

# move

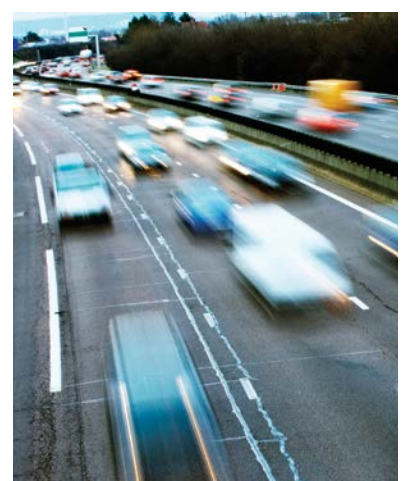
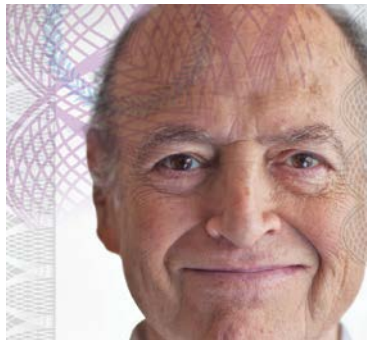
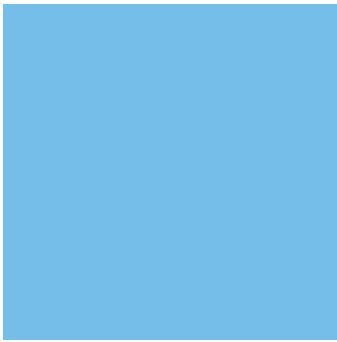


## ONE DRIVER. ONE LICENSE.

**STATE TO STATE:** On the road to a more secure  
licensing and identification card system

**Ignition Interlock Laws**  
Cracking down on  
drunk driving





# ISSUE DRIVER LICENSES WITH MORE EFFICIENCY, HIGHER SECURITY AND LESS RISK.



**SECURE  
ISSUANCE  
ANYWHERE**

Safeguarding citizens from risk and providing critical services is priority one for governments worldwide. Datacard Group's priority is to help governments serve their citizens while protecting their programs from cost overruns, security issues and missed deadlines. You get the advice of experts, reliable Datacard® solutions and local, professional support. And our Secure Issuance Anywhere™ platform gives you the flexibility to issue secure credentials anytime, anywhere through central or distributed issuance. More than 400 secure ID programs in over 100 countries trust Datacard Group. Find out why at [datacard.com/gov](http://datacard.com/gov)

**Datacard**Group

# Interlock<sup>®</sup> XT gets you **moving** faster.

## **Why Dräger?**

The Dräger Interlock<sup>®</sup> XT gets you moving faster with an average start time of only ten seconds. Plus, with a Dräger Interlock<sup>®</sup>, you are never on your own. We pride ourselves on being easily accessible and offer over six hundred service locations across the United States. For over one hundred years the Dräger name has stood for safety worldwide and we continue to engineer and innovate products that protect life.

VISIT [WWW.DRAEGER.COM/INTERLOCK](http://WWW.DRAEGER.COM/INTERLOCK)

**Dräger. Technology for Life<sup>®</sup>**



# THE NEW MOVEMAG.ORG JUST GOT BETTER!

We've added several new features to help you stay connected. Let us know what you think at [move@aamva.org](mailto:move@aamva.org).



Stay up-to-date on the latest news with our blog.

Vote and follow the results to learn what's important to your fellow members.

Our Most Read Features section updates automatically based on our readers' preferences.

# move

PUBLISHER  
Neil D. Schuster, President & CEO

VICE PRESIDENT, MEMBER SERVICES & PUBLIC AFFAIRS  
Ian Grossman

DIRECTOR, MARKETING & COMMUNICATIONS  
Noemi C. Arthur, MBA

MARKETING COORDINATOR  
Eric Dunn | [edunn@aamva.org](mailto:edunn@aamva.org)

MEDIA SERVICES  
PROVIDED BY GLC CUSTOM MEDIA  
1-800-641-3912 | [www.glcmm.com](http://www.glcmm.com)

SENIOR DIRECTOR, CLIENT STRATEGY  
Rene Ryan

ART DIRECTOR  
Enrique Cruz Jr.

EDITORIAL  
Have a story to share? Email us at [move@aamva.org](mailto:move@aamva.org).

2011-2012 BOARD OF DIRECTORS  
Chair of the Board | Stacey Stanton, Arizona  
Vice Chair | Jennifer Cohan, Delaware  
Secretary | Mike Lowe, Iowa  
Treasurer | Brad Simpson, Utah  
Rob Fleming, Ontario; Kurt Myers, Pennsylvania;  
Mike Rankin, Ohio; Ron Replogle, Missouri; Jackie Bemboom, Missouri; Patricia McCormack, Minnesota;  
Alicia Ortiz, New Mexico; Doyle Eicher, Colorado; Robert Ide, Vermont; Hugh McCall, Alabama; Rick Holcomb, Virginia; Tony Lawler, Mississippi; Robert Mikell, Georgia; Kellee Irwin, British Columbia; Brenda Nordlund, Montana

COPYRIGHT  
©2012 by the American Association of Motor Vehicle Administrators. All rights reserved. Materials may not be reproduced without written permission, except for educational purposes where fewer than 100 copies are being reproduced. Email copyright questions to [move@aamva.org](mailto:move@aamva.org).

The opinions in this publication are those of the authors and not necessarily those of AAMVA or its officers or directors.

ADVERTISING SALES  
Suzie Smith  
[ssmith@networkmediapartners.com](mailto:ssmith@networkmediapartners.com)  
410-584-1955

POSTMASTER  
Send address changes and circulation inquiries to:  
MOVE Magazine  
AAMVA  
4301 Wilson Blvd., Suite 400  
Arlington, VA 22203

Printed in the United States of America.



MOVE is the publication of the American Association of Motor Vehicle Administrators. For more information visit, [www.aamva.org](http://www.aamva.org)



**Global Enterprise Technologies Corp.**

230 Third Ave., Waltham, MA 02451 USA

T: +1 781 890 6700

F: +1 781 890 6320

[www.getgroup.com](http://www.getgroup.com)



# GET. Enhanced

The Toppan **CP400** Card Printer from GET Group features Toppan's advanced 600 dpi pigment ink color technology and reverse transfer printing for high-quality card production. Combine the CP400 Card Printer with GET Group's **CLE400** Laser Engraving Card Printer to create the most highly secure color pigment ink laser engraving card printing solution.

- Full color 600 dpi Image
- UV Image
- Greyscale Image
- Pigment Retransfer Dot by Dot Printing
- Contact and Contactless Encoding (Optional)
- Holographic Laminate (Registered or Unregistered Optional)
- Laser Engraved Monochrome Photo, Personal Data and Signature with Tactile Effect (Optional)
- Laser Engraved Variable Microtext (Optional)

**GET. Into the future**

© 2011 Global Enterprise Technologies Corp.



## COVER STORY



# State to State

**20** We're finally on the road and driving toward a more secure licensing and identification card system.

—BY KATHLEEN HAGAN

## FEATURES

### 14 Last Call

States are strengthening ignition interlock laws in an effort to reduce alcohol-impaired driving accidents and recidivism in drunk drivers. —BY JANET LIAO KORNAS

### 28 Behind the Wheel

MOVE catches up with Stacey Stanton, the new chairwoman of the AAMVA board. —INTERVIEW BY LIZA BERGER

# CONTENTS

## 2 FROM AAMVA

Check out the updates to MoveMag.org.

## 6 Musings

How far along are states in implementing ignition interlock programs? Those in the know get us up to speed.

## 7 In the Headlights

A glimpse of what a working group is doing to improve Automated License Plate Readers (ALPRs).

## 8 Between the Aisles

A deadline to comply with the REAL ID Act is looming. Who's leading the charge?

## 10 Dashboard

Examining processes and protocols for at-risk drivers.

## 12 Road Trip

Learn what's happening with motor vehicle enforcement across the country.

## 26 AIC 2012 Awards

Paying tribute to John R. Batiste and other AIC award winners.

## 27 Industry Insight

Texas rebranded its website to push driver and motor vehicle services. Find out what the state did.

## 30 Crossroads

Benefits of State to State? Better information-sharing and fraud protection. We hear from Mike Calvin, Fred Zwonechek and Chrissy Nizer.

## 32 Taillights

A look back at AAMVA concerns in 2002.





DeLaRue

# DE LA RUE: DRIVER LICENSE SOLUTIONS YOU CAN DEPEND ON

In North America and around the world, De La Rue has a flawless reputation among governments for providing scalable, cost-effective ID and Driver License solutions that deliver the certainty you need to manage today's security challenges.



To find out more, contact:

[www.delarue.com/driverlicense](http://www.delarue.com/driverlicense)  
[driverlicense@us.delarue.com](mailto:driverlicense@us.delarue.com)  
1-888-990-9965



## Q: What's the status of your state's ignition interlock program?

■ **MARK LOWE**, Director, Motor Vehicle Division, Iowa Department of Transportation

We are actively considering and pursuing legislative changes necessary for a first-time, "all" offender strategy. This would eliminate or reduce hard suspensions and driving restrictions. But it would require use of an ignition interlock device (IID) for defined periods of time without the opportunity to wait the revocation out, and that conditions permission to remove the IID on successful driving without lockout for a defined minimum period immediately prior to removal.

■ **JOAN KOPCINSKI**, Driver Services Director, Minnesota Driver and Vehicle Services Division

The Minnesota Ignition Interlock Device Program was implemented on July 1, 2011, and has almost 4,000 participants enrolled. Over 650 participants have already successfully completed the program. Minnesota's program requires all canceled drivers (three or more alcohol offenses) to enroll. First- and second-time offenders have the option of getting an ignition interlock device installed to receive valid driving privileges immediately without a hard revocation. We anticipate the number of enrolled participants to continue to grow, and we believe this program is an important tool in keeping our roads safe.

■ **RAY MARTINEZ**, Chief Administrator, New Jersey Motor Vehicle Commission

Under New Jersey law, which took effect in January 2010, the Motor Vehicle Commission approves ignition interlock manufacturers and installation sites, as well as ensures that drivers who have been sentenced to install a device present certification of the installation prior to the restoration of driving privileges. The downside of the law is that it did not include a provision for monitoring drivers after installation, nor did it provide a mechanism to enforce the provision that requires drivers to install the device during their term of suspension. Unless these issues are resolved, the law will not fully have its desired impact.

