERLIKOWSKE,
DIRECTOR OF THE OFFICE OF NATIONAL DRUG CONTROL POLICY (ONDCP).

INTERVIEW BY KATHLEEN HAGAN

TELL ME A LITTLE BIT ABOUT THE PATH YOU TOOK TO GET TO WHERE YOU ARE TODAY.

I had a long career in law enforcement. I was the police chief in Seattle, and one day at work I got the call from the office of the vice president to talk about this position at the Office of National Drug Control Policy (ONDCP). As a police chief I found drug policy fascinating. And I quickly realized it was a much broader issue than I originally thought—it was way more than law enforcement; it's dealing with treatment, prevention and education.

PLEASE OFFER A BRIEF OVERVIEW OF YOUR JOB.

It varies day to day, but it's all about drug control policy. I was in six cities last week—six cities in seven days—to hear from groups affected by and interested in drug policy. Each year, ONDCP releases an updated National Drug Control Strategy, and these trips give me the opportunity to hear from people all over the country who are working closely on this issue. This input helps us as we craft the Strategy. I work with a wide array of groups, and whether I'm meeting with the DOT or a group of doctors or working overseas, it's all about

policy. Much of the world's research [about drugs] is done here in the United States, so we also go abroad and share our findings.

HOW DO YOU FEEL ABOUT BEING KNOWN AS THE DRUG CZAR?

Well, I've given up fighting it, actually. Director of the Office of National Drug Control Policy is quite a mouthful. Someone just started calling the person in this position the drug czar, and I think it just stuck.

WHAT ARE THE BIGGEST CHALLENGES YOU FACE AS THE DIRECTOR OF THE OFFICE OF NATIONAL DRUG CONTROL POLICY?

We've seen headlines about drug issues for decades. Some people don't believe we are making progress, but we actually have seen some improvement. The rate of overall drug use in the United States has declined by roughly 30 percent since 1979. Since 2006, there has been a 40 percent reduction in the rate of cocaine use and meth use has dropped by half. Unfortunately, the abuse of prescription drugs is on the rise. That's one of the issues I'll be talking about with AAMVA.

YOU ARE SCHEDULED TO SPEAK AT THE AAMVA ANNUAL CONFERENCE IN AUGUST ABOUT DRUGGED DRIVING. WHY IS THIS ISSUE IMPORTANT TO YOU?

Drugged driving is not really on the public's radar, even though findings in the 2007 National Roadside Survey report identified problems associated with drugged driving. I think that—nationally—there's very little recognition of this problem. DUI has long been recognized as a problem, and recently we've given a lot of attention to distracted driving. All of this public awareness is great, but we also really need to build awareness about the dangers of drugged driving.

WHAT ARE THE BIGGEST PROBLEMS ASSOCIATED WITH DRUGGED DRIVING?

First, there are people driving under the influence of combinations of different kinds of drugs. Then, there's the problem of the technology and the testing available, which is limited. You can't just do a breath test, and so you need to have people who can recognize and are able to testify to drugged

A

driving. And that's really difficult. Finally, as I mentioned earlier, there's a fundamental lack of understanding that taking prescription drugs can impair a person's ability to drive.

WHAT ARE SOME OF THE GOALS THAT YOU WANT TO ACCOMPLISH AS THE DIRECTOR?

I have a few five-year goals. In particular, the Administration would like to reduce drugged driving by 10 percent. Another goal of mine is to release a new Roadside Survey. The last one was in 2007, and the data was released in 2009. The surveys are normally issued 10 years apart, but we are working with the Department of Transportation to issue one this year. The information we would gather from this survey will help us gain a better understanding about the dangers of drugged driving.

WHAT MOTIVATES YOU TO DO WHAT YOU DO?

I think the support I receive—especially the bipartisan support—is my biggest motivator. There's not a lot of bipartisan support [in Washington], but in drug policy there is a lot of support from both Democrats and

Republicans because they want to make a difference in people's lives. Drug prevention and education is really something that needs to be made known. People need to be aware that change is possible, and that we're here to support the health of citizens across the country.

WHY DID YOU DECIDE TO NO LONGER USE THE TERM "WAR ON DRUGS"?

Well, first of all, I have never heard any of my colleagues in law enforcement or in policy making use the term "War on Drugs." The term "War on Drugs" gives people the idea that there's an absolute end to the global struggle with drug use. But more importantly, I don't use that term because we are not at war with people. I think it was necessary to change the conversation away from that direction because it just doesn't reflect our policies. The drug issue is really a complex public health problem.

HOW DO YOU THINK YOUR CAREER IN LAW ENFORCEMENT HELPED PREPARE YOU FOR THIS POSITION?

I certainly saw the aftermath of drug problems—the effect it could have on people.



Gil Kerlikowske (second from left) stands with members of the Des Moines law enforcement community.

“THERE'S A FUNDAMENTAL LACK OF UNDERSTANDING THAT TAKING PRESCRIPTION DRUGS CAN IMPAIR A PERSON'S ABILITY TO DRIVE. ... DRUG PREVENTIONS AND EDUCATION IS REALLY SOMETHING THAT NEEDS TO BE MADE KNOWN. PEOPLE NEED TO BE AWARE THAT CHANGE IS POSSIBLE.

IF YOU COULD SWITCH PROFESSIONS, WHAT ELSE WOULD YOU WANT TO DO?