■ **MELODY CURREY**, Commissioner, Connecticut Department of Motor Vehicles

Connecticut's ignition interlock program has evolved to require the use of the devices after a first conviction for operating under the influence. The law mandating this went into effect in January 2012. Prior to that, IIDs were required only for operators with two convictions. As a result, the number of IID users has tripled when compared to the same period in 2011.

The Connecticut Department of Motor Vehicles is in the process of strengthening its regulations to better define violations of the IID restriction, which add to the length of time the IID is required. It is likely that at some point in the future, IIDs will be required for all alcohol offenders, including those who are eligible for diversion programs.

■ **SHELLY BALDWIN**, Washington Traffic Safety Commission

Washington has required ignition interlocks for all DUI offenders since 2004. Currently, Washington requires compliance-based removal—four months without failing to take or pass a test—before an offender can be re-licensed. We offer an ignition interlock driver's license, which allows offenders to drive while their license is suspended if they install an ignition interlock. Washington's ignition interlock compliance program includes: ignition interlock service center certification, installation technician certification, standardized calibration procedures, NIST certified testing devices, and unified reporting procedures. Washington also conducts face-to-face meetings with interlock users targeting offenders whose interlock records show repeated high BAC tests. In many cases, these visits result in probation revocation. In January 2013, all interlocks will be required to be equipped with a camera.

**ASK US!**

Have a question you want answered? Email us at [move@aamva.org](mailto:move@aamva.org).





To watch the ALPR webinar, visit AAMVA's webinar archives at [www.aamva.org/webinar-archives](http://www.aamva.org/webinar-archives).



## GETTING A READ ON ALPRs

BY KIM ALTERS

On Sept. 12, the Automated License Plate Reader Working Group hosted a webinar featuring recommendations from its Best Practice document, "Improving Automated License Plate Reader Effectiveness through Uniform License Plate Design and Manufacture," which was published in August.

Inconsistencies in the design of license plates across jurisdictions can cause Automated License Plate Readers (ALPRs) to misread plates. "The lack of national standards does significantly impair law enforcement's effectiveness to do its work and protect the people of this country," said Lt. Col. Thomas Fresenius, New York State Police, during the webinar. Fresenius said that ALPRs are especially important in routine traffic stops and border patrol, and that improvements to accuracy could increase effectiveness by 2.5 times.

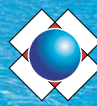
The working group proposed concrete improvements for the standardization of license design. Sheila Prior, regional director for AAMVA, listed several recommendations, including that plate frames and covers be prohibited, that all plates be retro-reflective and use opaque ink, and that all standard vehicles use two plates. "The ultimate objective of these guidelines is to provide for uniformity in design and manufacture of plates that will better enable law enforcement and other agencies that need to read the plates to do so," Prior said.



View a copy of the ALPR Best Practices at [aamva.org/Best-Practices-and-Model-Legislation](http://aamva.org/Best-Practices-and-Model-Legislation).

## Relaxing...

When you have a reliable DL/ID Solution with outstanding service and support you can count on.

  
**MidS**  
MARQUIS ID SYSTEMS

[www.marquis-id.com](http://www.marquis-id.com)  
[info@marquis-id.com](mailto:info@marquis-id.com)  
1-260-497-6437

# WHO'S THE HELMSMAN?

## Navigating Toward REAL ID Compliance

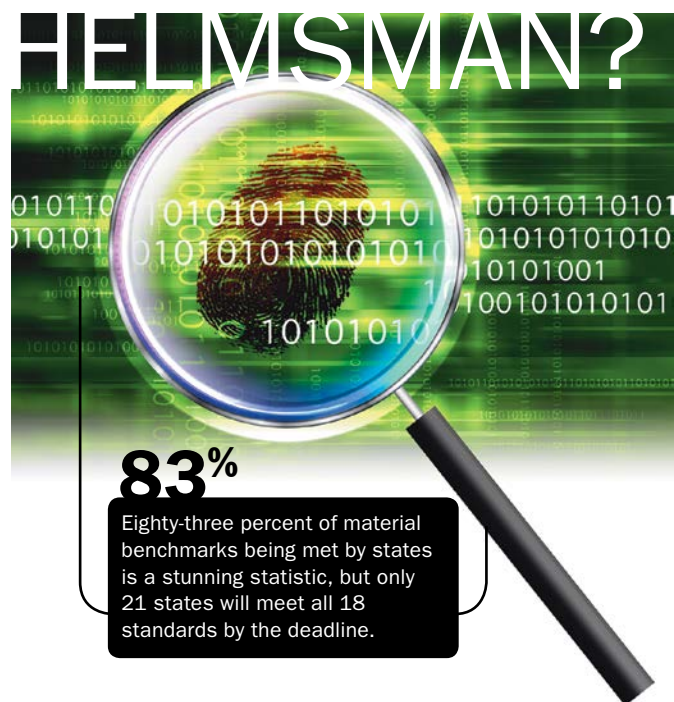
BY ANDREW GUEVARA

No extensions have been made. January 15, 2013, is set as the definitive deadline for all 56 driver's license and identification granting jurisdictions (referred to from now on simply as "states") to comply with the standards set forth by the 2005 REAL ID Act and subsequent regulation. In response, federal agencies have compiled information on how states have been adjusting to the compliance standards promulgated under the law.

The findings from these agencies paint sundry illustrations of the status of states' compliance aggregately. The Department of Homeland Security (DHS), which has the primary duties of establishing how states can comply with REAL ID standards and making final compliance rulings, issued a progress report in late August announcing that a large majority of states are complying with the benchmarks established. In spite of DHS's sunny account, an audit by the Government Accountability Office (GAO), released in September, describes disparate findings that DHS has not provided timely and comprehensive guidance on how states should seek REAL ID compliance. In essence, DHS is forecasting a clear voyage ahead based on current data, yet the GAO claims that states are navigating murky waters without the direction of a steadfast captain.

Passed in 2005, the REAL ID Act strengthens rules on how states issue driver's licenses and identification cards and sets minimum-security standards for them. In 2008, DHS published the subsequent REAL ID regulation. Some states have decided not to comply with the Act. In fact, 17 of them have passed legislation in opposition of Real ID compliance as of July 2012. Notwithstanding, they are required to issue driver's licenses based on procedures instituted by the Act if those forms of identification are going to be accepted by federal agencies for "official purposes," as defined by the Act. If states are affirmed to be compliant, individuals holding those IDs will be allowed to use them for official purposes.

Congress has appropriated a total of \$295 million to date in REAL ID program funds to both the Federal Emergency Management Agency (FEMA) and the U.S. Customs and Immigration Services (USCIS) to aid states working to meet the requirements of REAL ID. FEMA awarded the first REAL ID grant awards in 2008. Of the total appropriated, FEMA has awarded more than \$263 million in grants to states to conform to REAL ID standards.



### FULL SPEED, STRAIGHT AHEAD

Obligated by legislative authority, DHS released its latest progress report in August of this year detailing that a majority of states have complied with the standards set forth through the 2005 piece of legislation. According to the report, 83 percent of the material compliance benchmarks have been or will be met by the 56 states that issue identifications.

Eighteen compliance benchmarks were created surrounding the following areas: identity assurance procedures, license information and security features, secure business processes, employee training and background checks, and privacy protections. As of February 2012, 26 states have committed to meet all material compliance benchmarks; 21 states will meet next year's deadline; and five will not. Thirty-seven states will meet the 15 benchmarks that constitute the certification packages submitted to DHS for approval. DHS relied heavily on grant reporting information to document the progress made by states in improving the security of their driver's licenses and identification cards. Fifty states reported information based on grant requirements.

With each state reporting independently to DHS on grant performance measurement, rather than adherence to the Act or regulation, states may have underreported or over reported whether or not they have met true compliance. Ultimately, this leaves a profound burden on DHS to lead the states in understanding what federal expectations must be met in order for state-issued identity credentials to continue to qualify as legitimate documentation for federal purposes.



## NAVIGATING AN UNCERTAIN FUTURE

While law required the creation of the DHS report, GAO investigators independently examined three areas involving identification fraud and verification, and communicated their recommendations per a request from congressional officials. Auditors interviewed administrators from 11 states and found that out-of-state documents are where states had the most difficulty verifying their authenticity, and, similarly, birth certificates also proved a quandary.

The GAO discovered through its interviews with state officials that the states desperately need further guidance on complying with the provisions of REAL ID, specifically those related to identity verification for the purposes of the audit. For instance, DHS did not issue formal, written guidance in this area for more than four years after issuing final regulations. Specific concerns arose from state officials on whether the pending rules they proposed for their states would be compliant with REAL ID. This makes sense because, should the states initiate the extensive and time-consuming work involved in perpetuating what eventually becomes a non-compliant rule, they would find themselves in the uncomfortable position of having to reevaluate the issue at great cost to the state coffers and administrative staff during a time when resources have been constrained more than ever.

DHS has indicated it does not intend to make plans to promote certain alternatives over others, the rationale being that states can use varying methods toward compliance with the Act's identity verification requirements and their ability to combat cross-state and birth certificate fraud. Instead, DHS officials said they want to give states "opportunities to

develop innovative solutions and flexibility to consider their own circumstances." Officials in some states indicated they particularly needed direction from DHS in this area.

In response to the GAO's recommendations, DHS disagreed with the counsel provided. Both of the GAO's suggestions revolved around DHS working with state, federal and other partners to develop solutions to reduce cross-state license and birth certificate fraud. As an example of how DHS cited its allowing states to guide what is essentially their own destiny towards compliance, the agency noted the REAL ID grants given to the Driver's License/Identification Verification System(s) consortium of 27 states, directed by Mississippi, for the purposes of cross-state identity verification. DHS says that states have the flexibility to design and implement their own solution guided by the states, not the agency.

## HOME PORT IN SIGHT

Over the last five years, some state officials have been prepping and grooming their civil servants for the impending REAL ID changes, while others have balked and challenged the changes derived from the federal government. With the deadline solidified, DHS reports a clear passageway to home port for a majority of states. Certain states report a sinking feeling, though. From the sample of states surveyed by the GAO, they identify that one of the main hindrances to state compliance with REAL ID has been a lack of direction. Eighty-three percent of material benchmarks being met by states is a stunning statistic, but only 21 states will meet all 18 standards by the deadline.