I'd be a Formula 1 driver. Who wouldn't want to drive those vehicles? It would be a great job.

FIRST CAR?

1966 Pontiac. I loved washing and waxing that car. I actually still wash and wax my [wife's] car on the weekends. Working

in public policy, it can take a long time to see progress. But you can actually see the work you accomplish in half an hour washing your car.

FAVORITE DRIVING MOVIE?

I think the chase scene in *Bullitt* is absolutely one of the best. And that was back before they had all the technology they have to make movies today. **m**



WE HEAR FROM ALAN ALLEGRETTO, BOYD WALDEN
AND JAMES J. EDEN.

How will moving toward all electronic tolls (AETs) affect your business?



Xerox Helps Tolling Industry Evolve

ALAN ALLEGRETTO

GROUP PRESIDENT, AMERICAS COMMERCIAL AND STATE GOVERNMENT
TRANSPORTATION, XEROX

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Xerox is perfectly positioned to help drivers and transportation agencies make the move to All Electronic Tolls (AET). We've already helped the Maryland Transportation Authority implement its first AET road, the Intercounty Connector/MD 200, and we did the same for the North Carolina Turnpike Authority's Phase I of the Triangle Expressway. We are working with the Los Angeles County Metropolitan Transportation Authority to convert portions of I-10 and I-110 from High Occupancy Vehicle (HOV) to High Occupancy Toll (HOT) lanes using AET. These "Express Lanes" will use dynamic pricing that allows toll rates to change in real-time based on traffic levels to help reduce highway congestion and maintain pre-determined minimum speeds.

Electronic Toll Collection (ETC) has become a technically feasible and financially attractive alternative to financing and maintaining highway construction projects. More states are enacting Public-Private Partnership (PPP) legislation that uses toll financing as the revenue source to build critical infrastructure projects that cannot be financed through traditional sources. Xerox is working closely with the developers that design, build, finance and operate PPP projects with the latest AET technology.

Xerox has helped the tolling industry evolve with our transportation innovations, as we designed, built and integrated some of the first electronic toll systems. We have implemented innovative E-ZPass® ETC operations starting with projects in New York, New Jersey, Georgia and California. Today, Xerox provides solutions that address our customers' mobility problems with an installed base of over 1,800 tolling lanes; we also host some of the largest ETC Back Office Systems/Customer Service Centers in the world. Xerox represents over 116.7 million ETC lane transactions and processes over \$2.3 billion in ETC transactions per year on average—over 50 percent of all ETC transactions in the United States.

Redesigning Plates in Florida

BOYD WALDEN

DIRECTOR, DIVISION OF MOTORIST SERVICES, FLORIDA DEPARTMENT OF HIGHWAY
SAFETY AND MOTOR VEHICLES

In Florida, the Department of Highway Safety and Motor Vehicles (DHSMV) registers motor vehicles, issues license plates through its county tax collectors and dealers, and maintains the state database with registration information. Toll operations are overseen by the Florida Department of Transportation (DOT), which currently uses data from the DHSMV to access registration data for toll operations. The two agencies are working closely together as portions of Florida have begun all electronic tolling utilizing license plate numbers.

The DOT and local toll authorities expressed concerns with the legibility of the regular Florida license plate, which is currently metal with embossed characters. The orange blossom design between the characters and current fonts, however, often makes it difficult to read the plate numbers when using camera technology. Initially, toll authorities were relying on cameras to issue toll violations, but due to the large number of errors, they've resorted to using employees to interpret the photographs and enter data. Recent estimates indicate that Florida is losing approximately \$9 million annually due to the illegibility of state license plates.

The DHSMV has created a license plate review committee that includes representatives from the DOT, the local toll authorities and law enforcement. The objective is to redesign the regular series license plate—there are nearly 15 million registrants with the regular series license plate in Florida—with a design and font that will improve readability. A redesign with newer technologies in the plate itself, in addition to a more simplistic graphic and improved fonts, is expected to assist the various Florida toll authorities in collecting tolls. The DHSMV is working to ensure that both a new license plate design and the appropriate processes exist to allow for further modifications to assist electronic toll operations, as well as other electronic license plate reader technology.



IT SOUNDS OVERBLOWN TO SAY THAT AET IS THE BIGGEST GAME-CHANGER OUR INDUSTRY HAS EVER SEEN—BUT IT IS!

AET Requires Collaboration

JAMES J. EDEN

PRESIDENT, ALLIANCE FOR TOLL INTEROPERABILITY

It sounds overblown to say that AET is the biggest game-changer our industry has ever seen—but it is! When I began in tolls several decades ago, toll agencies did not manage toll accounts—except for Yellow Freight and UPS—and my job revolved around ensuring mechanical systems were functioning. We had to maintain dozens of buildings with mechanical systems, not including the toll equipment. Traffic and highway engineering revolved around our need to get all traffic to stop at a toll plaza, to protect our employees in the booths and to get water, electricity and waste water service to every remote location.

Patrons were anonymous drivers we never met, taking a joy ride to one of our service plaza restaurants. They used cash for their tolls, food and gas.

We didn't need to work with the DMVs. We didn't care who the driver was, as long as he paid cash before he left the toll booth—and if he didn't, the police took care of "driver identification."