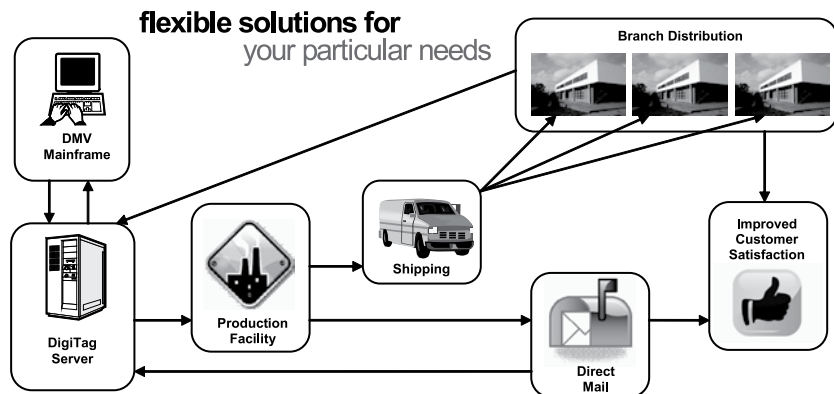
## Vehicle Registration Fulfillment Solutions

Reduce inventory costs and turnaround time with accurate, real-time order fulfillment and inventory control for license plates, validation stickers, registration cards and more.

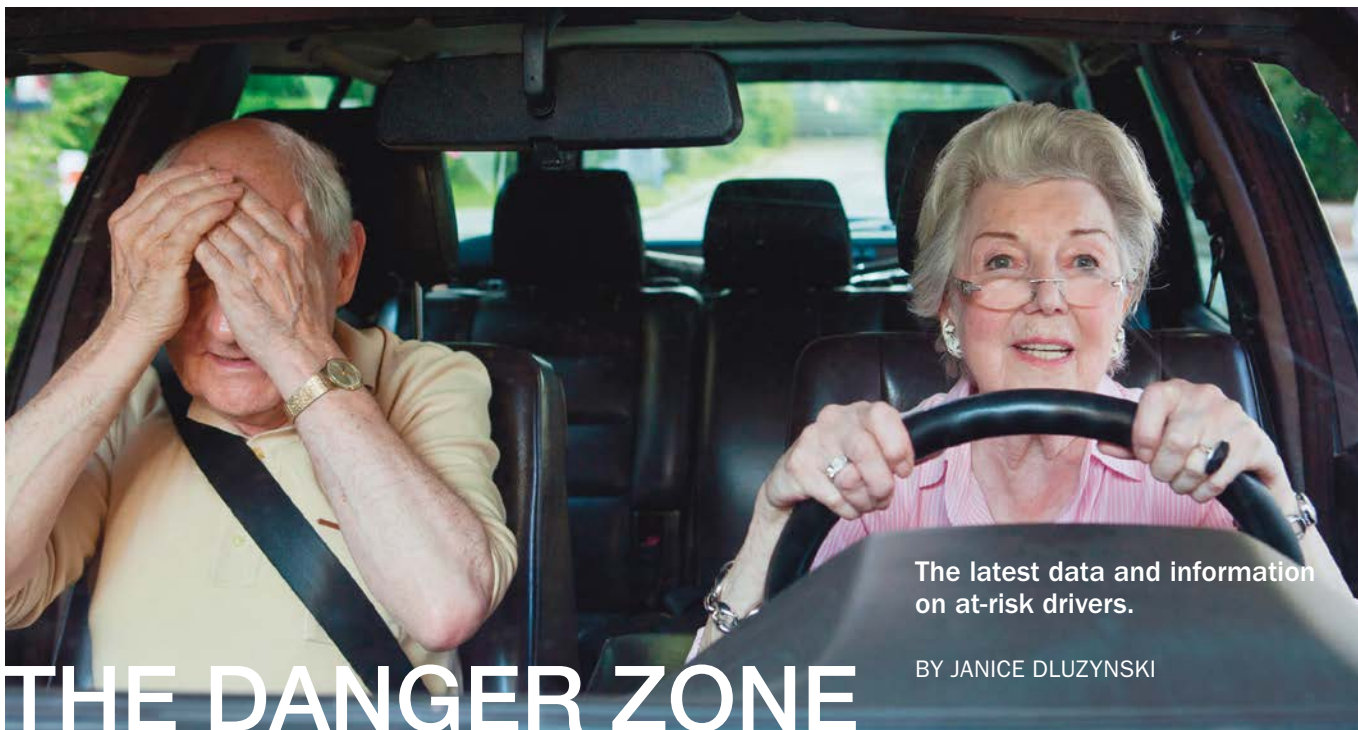


### SYSTEM FEATURES

- INVENTORY VALUATION BY LOCATION
- DIRECT MAIL CAPABILITY
- AUTOMATIC INVENTORY REPLENISHMENT
- BARCODE-DRIVEN RELIABILITY
- TRANSFER INVENTORY BETWEEN BRANCHES / AGENTS
- ORDER STATUS REPORTS
- WEB-ENABLED ARCHITECTURE
- SPECIALTY LICENSE PLATES / GRAPHICS



DigiTag allows you to concentrate on the important things...  
your customers.



The latest data and information  
on at-risk drivers.

BY JANICE DLUZYSKI

The motor vehicle community conducts many programs to help ensure that drivers have the functional ability to drive safely. These programs include establishing driver fitness standards and assessment tools, conducting medical reviews, establishing partnerships with the medical community and agencies on aging, and restricting licenses to allow an individual to keep driving where possible. Recently jurisdictions have conducted several surveys related to at-risk drivers and the anticipated increase in this population. All survey results can be found at [aamva.org/Survey/User/Search.aspx](http://aamva.org/Survey/User/Search.aspx).

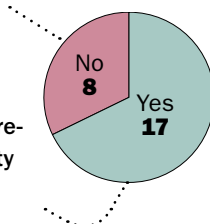
Here's a snapshot:

#### OLDER DRIVER INITIATIVES

Does your motor vehicle administrator have any processes in place to screen older drivers for their functional capacity to safely operate a motor vehicle?

Unless cause is shown or when a complaint has been filed.

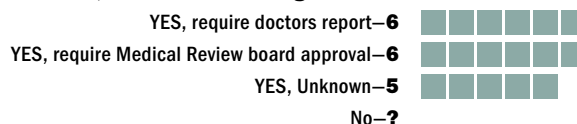
Process can include in-person renewal requirement, shorter renewal period, vision test requirement, and referral to driver safety officer or physical/occupational therapist.



#### LEFT VENTRICULAR ASSIST DEVICES

If your MVA learns that a driver has a left ventricular assist device (LVAD), do you allow that driver to operate a motor vehicle? If yes, under what circumstances? If no, why not?

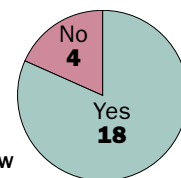
LAVD results, under the following circumstances:



#### HOMONYMOUS HEMIANSOPSIA

Does your MVA allow drivers to operate a motor vehicle if they have a documented Homonymous Hemianopsia (loss of half of the field of view on the same side in both eyes), Quadrantanopia (visual field loss in a quarter of the visual field of the eye) or Bitemporal Hemianopsia (blindness in the temporal half of the visual field in each eye)? If so, under what circumstances?

Yes: 18 (6 with report from physician, 3 with Medical Review Board approval, 9 if they meet visual acuity standards)



#### ADDITIONAL RESOURCES

##### OLDER DRIVER SAFETY AWARENESS WEEK

The American Occupational Therapy Association's Older Driver Safety Awareness Week (December 3–7, 2012) aims to promote understanding of the importance of mobility and transportation to ensure older adults remain active in the community.

For more information visit: [aota.org/olderdriverweek](http://aota.org/olderdriverweek)

AAA Foundation for Traffic Safety – State Programs and Policies Affecting Older and Medically At-Risk Drivers: [lpp.seniordrivers.org](http://lpp.seniordrivers.org)

Visit AAMVA's web site at [aamva.org/At-Risk-Drivers](http://aamva.org/At-Risk-Drivers) for additional information and resources.



**ALCOLOCK™ V3 SERIES B-2 WIFI**

- Quality engineering
- Easy breath sampling
- Wireless data transmission

## **SAFETY** IN THE PALM OF YOUR HAND INTRODUCING THE NEW ALCOLOCK V3 SERIES B-2 WIFI



Now introducing the ALCOLOCK V3 Series B-2 WiFi alcohol interlock. Automatically and securely transmit data from vehicles within range of a fleet base station. Quality engineered with the renowned ALCOLOCK construction with reliability you can trust. Our custom solutions are fully integrated to suit your needs and designed to be compatible with other fleet systems.

As a leading producer of alcohol interlocks and breath alcohol testers, Alcohol Countermeasure Systems offers technology of superior quality. To learn more on how to integrate alcohol interlock technology into your vehicles visit us at: [acs-corp.com](http://acs-corp.com)





## REGION I

### New Hampshire Video Surveillance



Department of Motor Vehicles locations across the state of New Hampshire will now be subject to video surveillance of their employees and customers thanks to new federal security funding.

As an anti-fraud measure, installation of surveillance systems purchased with \$465,000 in federal Homeland Security funding is now underway throughout New Hampshire after an initial round of funding provided the surveillance systems in select markets—Concord and Manchester.

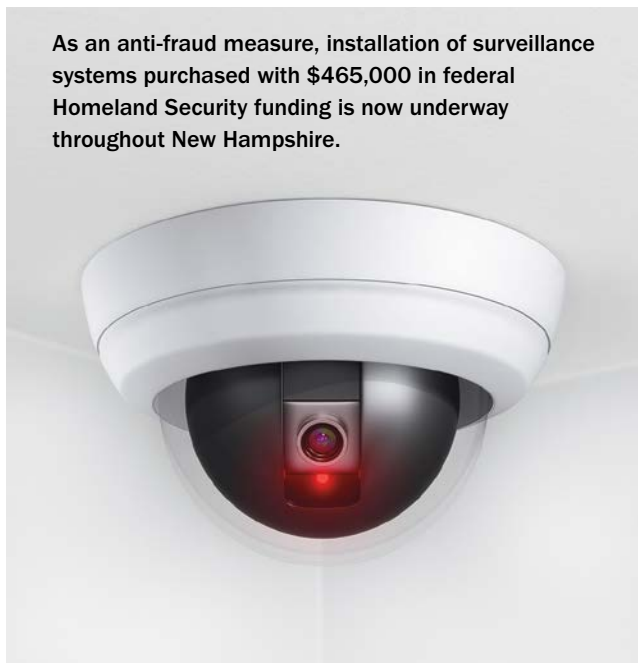
The decision comes following a 2010 fraud bust that landed one former DMV worker in prison. Following the announcement, Motor Vehicles Division Director Richard Bailey Jr. told local news outlets that the new measures are not in direct response to a licensing fraud scheme in the state's Salem office, but that the scheme did raise awareness of the issue.

"Certainly, the incident at the Salem substation brought to our attention the need to do more," Bailey told New Hampshire's *Eagle-Tribune*.

The scheme resulted in dozens of licenses being issued to illegal immigrants without proper documentation.

A former DMV clerk was charged in 2011 and has since been sentenced in the case to eight to 28 years in prison for her participation. The case also brought to light the DMV's lack of facial recognition software that is used in other states to determine whether a person currently holds a license in another state.

**As an anti-fraud measure, installation of surveillance systems purchased with \$465,000 in federal Homeland Security funding is now underway throughout New Hampshire.**



## REGION II

### Alabama Uninsured Drivers



Alabama roads stand to become safer as the result of a new effort to crack down on uninsured drivers.

Approximately 900,000 uninsured drivers will be subject to a new system of verifying whether they are equipped to take the roads legally under the state's insurance requirement. In addition to verifying information at the time when a driver attempts to renew his or her license plates or applies for new ones, the system includes random computer checks to identify those who have recently dropped insurance coverage. Under Alabama's Revenue Department, the checks will lead to contacting the motorists to prove they have obtained new, active coverage.

Since 2000, Alabama drivers have been required to carry liability insurance, yet data shows 22 percent of the state's private automobile drivers don't abide by that law.

Some drivers have skirted the law by signing up for new insurance and continuing to carry their insurance cards, despite not making payments to keep the insurance current. Those who are caught driving without insurance are subject to fines of \$500 for a first offense and \$1,000 for a subsequent offense.

The new system has cost the state roughly \$150,000 to implement so far, according to local reports, and will go into effect Jan. 1, 2013.

## REGION III

### Nebraska Driver's License Fraud



The state of Nebraska is ramping up its efforts against driver's license fraud through enhanced measures around its use of facial recognition software.

While initially implemented in 2009, the use of facial recognition software will now expand to include photos sourced from state jails. Nebraska Department of Motor Vehicles officials say the hope is to cross-reference its database of driver's license photos with photos on file with the jails to target new cases of fraud.

Past data on license fraud in the state indicates 90 percent of those who have committed license fraud since 2009 have had criminal records.

The DMV expects the number of identified fraud cases to rise as a result of the new measure and plans to next incorporate data provided by the state's correctional facilities in addition to the jail-sourced photos.

Additionally, the Department aims to build a bridge through the effort with local police, which will be able to access the same complete database for a small fee. Police will be authorized to search for witnesses and suspects remotely via virtual private network (VPN).



## California Proof of Insurance



California drivers are going high-tech when it comes to showing their proof of insurance when being pulled over in the event of a moving violation or accident. Now, they can do it via smartphone or iPad.

An assembly bill signed into law in September by Gov. Jerry Brown amends the former traffic rules requiring drivers to carry physical proof of insurance at all times, to now allow them to display that proof, when requested, electronically.

The new law may help most of those who wish not to carry their printed insurance documentation for liability reasons or simply because they may have forgotten to keep a hard copy with them. As a result of the new law, drivers may access their proof via a mobile electronic device such as a Web-enabled smartphone or tablet.

In order to address issues that may arise through the interaction between driver and officer both handling the electronic device, the law prohibits an officer seeking insurance proof from viewing any other content on that device. Additionally, the legislation specifies that whenever a person presents the device in an effort to prove insurance coverage, he or she assumes liability for any damage to it.

The law is scheduled to go into effect Jan. 1, 2013.

## California Wrongful Death Suit

Despite the fact that he was nowhere near a California car accident that killed a man, a local doctor was tried in September in a wrongful death suit resulting from the 2010 crash.

The doctor, Dr. Arthur Daigneault, was found not guilty by an Orange County jury for his involvement in treating the 85-year-old driver for dementia at the time she took the wheel. But the case raises questions about how much responsibility doctors have for older patients whom they may or may not deem fit to drive—especially as the U.S. population ages rapidly, and with it, the number of older Americans who hold a driver's license. Cases like this one are drawing attention to new problems arising from elderly drivers.

Doctors in California, and in a handful of other states, are required to report any medical conditions of their patients that could be cause for concern when it comes to the patients' ability to drive. The law, however, allows doctors to use their clinical judgment, essentially presenting some gray area.

For those with advanced Alzheimer's, for example, the answer is obvious. For those with early stages of dementia, the answer is less so. Advocacy groups for older Americans have been receptive to a dialogue about the increasing need for more guidance on drivers suffering from dementia, but a solution remains to be seen.

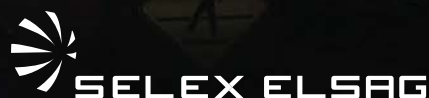
"This is an important issue, and the doctors take it seriously," Dr. Daigneault's lawyer told reporters following the trial. "It's an issue that is not black and white."

## Good Is Not Good Enough Any More

### MANAGEMENT SOLUTION. TOLLING REVOLUTION.

ELSAG's FPH-900® Automatic License Plate Readers bring a new standard of efficiency and substantial cost savings to the tolling industry. Mounted digital cameras read the license plates of toll station traffic at a rate of 900 plates per minute, per camera—accurately. (877) 77.ELSAG.

[www.elsag.com](http://www.elsag.com)





“ APPROXIMATELY ONE PERSON IS KILLED EVERY 40 MINUTES DUE TO A DWI-RELATED CRASH.

– U.S. Department of Transportation

# Last Call

States are strengthening ignition interlock laws in an effort to reduce alcohol-impaired driving accidents and recidivism in drunk drivers.

BY JANET LIAO KORNAS



→ **Alcohol-impaired driving crashes in the U.S. continue to compromise safety on the roads. Approximately one person is killed every 40 minutes due to a DWI-related crash, and the number of alcohol-related fatalities has not declined in more than two decades, according to the U.S. Department of Transportation. While all states have some sort of interlock ignition law, 12 states now require first-time offenders to install breath-alcohol ignition devices in their vehicles if they are convicted of having a blood-alcohol concentration (BAC) of 0.15 or higher.**

Various studies confirm that ignition interlock devices are effective in reducing recidivism in first-time DWI offenders. A study from the American Journal of Public Health found that the recidivism rate among first-time offenders more closely resembles that of second-time offenders than of nonoffenders. Also, men and women are at equal risk of recidivating once they have had a first violation documented. Any alcohol-impaired driving violation, not just a conviction, is a marker for future recidivism.

Even though 1.4 million DWI arrests are made each year, only 279,000 ignition interlocks are in use, according to 2012 data compiled by DWI researcher Richard Roth. New provisions and funding under the recently passed Moving Ahead for Progress in the 21<sup>st</sup> Century law might just be the incentives states need to shore up highway safety and reexamine DWI policies. “Working toward a more uniform approach and licensing standard can only help reduce the risk of drivers driving while intoxicated,” says Thomas Manuel, director of AAMVA’s driver fitness program.

So what makes an effective ignition interlock program? MOVE Magazine talked with program administrators and ignition interlock experts about considerations for developing successful policies.

**1 Develop a strong foundation for oversight and administration.** In some states, ignition interlock use is mandated by state agencies, and in other states, by judges. Most states, such as West Virginia, have a “bifurcated” system, in which the Department of Motor Vehicles manages the interlock program

and has administrative authority over the DWI offender. The state statute outlines what offenders must do to successfully complete the interlock program for license reinstatement, while the court system metes out the criminal punishment such as fines and jail time, explains Harry B. Anderson, program manager for the Governor’s Highway Safety Program of West Virginia.

Constant interface is required to ensure program effectiveness. “Being a bifurcated state, we must train and interface with the court system to avoid confrontational issues, such as when the court drops an offense to a ‘reckless driving’ conviction, but to the DMV, it is considered a DUI,” Anderson explains.

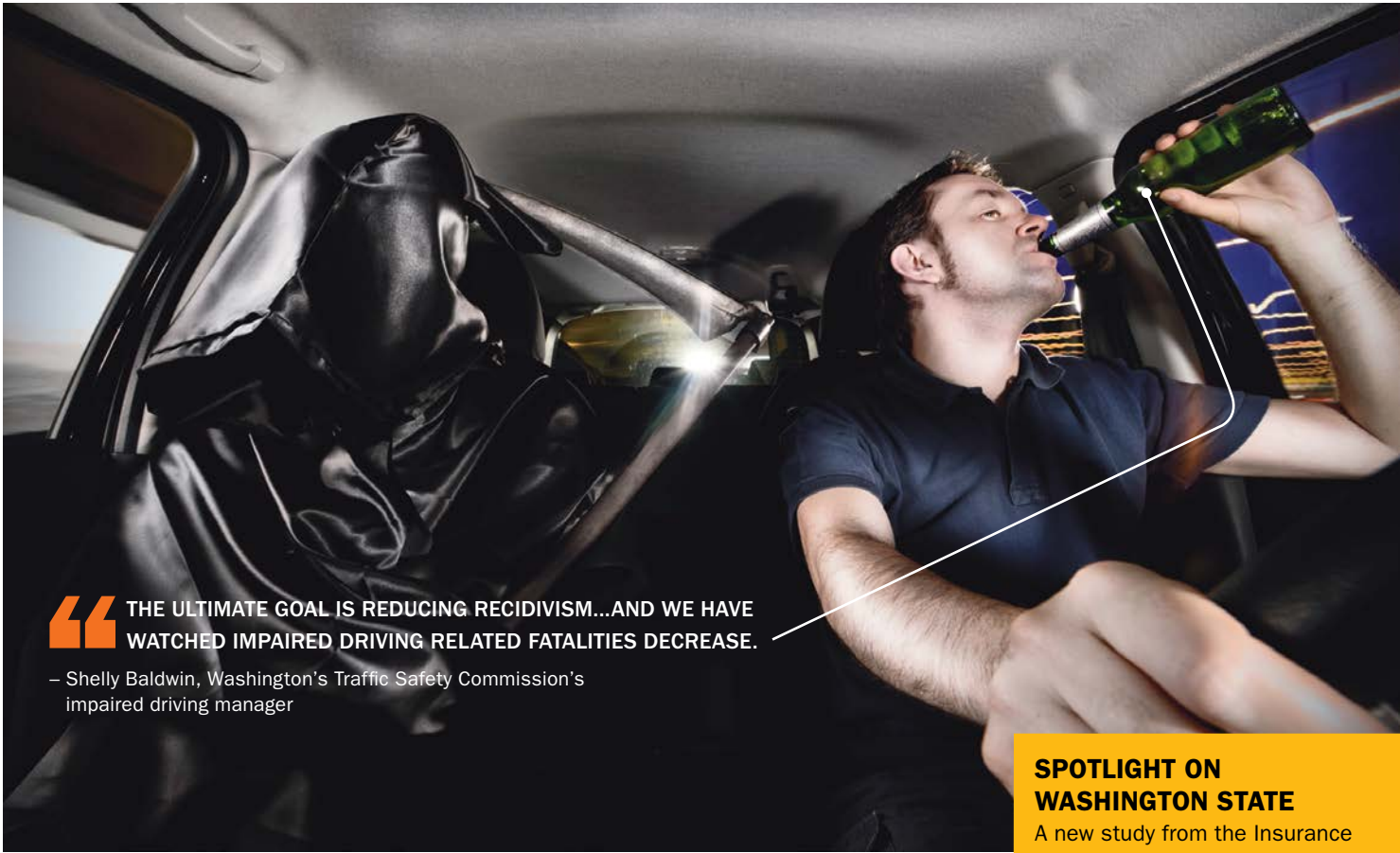
Education also helps to minimize challenges and facilitate communications between law enforcement, motor vehicle agencies and offenders. West Virginia’s DMV Interlock Unit provides an hour-and-a-half training program, which all law enforcement officials are required to complete. “This instruction includes a brief history of the interlock program, how an officer can identify a circumvented interlock device in the field, and what the interlock restricted license looks like,” Anderson says.