AET turns that all upside down. Every "customer" is an accountholder, whether he or she knows it or not. With AET, we don't need mechanical systems, toll plazas or provisions for handling cash anymore. But we do need to know who every driver is—or at least how to get them to pay on their account—and we often work with AAMVA member agencies to identify users without a pre-existing account. Working with motor vehicle administrators is as central to the toll industry today as toll plaza cash bags were 30 years ago. Electronic tolling provided toll authorities the momentum to tackle interoperability between toll agencies; with AET, the same momentum is moving towards interoperability between toll agencies and motor vehicle offices. We need to make the connections work for all of us as well as possible.



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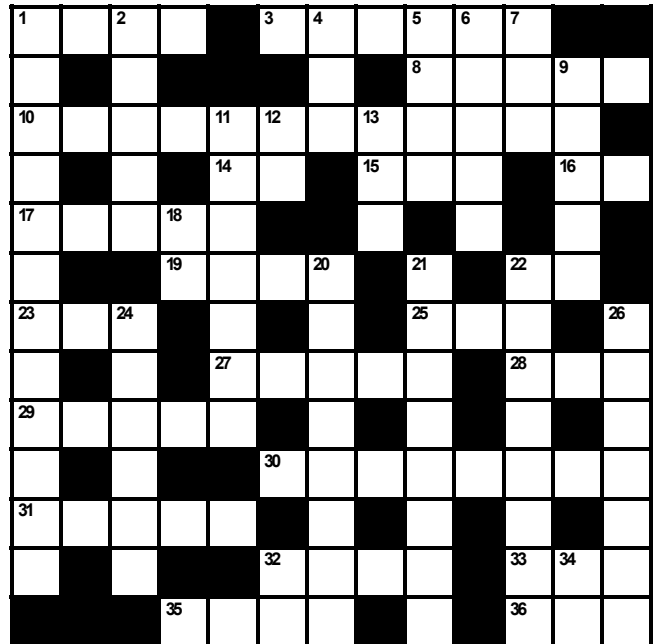
CROSSWORD

Across

- 1 Needed to execute safety recalls, abbr.
- 3 One of AAMVA's roles is to be a think tank for ___ issues
- 8 Handbook components
- 10 It assists in identifying vehicles involved in a crime, crash or traffic violation
- 14 TN neighbor
- 15 On Star call perhaps
- 16 Side ___ side
- 17 Worst type of accident: AAMVA is working to lower the incidence of them
- 19 It's paid to the IRS by commercial motor carriers with vehicles registered at 55,000 pounds and over
- 22 Company section relating to employees
- 23 Financial overseer
- 25 Hot or cold drink
- 27 On the subject of international licensing, the G in FRRG
- 28 Modern, prefix
- 29 ___ wheel vehicles, subject an AAMVA committee is considering
- 30 Able to be used and serviced
- 31 Start
- 32 Go out of control, of a vehicle
- 33 Select
- 35 Acronym for Records and Information from DMV's for E-Verify
- 36 Starter

Down

- 1 Substantiation
- 2 Time for headlights
- 4 Replaces SSRS
- 5 Capable of (2 words)
- 6 AAMVA is working constantly to ___ vehicle safety awareness
- 7 Self image
- 9 Type in
- 11 Its value is less than the cost of repairing it
- 12 Training, for short
- 13 Request
- 18 Expression of relief
- 20 The EPA has emission standards for this vehicle feature
- 21 Kind of column
- 22 AAMVA's VSI _____ provides information on emissions Inspection and Maintenance programs
- 24 New drivers, older drivers, drivers affected by alcohol or narcotics (2 words)
- 26 Synonym for one of the Operating Organization Values of AAMVA
- 32 West coast city, abbr.
- 34 Canadian island, for short





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2012 ANNUAL INTERNATIONAL CONFERENCE

CONFERENCE REGISTRATION

Conference registration is located in the Grand Promenade and is open during the following hours:

Sunday, August 19	10 am - 3:30 pm
Monday, August 20	8 am - 3:30 pm
Tuesday, August 21	8 am - 3:30 pm
Wednesday, August 22	9 am - 3:30 pm

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TO A BETTER TOMORROW



CYBER CAFÉ

The Cyber Café is located in the Morehead Room and is open during the following hours:

Sunday, August 19	10 am - 3:30 pm
Monday, August 20	8 am - 3:30 pm
Tuesday, August 21	8 am - 3:30 pm
Wednesday, August 22	9 am - 3:30 pm

EXHIBITION HALL

The Exhibition Hall is located in the Grand Ballroom. It will open beginning at lunch at 12:00pm, Monday, August 20. The hall will be open during the following hours:

Monday, August 20	12 pm - 3:30 pm & 5:30 pm - 7:30 pm
Tuesday, August 21	9 am - 3:30 pm

CONFERENCE OFFICE

The conference office is located in the Queens Room and is used for general information and preparation of final conference materials. Light administrative assistance is available during the following hours:

Saturday, August 18	9 am - 5 pm
Sunday, August 19	9 am - 5 pm
Monday, August 20	8 am - 5 pm
Tuesday, August 21	9 am - 5 pm
Wednesday, August 22	9 am - 5 pm