**2 Enroll eligible offenders in ignition interlock programs ASAP.** Studies show that 75 percent of convicted drunk drivers continue to drive on suspended licenses. “The term first-time offender can create a false impression,” explains AAMVA’s Manuel. It used to mean a person has no prior convictions, but recent research by the American Journals of Preventative Health shows that first-time offenders share similar characteristics with multiple-time offenders and are not involved in isolated incidents—that given enough time, a first-time offender will offend again.

West Virginia recently revised its policy to expedite the process for enrolling offenders in the Alcohol Test and Lock Program. First-time offenders with a BAC of 0.15 or less now have a quicker option of enrolling in an interlock program after serving 15 days of “hard-time” (no driving) revocation if they waive their administrative hearing rights. “This reduces the backlog which can sometimes go on for more than two to three years and also works in

**1.4 MIL**  
DWI ARRESTS  
ARE MADE  
EACH YEAR 

**ONLY 279K!**  
IGNITION INTERLOCKS  
ARE IN USE



**“THE ULTIMATE GOAL IS REDUCING RECIDIVISM...AND WE HAVE WATCHED IMPAIRED DRIVING RELATED FATALITIES DECREASE.**

– Shelly Baldwin, Washington's Traffic Safety Commission's impaired driving manager

## SPOTLIGHT ON WASHINGTON STATE

A new study from the Insurance Institute for Highway Safety (IIHS) shows that requiring interlocks for those convicted of alcohol-impaired driving, including first-time offenders, helps to prevent drivers from offending again. The IIHS study looked at driver records in Washington state, one of 15 states that require all DWI offenders to install an ignition interlock, or in-car breathalyzers that prevents the driver's vehicle from starting if the driver's blood alcohol level is above the pre-set limit. After Washington strengthened its law in 2004 to require all convicted DWI offenders to install an interlock, the two-year recidivism rate for those drivers affected by the law expansion fell by 12 percent. Although only a third of the offenders installed interlocks, if all of them had installed interlocks, the recidivism rate would have fallen by about 50 percent.

conjunction with the criminal hearing process,” Anderson explains.

The sooner an offender is enrolled in the program from the date of the incident, the more likely he or she will show success in the behavioral modification goals of the interlock program. “Get information to the offender about the interlock program at the ‘point of incident’ by placing interlock program brochures at the station’s intoximeters and following up with additional information in the offender’s official revocation notice,” Anderson says.

### Implement ignition interlock license restrictions.

**3** The benefits of ignition interlock licenses are numerous: they allow a DWI offender to remain licensed and insured, be a productive member of the community, participate in substance abuse treatment and continue to work. Providing a means for offenders to regain legal driving status is especially important in rural areas where public transportation is not convenient.

Getting legislators, judges, traffic safety professionals and advocates on the same page through regular working group meetings was key to Washington being the first state to pass a ignition interlock driver’s license law in 2009, says Shelly Baldwin, Washington’s

Traffic Safety Commission’s impaired driving manager. Now, a first-time offender who has his or her license suspended or revoked due to an alcohol-related offense can drive with an interlock ignition device installed for at least a year.

The new policy has resulted in a 136 percent increase in the number of installed ignition interlock devices. In 2009, there were fewer than 11,000 ignition interlock devices installed in Washington. Now the number of ignition interlock devices installed has exceeded 26,000. “The ultimate goal is reducing recidivism...and we have watched impaired driving related fatalities decrease,” Baldwin says.

### Motivate offenders to choose to

**4 participate...and succeed.** Ignition interlock installation costs can add up, running between \$100 to \$250 with monthly maintenance fees ranging from \$65 to \$90, according to the DOT. Providing financial assistance to low-income drivers to help pay for costs can boost program participation. Some states have set up indigency funds with fees paid by offenders or by a percentage of sales from ignition interlock providers.

Once offenders are successfully enrolled in



the program, make sure to keep participants on track. When developing violation policies, don't develop blanket policies, such as "three strikes and you are out of the program," Anderson says. Apply consequences that are proportionate with violation, and adjust strategies accordingly by considering more frequent monitoring, additional participation time, or restricted driving time.

#### Choose the right vendor and monitor the

**5 program closely.** When choosing an ignition interlock provider, consider your program's goals and criteria for participation. The key is to work with vendors to develop a common set of reporting protocols so that authorities can accurately track data and monitor activity. "You can have the best interlock laws you want, but if you don't have installers and manufacturers getting the locks installed appropriately, then it doesn't matter," Baldwin says. "You need that compliance piece."

Washington's Traffic Safety Commission has developed a rigorous compliance system through a partnership with the Washington State Patrol. The commission funded a compliance officer to monitor and review ignition interlock records and intervened with those who were not in compliance. The officer also worked closely with manufacturers and

installers to make sure devices were functioning properly, Baldwin says.

#### LOOKING AHEAD

While ignition interlock stakeholders are far from approaching any type standard practice, it's clear that there are sound practices in place that are already having a life-saving impact. Toby Taylor, president of the Ignition Interlock Program Administrators Association, puts it best: "I don't think there's any state that does everything well, but there are a number of states that do various things very well, and we need to learn from what they've done." **m**



For more information, visit [aamva.org/webinar-archives](https://aamva.org/webinar-archives) to view our First Offenders webinar.

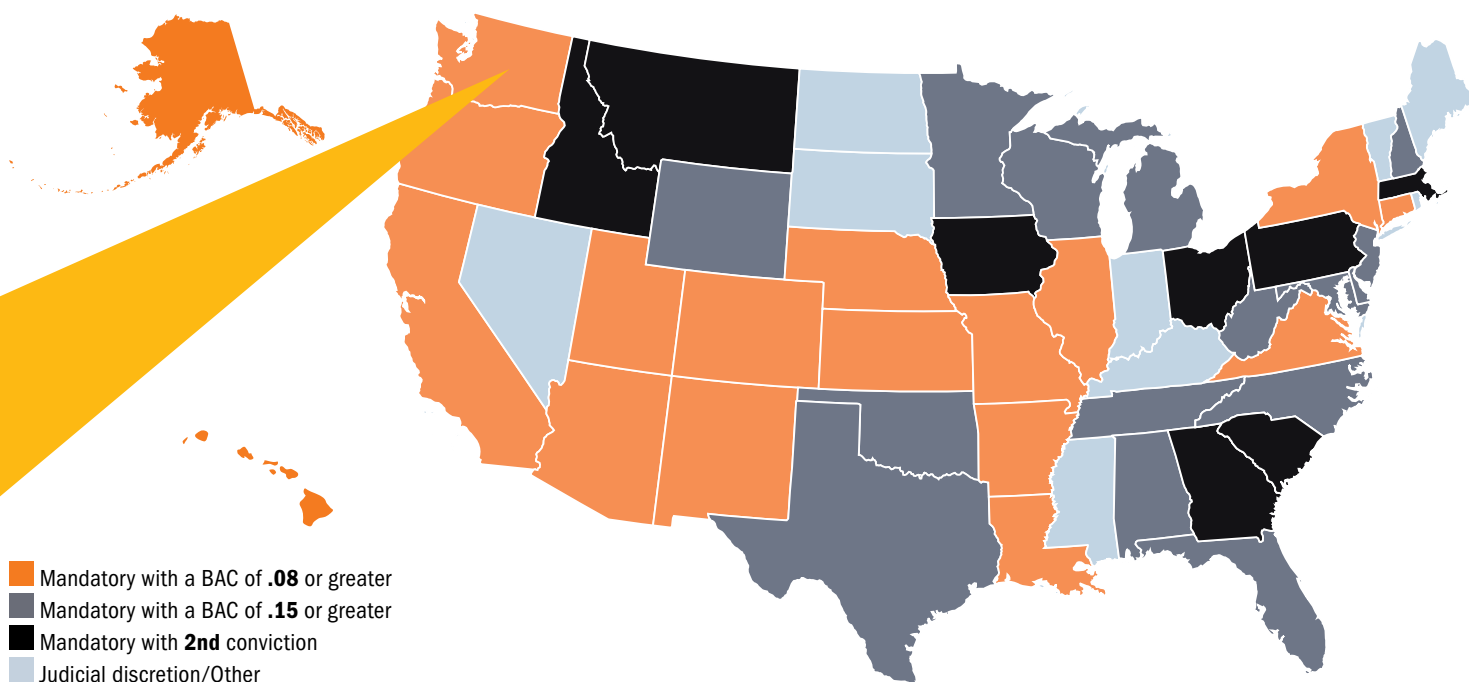
#### WHAT'S A BAIID?

A breath alcohol ignition interlock device (BAIID), or ignition interlock, is a device installed in a motor vehicle to prevent a driver from operating the vehicle if the driver has been drinking. Before starting the vehicle, a driver must breathe into the device. If the driver's BAC is over a pre-set limit, the ignition interlock will not allow the vehicle to start.

SOURCE: National Highway Traffic Safety Administration



#### INTERLOCK REQUIREMENT STARTS ON FIRST CONVICTION





## Considering Central Issuance?



### ||||| Find out why governments and banks around the world trust Gemalto

Our commitment to security is a **state of mind**. You can see it in the way our facilities are designed. You can see it in our daily operations. You can see it in our people.

With 30 highly secure issuance centers around the world, Gemalto personalizes over 1.2 billion cards annually. All of our facilities offer security certifications.

When it comes to security, you owe it to your organization to choose the highest of standards.

**Experience excellence. Experience Gemalto.**

In North America, our facilities are Visa, Visa Global Physical and Logical, and MasterCard certified. Our U.S. facility has North American Security Products Organization (NASPO) for the U.S. Federal Government and Security Accreditation Scheme (SAS) for Telecommunications certifications.

[www.gemalto.com/public\\_sector/edl/](http://www.gemalto.com/public_sector/edl/)

**gemalto**   
security to be free



# move<sup>mag.org</sup>

more articles • less paper cuts



visit **MOVE** magazine online. anytime. anywhere. at [movemag.org](http://movemag.org)

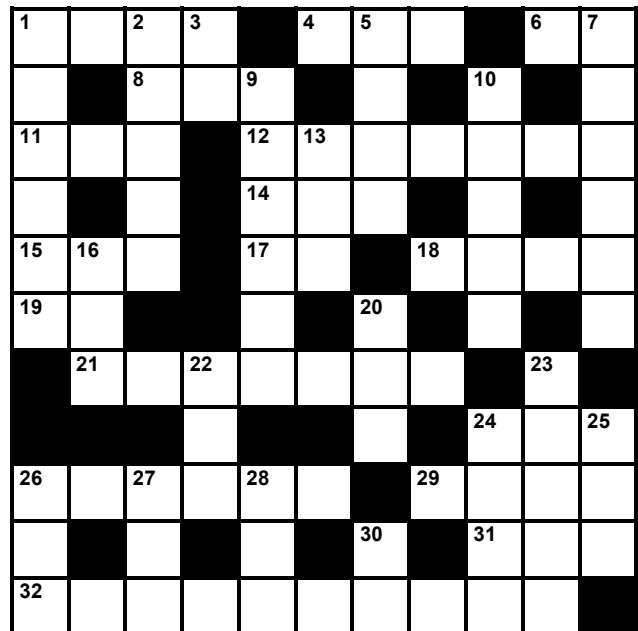
## CROSSWORD

### Across

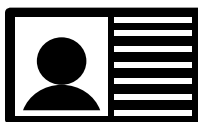
- 1 AAMVA promotes these to ensure motor vehicles are safe, abbr.
- 4 This standard provides the design for driver's licenses and ID cards
- 6 Play \_\_\_ the book
- 8 Total
- 11 Completely
- 12 One of the states where an inspection sticker is required before a VIN is issued
- 14 Central
- 15 Terminate
- 17 Grand\_\_\_ car
- 18 AAMVA is concerned with limiting vehicle height to prevent \_\_\_\_over
- 19 Yes, in Spanish
- 21 They are being reviewed for better legibility for toll free collection in Florida (goes with 1 down)
- 24 GM's Firebird feature
- 26 Web-based system helping SDLA monitor CDL skills and identify potential fraud
- 29 Final Permit \_\_\_\_
- 31 Bumped into
- 32 Approved

### Down

- 1 See 21 across
- 2 Bona fide
- 3 AAMVA recommends changes to this type of card when needed
- 5 There's a new design for these cards released in 2012
- 7 How often registrations have to be renewed
- 9 Usual result of a collision
- 10 Black, gray or white
- 13 Part of a wheel
- 16 Zero
- 20 Employ
- 22 Mid-west city, for short
- 23 Made an official request or entry to a record
- 24 Engine emissions, \_\_\_\_s
- 25 Take home pay
- 26 Number cruncher
- 27 Child
- 28 Management services organization, for short
- 30 State license plate with Aloha on it



# State to State



We're finally on the road and driving toward a more secure licensing and identification card system.

BY KATHLEEN HAGAN

→ **“One**

**driver, one license.” After decades of working toward this ideal, funding is in place and real progress is underway. Finally, by 2015, a group of eight pilot states will begin to employ a service that will allow states to determine if an individual currently holds a valid driver's license or identification card—among participating states, of course.**

WITH THE S2S SERVICE, WE ARE GIVING STATES A MECHANISM TO ELECTRONICALLY VERIFY WHETHER AN INDIVIDUAL ALREADY HOLDS A VALID DRIVER'S LICENSE IN ANOTHER JURISDICTION.







As the motor vehicle administrator and law enforcement community is well aware, state laws presently require individuals to prove their identities before a licensing agency can issue a driver's license or ID card. State legislation also forbids individuals from holding more than one valid driver's license. Yet, there currently is no structure in existence that strictly enforces such rules, so people have discovered ways to skirt the system and obtain multiple or fraudulent licenses. But that's all about to change with the development and implementation of State-to-State (S2S), a service designed to improve security for driver's licenses and personal ID cards.

"With the S2S service, we are providing states a mechanism to electronically verify whether an individual already holds a valid driver's license in another jurisdiction," says Pam Dsa, program director of the Project Management Office at AAMVA. "Accompanied by the electronic means to verify identity, the service will be a powerful tool for state driver's licensing agencies to combat driver's license and ID card fraud," she says.

#### WHO DO YOU SAY YOU ARE?

When issuing a driver's license or ID card, jurisdictions do the best they can to verify the identity of an applicant. However, for many years, the only resource available to them has been an electronic check of the Social Security Administration's files. But progress has recently been made in developing methods for checking the validity of U.S. passports and immigration documents, according to Jay Maxwell, president and CEO of Clerus Solutions, LLC. Efforts are still underway to develop a tool that verifies the authenticity of birth certificates with state vital records agencies.

"The idea of this project is to provide states tools to verify a person's identity," says Maxwell, who is the program manager for S2S. "So when someone comes in [to a licensing agency] and presents a birth certificate, social security information, immigration documents, or a passport as a form of ID, the DMV will have an electronic way to verify that information directly with the source," he says.

Maxwell and his team are working through the State of Mississippi to construct the S2S service on the same infrastructure as the Commercial Driver's License Information System (CDLIS). Federal law mandates that all jurisdictions use CDLIS, and Maxwell hopes all states will choose to adopt the S2S service as well, although it will not be required by law.

The service will be most effective once adopted by every jurisdiction. "When all the states have implemented S2S, the ability to easily obtain a license in multiple jurisdictions will be eliminated because we will be able to check instantaneously with other states to see if they have a license in that state," says Major Jason Jennings, president and CEO of DIVS.

#### BACK TO THE BEGINNING

"In order to understand where we're headed, you have to understand where we've come from," says Geoff Slagle,

**ONE OF THE FINDINGS OF THE 9/11 COMMISSION IS THAT IT'S VERY EASY FOR INDIVIDUALS TO OBTAIN LICENSES IN MULTIPLE STATES AND EVADE LAW ENFORCEMENT. BUT THE S2S SERVICE FOR THE STATES—BUILT BY THE STATES—WILL MAKE OBTAINING FRAUDULENT IDENTIFICATION MORE DIFFICULT AND WILL HELP STATES ENFORCE THEIR OWN LAWS AND POLICIES.**

director of identity management at AAMVA, noting that the value of a driver's license has evolved greatly since its inception. "At one point in time, there wasn't supposed to be any intrinsic identification value to something like a driver's license. It was supposed to just simply be evidence that you had a level of competency to operate a motor vehicle—period," he adds.

In this day and age, that's simply no longer the case. "The driver's license today is used for several purposes: it's important to get on a plane; it's important to enter any federal office; it's used for a lot of things—it's your identity," Dsa says.

Due to the fact that the majority of U.S. adults drive, the driver's license has morphed into the most widely used identity document in the United States, according to Selden Biggs, director of the Office of State-Issued ID Support, Department of Homeland Security. And when a driver's license is indicative of identity, as Dsa notes, it's vital that law enforcement is able to trust its authenticity.

#### HIGHWAY SAFETY

A major concern for state driver's licensing agencies has always been advancing highway safety, and one way in which to accomplish that goal is to keep problem drivers off the road. "One driver, one license," demands that individuals will be held accountable for their driving behavior.

With the S2S service, states will have a more comprehensive set of resources to utilize when verifying identity. "Then, after they determine that people are who they say they are, states can see if they hold a license or ID card somewhere else in the U.S.," says Maxwell. "If people already hold one or more credentials, they will need to cancel them in order to be issued a new one. This prevents them from spreading driving convictions across multiple licenses and makes habitual problem driver behavior more evident to enforcement officials, licensing agencies and during adjudication."

Until now it's been relatively easy for individuals to obtain licenses in multiple states and evade law enforcement. But the S2S service for the states—built by the states—will make obtaining fraudulent identification more difficult and will help states enforce their own laws and policies, Biggs says.





“AT ONE POINT IN TIME, THERE WASN'T SUPPOSED TO BE ANY INTRINSIC IDENTIFICATION VALUE TO SOMETHING LIKE A DRIVER'S LICENSE. IT WAS SUPPOSED TO JUST SIMPLY BE EVIDENCE THAT YOU HAD A LEVEL OF COMPETENCY TO OPERATE A MOTOR VEHICLE—PERIOD.

– Geoff Slagle, Director of Identity Management at AAMVA





WE'VE HAD THIS INCREASING NEED TO KNOW THAT PEOPLE ARE WHO THEY CLAIM TO BE, AND THE REASON BEHIND THAT IS THE AMOUNT OF ID RELATED CRIME THAT HAPPENS NOT JUST IN THE U.S., BUT AROUND THE WORLD.

— Geoff Slagle, Director of Identity Management at AAMVA



#### THE BIGGER PICTURE

In addition to highway safety concerns, S2S also addresses the threat to national security that bearing multiple or fraudulent driver's licenses poses. "We've had this increasing need to know that people are who they claim to be, and the reason behind that is the amount of ID related crime that happens not just in the U.S., but around the world," Slagle says.

The ability to easily obtain government-issued documentation and pass as someone else presents an opportunity for individuals to conduct illegal activities without being detected. According to the 9/11 Commission, all but one of the terrorists who executed the Sept. 11 attacks obtained one or more driver's licenses in order to facilitate and conceal their activities.

Identity fraud has become a business in this country. According to Biggs, the major source of identity fraud is

individuals stealing and reselling personal information. People will sell identification data across state lines. People reuse data throughout the country, and up until now, there's been no good way to check. S2S will reduce the incentive to reuse illegally obtained data, Biggs says.