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Room Drop

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Staff Conference Shirts

Insurance Information Exchange

Travel Assistance

Industry Advisory Board

Travel Cup

LexisNexis Risk Solutions

2012 ANNUAL INTERNATIONAL CONFERENCE PROGRAM

SUNDAY, AUGUST 19

10:00 am – 3:30 pm

Conference Registration
Grand Promenade

Cyber Café

Morehead Room
Courtesy of Explore Information Services

9:00 am – 2:00 pm
AAMVA Board of Directors Meeting

Providence Ballroom III

9:00 am – 12:00 pm
Industry Advisory Board Meeting

Providence Ballroom II

MONDAY, AUGUST 20

8:00 am – 3:30 pm

Conference Registration
Grand Promenade

12:00 – 3:30 pm and
5:30 – 7:30 pm

Exhibition Hall
Grand Ballroom

Cyber Café

Morehead Room
Courtesy of Explore Information Services

9:00 am – 12:00 pm
Opening General Session and Annual Membership Meeting

Providence Ballroom

Call to Order by **Mike Robertson**,
Commissioner, North Carolina
Division of Motor Vehicles, and
AAMVA Chair of the Board



Mike Robertson

Invocation by **Michael Cummings**, Associate
Pastor, Pastoral Baptist Church

Posting of the Colors by **South Charlotte
Cadet Squadron Color Guard**, lead by
Squadron Commander, Major Paul Twiddy

National Anthems by **Becky Cook-Carter**,
Central Piedmont Community College

Welcome by **Colonel Michael Gilchrist**,
Commander, North Carolina State Highway
Patrol

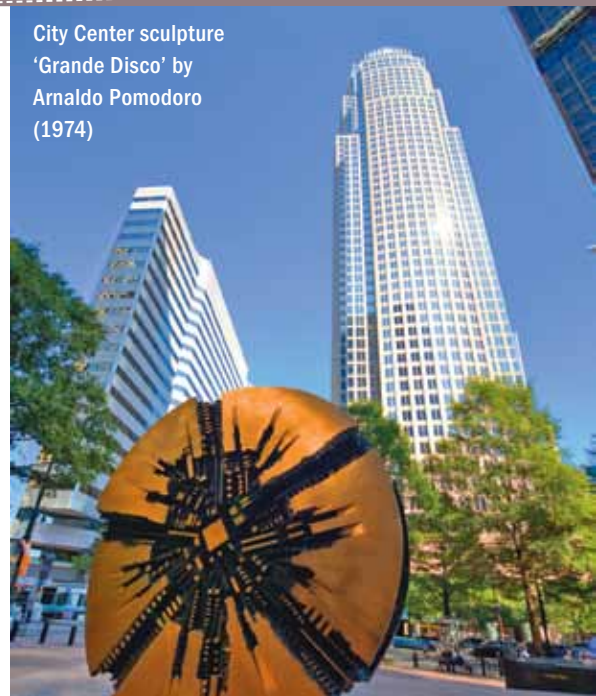
Welcomes by **Rodney D. Monroe**, Chief,
Charlotte-Mecklenburg Police Department

Roll call by **Jennifer Cohan**, Director,
Delaware Division of Motor Vehicles, and
AAMVA Secretary

AAMVA Chair Report to Members by
Mr. Robertson

AAMVA President & CEO Report to Members
by **Neil D. Schuster**, President and CEO

City Center sculpture
'Grande Disco' by
Arnaldo Pomodoro
(1974)



Treasurer's Report by **Linda Butts**, Deputy
Director for Driver & Vehicle Services, North
Dakota Department of Transportation, and
AAMVA Treasurer

Remarks from **Ward Keith**, Executive Director
& Registrar of Motor Vehicles, Manitoba
Public Insurance Corporation, and CCMTA
Past Chair

Yeah We Do That by **Ian Grossman**, Vice
President, Member Services and Public
Affairs, AAMVA

Memorial Service by **Mark Lowe J.D.**, Director,
Iowa Motor Vehicle Division, and AAMVA
Board Member at Large

By-Law Changes by **Mr. Robertson**

Recognition of Retiring Board Members by
Mr. Robertson

Nominations Committee Report and Board
Member Elections by **Lynne B. Judd**, Adminis-
trator, Wisconsin, Division of Motor Vehicles,
AAMVA Immediate Past Chair of the Board
and Nominations Committee Chair

Remarks from Chair-elect **Stacey Stanton**,
Director, Arizona Motor Vehicle Division, and
AAMVA Chair of the Board-Elect

*Refreshments Courtesy of Hewlett Packard
Water courtesy of NIC, Inc.*



Metalmorphosis Statue

12:00 – 1:30 pm
Exhibition Hall Grand Opening & Lunch with Exhibitors

Grand Ballroom
Lunch Courtesy of 3M Company

1:30 – 3:00 pm
General Session
Major Shifts in Transportation Policy Impacting the AAMVA Community

Providence Ballroom
Moderator: Mike Robertson, Commissioner, North Carolina Division of Motor Vehicles, and AAMVA Chair of the Board
Speakers: James (JJ) Eden, Vice President and Director of TollingAECOM
Betty L. Serian, Principal and CEO, Betty Serian & Associates,
Jennifer Cohan, Director, Delaware Division of Motor Vehicles, and AAMVA Secretary



James Eden

3:00 – 3:30 pm
Networking Break
Grand Ballroom
Courtesy of Hewlett Packard
Water courtesy of NIC, Inc.

3:30 – 5:00 pm
Breakout Sessions
Secure Driver Licenses

Harris Room
Moderator: Geoff Slagle, Director of Identity Management, AAMVA
Speakers: Selden Biggs, Director, Office of State-Issued Identification Support, Screening Coordination Office, Office of Policy, Department of Homeland Security
John Roessler, Branch Chief, SAVE Program, U.S. Immigration and Customs Enforcement
Major Jason Jennings, Director, Driver Services, Mississippi Highway Safety Patrol
Pam Dsa, Project Director, PMO, AAMVA

18 Wheels & Busted: From Apprehension to Prosecution

Tryon Room
Moderator: Brian Ursino, Director of Law Enforcement, AAMVA
Speakers: Brian Ursino, Director of Law Enforcement, AAMVA
Colonel Mike Tooley, Montana Highway Patrol, AAMVA Board
Kristen Shea, Senior Attorney, National Traffic Law Center, National District Attorneys Association



Colonel Mike Tooley

5:30 – 7:30 pm
Welcome Reception
Grand Ballroom
Courtesy of CBN Secure Technologies, Inc., Deloitte Consulting LLP, and IBM



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2012 ANNUAL INTERNATIONAL CONFERENCE PROGRAM

TUESDAY, AUGUST 21

8:00 am – 3:30 pm

Conference Registration
Grand Promenade

Cyber Café

Morehead Room
Courtesy of Explore Information Services

Exhibition Hall
Grand Ballroom

9:00 – 10:30 am

Breakout Sessions

CDL Issues: Medical Certification, Learners Permit, and Military Waivers

Tryon Room

Moderator: Kevin Lewis, Director, Driver Programs, AAMVA

Speakers: William Quade, Associate Administrator for Enforcement and Program Delivery, Federal Motor Carrier Safety Administration
Pam Dsa, Project Director, Driver Systems, AAMVA

Kevin Lewis, Director, Driver Programs, AAMVA

E Titling & NMVTIS

Trade Room

Moderator: Patrice Aasmo, Vice President, NMVTIS, AAMVA

Speakers: Patrice Aasmo, Vice President, NMVTIS, AAMVA

Vivienne Cameron, Senior Director, Special Projects, AAMVA

Debra Hillmer, Director, South Dakota Division of Motor Vehicles

Ignition Interlocks: Impact of 1st Offender Laws

Harris Room

Moderator: Mike Robertson, Commissioner, North Carolina Division of Motor Vehicles, and AAMVA Chair of the Board

Speakers: JT Griffin, Vice President for Public Policy, MADD

Toby Taylor, Programs Administrator, Oklahoma Board

of Tests for Alcohol and Drug Influence, and President,

Association of Ignition Interlock Program Administrators

David Kelly, Executive Director of the Coalition of Ignition Interlock Manufacturers



JT Griffin

10:30 – 11:00 am

Networking Break

Grand Ballroom

*Courtesy of Hewlett Packard
Water courtesy of NIC, Inc.*

11:00 am – 12:00 pm

General Session

The International Community: Learning About Our European Partners, CIECA and EReg

Providence Ballroom

Moderator: Charles O'Donnell, Registrar of Motor Vehicles, New Brunswick Department of Public Safety

Speakers: Daniel Vandenberghe, CIECA Business Manager

Hans Van der Bruggen, EReg Chairman



Hans Van der Bruggen

12:00 – 1:15 pm

Lunch with Exhibitors

Grand Ballroom

Courtesy of 3M Company



Freedom Park Nature Center



1:30 – 2:30 pm

General Session

Beltway Connection

Providence Ballroom

Moderator: Mike Robertson, Commissioner, North Carolina Division of Motor Vehicles, and AAMVA Chair of the Board

Speakers: William A Quade, Associate Administrator for Enforcement and Program Delivery, Federal Motor Carrier Safety Administration

Michael L. Brown, Director, Office Impaired Driving and Protection, National Highway Traffic Safety Administration

2:30 – 3:30 pm

General Session

Emerging Safety Issues

Providence Ballroom

Moderator: Lynne B. Judd, Administrator, Wisconsin, Division of Motor Vehicles, AAMVA Immediate Past Chair of the Board

Speaker: Robert Hull, Director of Traffic and Safety, Utah Department of Transportation

3:30 – 4:00 pm

Networking Break

Grand Ballroom

Courtesy of Hewlett Packard

Water courtesy of NIC, Inc.

4:00 – 5:30 pm

Breakout Sessions

Automated License Plate Readers

Tryon Room

Moderator: Denise Kingsbury, Field Investigator, Vermont Department of Motor Vehicles, and Chair, Enforcement Standing Committee

Speakers: Lieutenant Colonel Thomas M. Fresenius, New York State Police

Andrew Conway, Chief, Registration Policy and Automation, California Department of Motor Vehicles

Daniel J. Findley, Ph.D., P.E., Senior Research Associate, Highway Systems Group, Institute for Transportation Research and Education (ITRE), North Carolina State University

Mike Robertson, Commissioner, North Carolina Division of Motor Vehicles, and AAMVA Chair of the Board

e-ID

Harris Room

Moderator: David Burhop, Deputy Commissioner/Chief Information Officer, Virginia Department of Motor Vehicles

Speakers: John Biccum, Principal Security Strategist, Microsoft

Chad Grant, Senior Policy Analyst, National Association of State Chief Information Officers



Lieutenant Colonel Thomas M. Fresenius



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Complimentary wi-fi is provided throughout the conference and Charlotte Westin to all AIC attendees. Just use our login password, AIC2012 to sign in.