#### WHERE ARE WE GOING?

Increased communication across jurisdictions during driver's licensing and identification card issuance processes will make U.S. highways—and the country as a whole—safer. "One driver, one license," will reduce the number of problem drivers on the road, along with instances of identity fraud and threats to national security.

In addition to providing states with this service that will significantly enhance driver's license and ID card security, S2S will help states seeking to meet the identity verification



requirements of the REAL ID Act of 2005. However, participation in the service does not commit a state to be in compliance with the REAL ID Act. "But if a state does choose to be compliant, this service will help it enforce its own laws," Dsa says.

Throughout the next year AAMVA will continue to work with the lead pilot state of the S2S service, Mississippi, DHS, FMCSA and Clerus Solutions to develop the S2S infrastructure. "We want to be a leader in implementing some of these services to guarantee the driver's license will be a more secure credential," says Jennings.



"Jurisdiction involvement, opinions and expertise are important to the activities and decisions of the DIVS executive committee," says Jennings. "As S2S is developed, implemented and evaluated for efficiency, state input will not only be an advantage to DIVS, but involvement would also provide the state with the most current information and experience." **m**



For more information, watch MOVE's video with Chrissy Nizer from the Maryland Motor Vehicle Administration, at [movemag.org](http://movemag.org).

## Saving lives isn't a 9-to-5 job.



With products you can count on and service that delivers the reporting you need, Smart Start® makes monitoring and compliance easier.

- 1000 locations nationwide
- 24/7 SmartWeb® access
- Camera, GPS and E911 options
- 24/7 bilingual customer service
- Daily reporting option



Setting the Standard in Alcohol Monitoring Technology™

1.800.880.3394 [SmartStartInc.com](http://SmartStartInc.com)

# AIC 2012 EXCELLENCE

CONGRATULATIONS TO THE FOLLOWING AIC AWARD WINNERS WHO WERE RECOGNIZED THIS PAST AUGUST IN CHARLOTTE.

## CHIEF JOHN R. BATISTE RECEIVES MARTHA IRWIN AWARD FOR LIFETIME ACHIEVEMENT IN HIGHWAY SAFETY

At our 2012 Annual International Conference, AAMVA presented Washington State Patrol (WSP) Chief John R. Batiste with the Martha Irwin Award for Lifetime Achievement in Highway Safety. Chief Batiste's dedication to advancing public safety and highway safety initiatives in Washington has been the cornerstone of a distinguished career. Batiste embraced Washington State's Strategic Highway Safety Plan Target Zero, which focused on gradually decreasing deaths and serious injuries until they are eliminated by 2030. He implemented plans to support this strategy, focusing on data-driven decisions and solutions to decrease highway fatalities and injuries. Batiste was also a key figure in passing a number of legislative initiatives related to highway safety, including promoting pedestrian and bicycle safety, enhancing the use of ignition locks and requiring the collection of distracted driver collision data. Under Batiste's tenure as chief, the number of deaths related to highway accidents has decreased to the lowest rate Washington has seen in 60 years. Congratulations, Chief Batiste!



Mike Robertson and Brian Ursino present the 2012 Martha Irwin Award for Lifetime Achievement in Highway Safety to Washington State Patrol Chief John Batiste.

## EXCELLENCE IN CUSTOMER SERVICE

Congratulations to this year's Customer Service Excellence award winners:

### Individuals

Nancy Myers, Pennsylvania Department of Transportation

Anne Yanofsky, Arizona Department of Transportation

Richard Holcomb, Virginia Department of Motor Vehicles

### Team

Delaware DMV, Next of Kin Registry

Georgia DDS Knowledge Testing System Project Team

Arizona DOT MVD Electronic Data Services Team

### Agency

Delaware DMV Veteran ID Card Issuance Program

Virginia DMV "DMV2Go"

Indiana BMV Visit Improvement Program



Mike Robertson congratulates the Virginia DMV on their 2012 Customer Service Award. Left to right: Pam Goheen, Rick Holcomb, Mike Robertson, Robert Irving, Dave Burhop and Karen Grim.



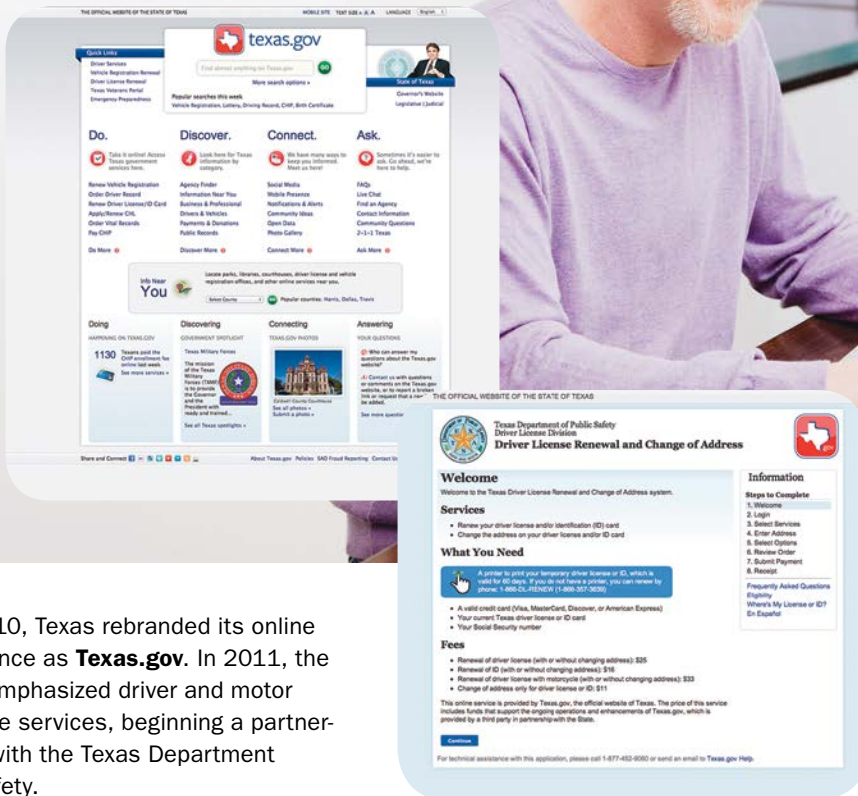
For more information about AAMVA's Award Program and AIC Award Winners, visit [aamva.org](http://aamva.org).



# CAMPAIGN FOR CHANGE

## HOW ONE STATE INCREASED ONLINE LICENSE RENEWAL.

BY KIM ALTERS



In 2010, Texas rebranded its online presence as **Texas.gov**. In 2011, the site emphasized driver and motor vehicle services, beginning a partnership with the Texas Department of Safety.

An advertising campaign was launched to encourage online adoption of driver-related services and promote the new **Texas.gov** brand. Only around 10 percent of consumers were renewing their licenses online, says Erin Hutchins, general manager and director of portal operations for **Texas.gov**.

The state advertised on the radio, online and in print, and a new driver eligibility program in June 2011 prompted “quite a media and public relations push,” Hutchins says.

The promotion campaign proved effective. “We got amazing feedback from the constituency,” Hutchins says, and activity on online applications increased. As a result, the efforts were expanded in 2012 to include television commercials.

“They’re smart with a smile,” Hutchins says of the ads. “Our intent is to convey how easy and useful it is [to use online

services]—but in a humorous way.” Over the campaign’s past two years, Hutchins says there has been a consistent 20-25 percent year-over-year increase in online adoption.

**Texas.gov** also worked with the Department of Public Safety to streamline customer service. The use

of Interactive Voice Response in the calling system allowed customers to be automatically directed to the proper agency, which Hutchins says reduced call volume by about 10 percent.

The two organizations work together to offer about 15-20 DPS services through **Texas.gov**. “It’s a long-standing and successful partnership between the two programs,” Hutchins says. **m**



Visit this article on [movemag.org](http://movemag.org) to watch Texas.gov commercials.

# Q&A WITH **STACEY STANTON**

## **MOVE CATCHES UP WITH STACEY STANTON, THE NEW CHAIRWOMAN OF THE AAMVA BOARD.**

INTERVIEW BY LIZA BERGER

### **WHAT WAS YOUR FIRST BRUSH WITH AAMVA?**

I first became aware of AAMVA when I was a member of the County Auto License Function in Arizona. Some of my colleagues on the Department of Transportation team started talking about AAMVA. I was like, what is AAMVA? I was able to go to a conference on the East Coast in Virginia. That was my first exposure to AAMVA, and it was terrific. The individuals I got to meet and network with and the subjects that were discussed were things that were immediately relevant to my everyday life, even though I wasn't within a state DOT system. It was like having a bite of candy. You want more. I transitioned over to the state side of business and AAMVA quickly became a way of life for me. It didn't matter whether I was in customer service as an administrator or in policy doing legislation; AAMVA was relevant to every day of my professional life.

### **WHEN DID YOU GET INVOLVED?**

My involvement really started probably in 2000. I had just given birth to my daughter, Alexandra, and her first conference was in

Minneapolis when she was three months old. She quickly became the AAMVA mascot. She traveled everywhere and had a great time. While she was enjoying the sights and scenes, I was enjoying the opportunities to engage with the partners from our jurisdictions, partners from industry and the AAMVA team. It's since been a day-to-day engagement with AAMVA. It doesn't matter what I need or what my colleagues need. We reach out to the AAMVA team and they provide what I need, or our industry partners supply the information. The value that comes from jurisdictional sharing—you can't equivocate it.

### **HOW WOULD YOU DESCRIBE THE SENSE OF COMMUNITY AT AAMVA?**

The sense of community can't be beat. It doesn't matter how much time has passed. It is a constant community. We may move on within our professional lives. We may move to different agencies, from state to private sector. None of that matters because the engagement is so fresh, and it's kind of like greeting an old friend. It doesn't matter how long it's been since you've seen somebody. It's the hugs and it's the welcome and the

sense of camaraderie. It's more than community; it's a family. And it's a family that is there through thick and thin.

### **HOW DO YOU SEE THE FUTURE OF AAMVA?**

In North Carolina [where I was sworn in as chairwoman on Aug. 22], I talked about the 80 years of transformation at AAMVA. I think that's key for all of the jurisdictions, for everyone engaged in AAMVA. Our business has morphed so many times over the decades. There is very little predictability in terms of our day-to-day. There are days when it's difficult to tell what it's going to look like tomorrow. That's an experience that most jurisdictions engage in. We have to be able to transform. We have to be fluid, and I think we've proven we can do that.