2012 ANNUAL INTERNATIONAL CONFERENCE PROGRAM

WEDNESDAY, AUGUST 22

9:00 am – 3:30 pm

Conference Registration
Queens Room

Cyber Café

Morehead Room
Courtesy of Explore Information Services

7:30 – 9:00 am

Traditional Past Chairs' Salty Dog Breakfast
Grand Ballroom C
Courtesy of U-Haul International

9:15 – 10:30 am

Breakout Sessions

Tryon Room

Suspended & Revoked Drivers

Moderator: George Theobald, PMO Director, Georgia Department of Driver Services, and Vice Chair, AAMVA Enforcement Standing Committee

Speakers: Brian Ursino, Director, Law Enforcement, AAMVA

Sheila Prior, Regional Director, Regions III and IV, AAMVA

Rob Mikell, Deputy Commissioner, Georgia Department of Driver Services

Title and Registration Best Practices for Rebuilt and Specialty Constructed Vehicles

Harris Room

Moderator: Cathie Curtis, AAMVA, Director, Vehicle Programs

Speakers: Mark Francis, Director, Provincial Vehicle Registration & Licensing, Insurance Corporation of British Columbia

Douglas Hooper, Georgia Planning and Policy Department

10:30 – 10:45 am

Hallway Break

Grand Promenade

Courtesy of Hewlett Packard Water Courtesy of NIC, Inc.

10:45 am – 12:00 pm

General Session

The Battle Against Fraudulent Documents at the Counter and Roadside

Providence Ballroom

Moderator: Patrice Aasmo, Vice President, NMVTIS, AAMVA

Speakers: Philip Quinlan, Vice President, Business Solutions, AAMVA

Steven Sebestyen, Principal, Apex Consulting, **Dave Pittman**, Project Manager, RIDE, U.S.

Citizenship and Immigration Services

12:00 – 1:30 pm

Lunch

Grand Ballroom C

Guest Speaker – **Gil Kerlikowske**, Director, Office of National Drug Policy



Gil Kerlikowske

1:30 – 2:30 pm

Breakout Sessions

Screening Aging Drivers

Tryon Room

Moderator: Mark Lowe J.D., Director, Iowa Motor Vehicle Division, and AAMVA Board Member at Large

Speakers: Bonnie M. Dobbs, PhD, Director, The Medically At-Risk Driver Centre, University of Alberta

John Joyce, Esq., Senior Associate, TransAnalytics



Carolina Panthers monument outside Bank of America Stadium



NASCAR Sprint Cup Series
Coca-Cola 600 at Charlotte Motor
Speedway on May 27, 2012

Autonomous Vehicles

Trade Room

Moderator: Russ Nordstrom, Director, Oklahoma Motor Vehicle Division and AAMVA Board Member

Speakers: Troy L. Dillard, Deputy Director, Nevada Department of Motor Vehicles

Clayton Boyd Walden, Director, Division of Motorist Services, Florida Department of Highway Safety and Motor Vehicles

Law Enforcement + PACE = Results

Harris Room

Moderator: Brian Ursino, Director, Law Enforcement, AAMVA

Speakers: Michael L. Brown, Director, Office Impaired Driving and Protection, National Highway Traffic Safety Administration

Darrin Grondel, Director, Washington Traffic Safety Commission

Denise Coyle, Deputy Chief Administrator, New Jersey Motor Vehicle Commission



Michael L.
Brown

2:30 – 2:45 pm

Hallway Break

Grand Promenade

Courtesy of Hewlett Packard

Water courtesy of NIC, Inc.

2:45 – 4:30 pm

General Session

There's an App for That

Providence Ballroom

Moderator: Jennifer Cohan, Director, Delaware Division of Motor Vehicles, and AAMVA Secretary

Speakers: Jean Shiomoto, Deputy Director, California Department of Motor Vehicles

Karen Gee, Applications Practice Leader, State, Local and Education Division, HP Enterprise Services, Hewlett Packard Company

5:30 – 7:00 pm

Charity Auction & Reception

Grand Promenade

Courtesy of Microsoft

7:00 – 10:30 pm

North Carolina State Banquet

Grand Ballroom C

IN MEMORIAM

AAMVA offers its deepest sympathy, respect and prayers to families of the members who lost their lives this year.

William (Bill) H. Franey
AAMVA

Bill began his career with AAMVA back in 1973. He served as the Assistant Executive Director for 11 years and was instrumental in developing a comprehensive systems approach to traffic safety. His devotion to AAMVA and the cause of highway safety was unwavering.



Michael Munns

Arkansas Department of Finance & Administration
As the Assistant Commissioner of revenues and Chief Motor Vehicle Administrator for



Arkansas, Mike was a strong supporter of AAMVA. He held multiple positions within the association by serving as Region II President from 2008 to 2009, and as a member of the AAMVA International Board from 2008 to 2011. Mike's leadership and dedication were apparent as he committed himself to everything he did.

Myrna Anes

California Department of Motor Vehicles

Trooper Amanda Anna

New York State Police

Trooper Javier Arana, Jr.
Texas Highway Patrol

Judy Ayala

California Department of Motor Vehicles

Trooper Aaron Beesley

Utah Highway Patrol

Lori Bond-Higgins

California Department of Motor Vehicles

Richard Chavez

New Mexico Motor Vehicle Division

Richard Ellis

California Department of Motor Vehicles

Vandy J. Foutz

California Department of Motor Vehicles

John Gray

Arizona Motor Vehicle Division

Roselyn Johnson

California Department of Motor Vehicles

Shirley Martin

Virginia Department of Motor Vehicles

Stephanie Miles

Oregon Department of Motor Vehicles

Gary Murata

California Department of Motor Vehicles

Bill Ordway

Arizona Department of Transportation

Sally Parker-Blue

California Department of Motor Vehicles

Derek Pineo

Washington State Patrol

Trooper Tony Radulescu

Washington State Patrol

Major Orion "Sandy" Sanderson

Wyoming Highway Patrol

Sherry Simard

Arizona Motor Vehicle Division

Trooper Mark Toney

Iowa State Patrol

Miguelina "Maggie" Ulloa

Arizona Motor Vehicle Division

Joseph Rex Walton

California Department of Motor Vehicles

Stephen Watson

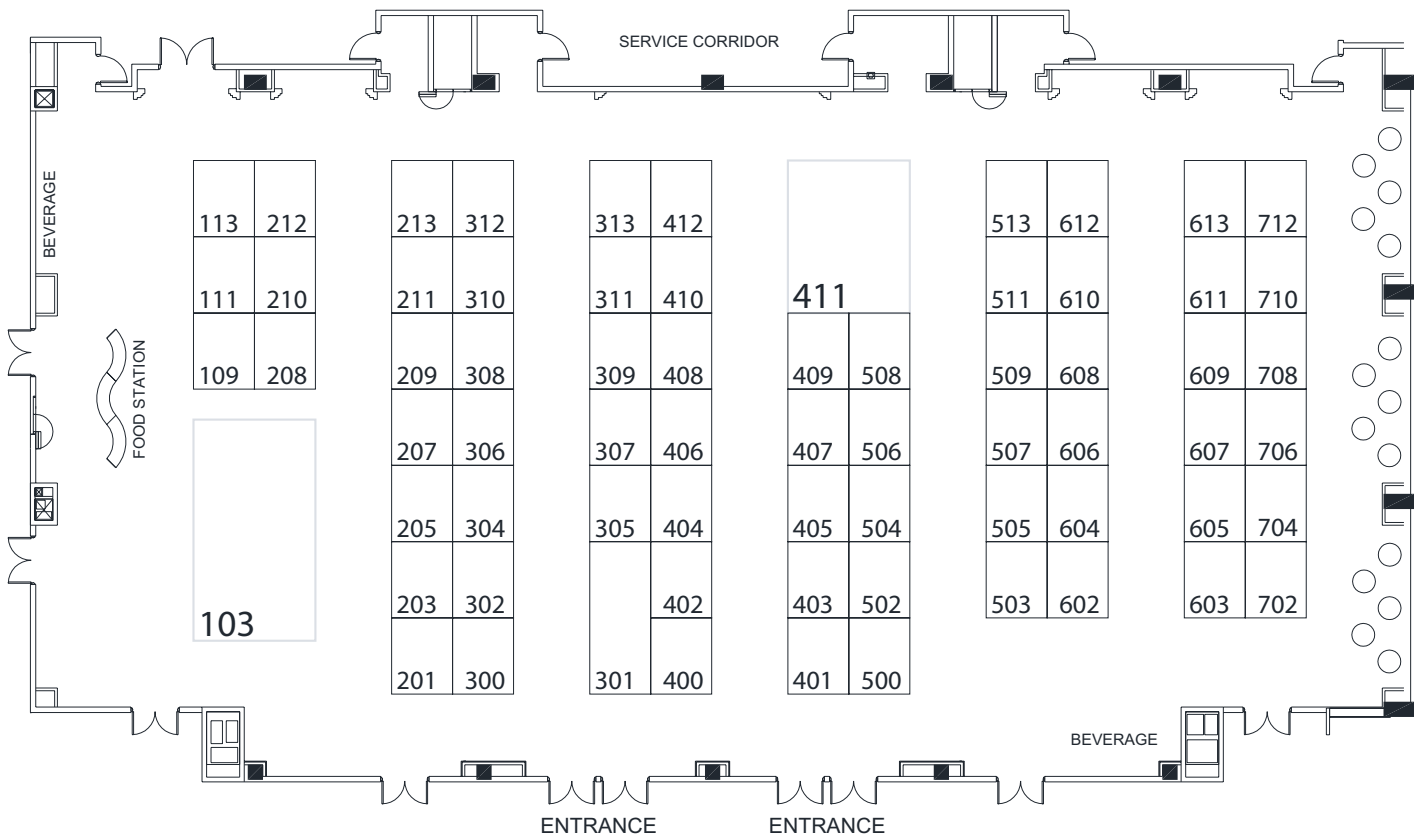
Oregon State Patrol (Retired)

2012 EXHIBITORS

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AAMVA	BOOTH 301	FEDERAL PAYMENTS	BOOTH 513	MOTOR VEHICLE NETWORK	BOOTH 500
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ALCOHOL COUNTERMEASURE SYSTEMS CORPORATION	BOOTH 410	GEMALTO	BOOTH 310	NEMO-Q	BOOTH 603
AMERICA'S ID	BOOTH 313	GET GROUP	BOOTH 205	OPENTEXT INC.	BOOTH 111
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APPLUS TECHNOLOGIES, INC.	BOOTH 113	MENTAL HEALTH & WELLNESS	BOOTH 207	PARSONS	BOOTH 504
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CBN SECURE TECHNOLOGIES, INC	BOOTH 502	HOLOGRAM .INDUSTRIES	BOOTH 401	QLESS, INC.	BOOTH 109
CCMTA	BOOTH 613	HEWLETT PACKARD	BOOTH 208	QMATIC CORPORATION	BOOTH 506
COALITION OF IGNITION	BOOTH 203	I DRIVE SAFELY, LLC.	BOOTH 604	SAMSUNG ELECTRONICS AMERICA	BOOTH 710
INTERLOCK MANUFACTURERS	BOOTH 702	IBM	BOOTH 311	SMART START, INC.	BOOTH 300
CREATIVE INFORMATION TECHNOLOGY, INC.	BOOTH 602	ID SCIENTIFIC	BOOTH 210	SOLUTIONS THRU SOFTWARE INTERNATIONAL	BOOTH 302
DATABANK	BOOTH 402	INTELLECTUAL TECHNOLOGY, INC.	BOOTH 611	TAGBAG CORPORATION	BOOTH 508
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The Westin Charlotte Hotel
Grand Ballroom

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www.aamva.org

Founded in 1933, AAMVA actively promotes traffic safety and uniformity among North American jurisdictions. Representing chief motor vehicle administrators and law enforcement officials, the association develops uniform programs in driver licensing, vehicle titling/registration and motor carrier services, among others.



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OpSec has been an internationally recognized leader in providing security solutions. Our security products protect drivers' licenses, passports, national ID cards, temporary tags and other personal and vehicle identity documents from counterfeiting and forgery. Our extensive background as an innovator in optical and material sciences has generated technologies which are both cost effective and proven in the field. Our solutions are specifically tailored to each customer's needs and can include investigative and consulting services to provide security throughout the life cycle of a high security document.



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TAILLIGHTS

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It's been 80 years since AAMVA opened its doors as a trade association representing the motor vehicle and law enforcement community. Back in 1933, the year of AAMVA's founding, things were different than they are today. There was no Internet, no cable television and no smartphones. It would have cost you \$445 to buy a brand new Plymouth 6 automobile. It would be three years yet before the precursor of this magazine, a newsletter called the AAMVA Bulletin, would even be published. Now we have not only *MOVE* magazine, but also a brand new website and the ability to engage and communicate through our social media channels—Facebook, Twitter and our YouTube channel.

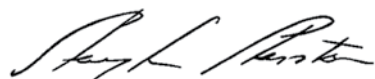
It's a different era and I can't help but think that the pace of change has been steadily increasing these last few years. But don't worry—AAMVA will always be here to help you keep up.

For 80 years now, the people who make up the AAMVA community have been working together to keep drivers safe on the roads and to help make the difficult job of motor vehicle administration just a little bit smoother.

In those early days, AAMVA worked to improve vehicle headlights and created the standard for headlights. Just a few years later, AAMVA focused on the safety aspect of the 55 mph speed limit and engaged in a discussion on speed in the post-war years. In the 1950's, AAMVA took active steps to make the standard size license plate a reality. AAMVA's legacy of highway safety is at the heart of these early innovations—innovations that today are so ingrained in our daily lives that we may take them for granted. But it took the hard work of AAMVA members like you to make them a reality.

Just as we adapted to new challenges in the early days, AAMVA has changed and grown to meet the new world in which we now live. Our community found itself in brand new territory in the days following the attacks on 9/11. Now our members are on the frontline of document security, making sure people with state-issued driver's licenses or IDs really are who they say they are. We're raising the bar on our DL/ID standards to make sure everyone's identity remains safe and secure. Our role in national security isn't the only new frontier we're facing; we are also making strides to address the vehicles of the future. We're working on new ways to keep drivers safe behind the wheel and promoting better ways of testing. We're taking on new customer service challenges to help better serve our communities. Finally, our law enforcement members have new technology to help them more easily identify drivers on the roads.

It's been 80 years of change for AAMVA, and I can't even imagine what kind of innovations we'll see in the next 80. I'm excited to see what's next, and I hope you are, too. Though the vehicles may have changed, along with the roads and the world around us, AAMVA's core purpose has remained constant. We are dedicated to three guiding principles: safety, security and service to our members. And we always will be.



Stacey Stanton



SIGNING OFF

*Happy trails to you, until we meet again.
Some trails are happy ones,
Others are blue.
It's the way you ride the trail that counts,
Here's a happy one for you.*

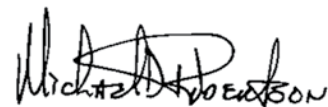
—Dale Evans

Imagine. A while back, folks who rode horses could not have conceived of motorized travel of any sort. Now electricity is beginning to power our vehicles and turnpikes take us farther faster.

Much about the way we travel continues to change. From the perspective of this crystal ball, change will continue. Through our shared collaborations, we can make the certain change of the future less uncertain.

Over the past year, I have seen how AAMVA brings us together for improvement and growth. It has been an education for me and, I hope, for you. We have helped each other meet increasingly complex milestones and helped our citizens prepare for the future ... whatever it holds. We are indeed ready to Move to a Better Tomorrow.

Happy trails.



Mike Robertson

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