### **WHAT ARE SOME OF YOUR GOALS AS CHAIRWOMAN?**

My goal is to really focus on transformation and helping AAMVA, and having the board help and the community help to position us to be prepared for the next decade. We have so many exciting things



# A

that we're working on. We are working on NMVTIS with the Department of Justice. That's an exciting opportunity. That has to be sustainable, so we've got a very big challenge there. It's a system that is necessary for states and for our law enforcement partners. AAMVA is the operator. Then, CDLIS modernization: Arizona recently became the 30th state to engage in modernization. Good news, but we still have 20 more jurisdictions that need to follow and become modernized. We have to ask what are the next steps with CDLIS, because we know that a modernization is only good for a certain period of time. So, positioning ourselves to be prepared for the next modernization is a major goal.

#### ANY OTHER ISSUES YOU HOPE TO TACKLE?

Yes. State to State is one. Former chairman Mike Robertson did a yeoman's job really engaging in those discussions and driving the contract toward conclusion. We will be executing the contract soon. So State to State and the rollout is going to be just tremendous. And e-titling—the idea of vehicle life cycle administration. That has been kind of a dream out



there for a number of us for years. We now have a working group that is engaged with jurisdictions, with industry partners, with federal partners. Eventually that group is going to give us the base to make electronic transmissions and make things all the more transparent. When we have a resident from Michigan coming to Arizona, hopefully I won't have to reach out to that customer. They will have an Arizona transfer without coming into our office. I think it really reflects the nature of day-to-day life: There isn't much time for face-to-face opportunity. So, what can we handle electronically? What do we need to maintain as a brick and mortar base within our business? Those are questions the jurisdictions need to answer.

Stacey Stanton is introduced as AAMVA's chair of the board at this year's AIC in Charlotte.



**MY GOAL IS TO REALLY FOCUS ON TRANSFORMATION AND HELPING AAMVA, AND HAVING THE BOARD HELP AND THE COMMUNITY HELP TO POSITION US TO BE PREPARED FOR THE NEXT DECADE.**



Visit [movemag.org/multimedia](https://movemag.org/multimedia) to see a video with Stacey Stanton.



WE HEAR FROM MIKE CALVIN, FRED ZWONECHEK  
AND CHRISSY NIZER.

## Benefits of State to State? Better information-sharing and fraud protection.

### Building a Bridge to International Communication

#### MIKE CALVIN

SENIOR ADVISOR STRATEGIC INITIATIVES, AAMVA

There are many exciting benefits of the new State to State (S2S) service that will improve our industry and the way motor vehicle and law enforcement officials do business. Saving state governments money, improving road safety, developing better communication between states, and increasing national security are prime examples of how a one driver, one license can make a positive impact. Connecting states and improving their communication will be the spark that ignites these advancements. As this spark turns into a national wildfire of communication, states will be sharing information and communicating with each other on a daily basis. Adding on to the list of benefits offered by S2S, an increased domestic communication could eventually lay a foundation to connect with foreign partners overseas. S2S may build a bridge to help us better communicate with countries around the world.

Working with countries overseas is by no means a new concept. Some states currently share bilateral agreements with countries such as France and Germany. These agreements allow participating states to accept licenses from a few European countries. Let's say a French national is visiting a participating state and plans to work and live there for an extended period of time. Chances are he or she will need a state ID to get around town, travel and work. With a bilateral agreement, this participating state can connect with France and identify the legitimacy of the driver in order to issue an ID or license. This not only creates communication between states and foreign countries, but it also establishes a safe process that benefits homeland security.

Bilateral agreements work well for the handful of states that participate, and do provide an added level of security. These agreements, however, do not extend to all states and other countries in the European Union or around the world. When implemented throughout the nation, S2S has a chance to one day change the way every state can and will communicate with other countries, all while increasing and tightening our homeland security.

Let's go back to the French national living and working in the U.S. What if he or she is not originally from France and has records from various countries? This person has traveled from country to country in Europe and

S2S may build a bridge to  
help us better communicate  
with countries around  
the world.



now settles somewhere in the U.S. S2S will allow this jurisdiction to verify the status and history of that French license. Where did he or she have a license before moving to France? Not only is this information vital to keeping one record with one license, but it will also provide important information to the Department of Homeland Security.

By increasing communication and building a bridge with countries overseas, S2S will lay the ground work on improving our partnerships with countries around the world, all while improving our national security here at home.

### From Security to Safety—S2S Has Many Safety Benefits

#### FRED ZWONECHEK

GOVERNORS HIGHWAY SAFETY ASSOCIATION EXECUTIVE BOARD MEMBER AND  
NEBRASKA HIGHWAY SAFETY ADMINISTRATOR

The development of the State to State driver's license verification service will provide: 1) state driver licensing agencies with a new tool to combat driver license and state identification card fraud; 2) communication across jurisdictions and throughout the issuance processes; and 3) significant enhancements to driver license and identification card security when fully implemented. In addition, it would appear that it could have potential safety benefits with a system that makes it more difficult for drivers to obtain licenses in multiple jurisdictions.

The new S2S service will be using the same system platform as the Commercial Driver's License System (CDLIS), which has proven to be effective in preventing commercial drivers from holding multiple licenses in multiple jurisdictions. Using the new S2S service will allow a state to electronically check with all other states to determine if an applicant holds an existing license or state identification card anywhere else within the United States.

Highway safety professionals have long recognized that one of the challenges in preventing or reducing traffic crashes is to target problem drivers. These drivers are not only those problem drivers that are





## Maryland's State to State Program

### CHRISSY NIZER

DEPUTY ADMINISTRATOR OF DRIVER VEHICLE POLICY AND PROGRAMS, MARYLAND  
MOTOR VEHICLE ADMINISTRATION

The development of the State to State service is an important step forward in achieving the long-held goal of one driver, one license. The S2S service will allow a state to verify with other jurisdictions if an individual applying for a new product has a valid driver's license or identification card issued in another jurisdiction. The system is being built to run jointly with the existing CDLIS to make the implementation process easier for jurisdictions.

Over the last several years all states have made significant progress in enhancing the security of their driver's license. Maryland is very proud of the steps we have taken to enhance the security of our driver's license issuance process as one of the states that has submitted a Real ID full compliance package to DHS. Many of the enhancements Maryland has made include the adoption of electronic verification systems like SSOLV, VLS and U.S. Passport Verification Service.

The development of these electronic systems has been facilitated by DIVS, a not-for-profit corporation formed by the State of Mississippi to organize, implement and coordinate the electronic systems needed to verify information provided as part of the driver's license issuance process. Participation in DIVS provides an important opportunity for states to directly impact the development and enhancement of these electronic verification systems. All states are welcome to join DIVS because greater participation ensures that the systems developed will meet the needs of your agency and residents going forward.

Maryland has also agreed to participate as a pilot jurisdiction in implementing the S2S service. The S2S Pilot Working Group through DIVS will oversee the technical design of the system and development of privacy and security plans, create a state procedure manual, and define pilot evaluation criteria for participating states. In addition, a S2S Governance Working Group was created with representation from the DIVS Executive Committee, DHS, FMCSA and the AAMVA Board of Directors and the CDLIS Modernization Working Group to develop the long-term governance and cost model for S2S.

Implementation of the S2S service is completely voluntary and does not commit a state to be in compliance with the Real ID Act. However, for states who are working towards compliance, S2S can be an important part of your plan to ensure the applicant does not have more than one driver's license or identification card already issued in another jurisdiction.

The currently available electronic verification systems provide important security enhancements, but we recognize there are still weaknesses. The S2S service, once fully implemented, will give us the ability to detect when an individual is attempting to obtain multiple products under the same identity as well as help to detect cases of identity theft. The service requirements include the ability to inform states when an individual's information has been used in a search multiple times within a given period. This feature will be helpful if someone is trying to obtain a product in multiple locations within a state or in different states within a short period of time. As we all work to prevent fraud and ensure that the driver's license or identification card we are issuing is to the correct person, S2S is an important tool in helping states to address these issues.

suspended or revoked, but are drivers with significant crash and traffic violation conviction history on their driving records. Many of these drivers continue to use the method of obtaining a new driver's license in another jurisdiction just before they are about to have their license suspended or revoked because of an accumulation of points or other potential issues in their current jurisdiction. It is the driver's license shell game.

Both the National Driver Register (NDR) and the Problem Driver Pointer System (PDPS) are primarily used to prevent someone with a suspended or revoked driver's license from obtaining a driver's license in another state, until they have resolved that suspension or revocation issue. While the PDPS check is intended to make it harder for a person to obtain more than one driver's license at any one time, it is still not uncommon to find problem drivers still holding licenses in multiple jurisdictions.

The Governors Highway Safety Association (GHSA) has worked hard to emphasize the need for a comprehensive traffic records system to be able to conduct effective highway safety problem identification and evaluation. The GHSA was able to engage Congress in identifying Traffic Records as a highway safety emphasis area and making funding available to the states to improve their traffic records systems. The addition of the S2S service is an important contribution to all states to enhance their own individual comprehensive traffic records system.

A driver's record should follow a person wherever he or she moves. Individuals should not be able to start fresh with a new, clean driver record history by moving from one jurisdiction to another. Only if there are serious consequences that result from repeated unsafe driver behavior are we likely to be able to change that behavior. The S2S service will provide some assurance that complete histories can be tracked for each individual from state to state.

It has always been recognized that the ideal highway safety system should include a "one driver, one license" system in the U.S. There have been multiple efforts to reach this goal with the initial establishments of the Driver's License Compact and NDR. More recent additions include CDLIS, PDPS and the Real ID Act. But the S2S Driver Identification Verification Service makes the "one driver, one license" system a reality for the AAMVA community. Full implementation of this service will put to an end the driver's license shell game, and ultimately contribute to safer roadways for everyone.

## TEN YEARS LATER

Ten years ago, in the fall of 2002, AAMVA staff canvassed our members to identify what's next for motor vehicle and law enforcement agencies. They undertook this project as the U.S. Congress prepared to engage in debate on reauthorizing TEA-21, the Transportation Equity Act for the 21st Century. The result was a series of articles about emerging trends in the Fall 2002 issue of MOVE Magazine.

As we dive into the specifics of what Congress authorized in its recent highway law and prepare ourselves for the second year of our strategic plan, I went back to that issue of MOVE to see how much has changed and how much has stayed the same. No surprise that many of the concerns of 2002 remain top priorities today.

Ten years ago, our community expressed hope that Congress might authorize and fund DRIVERs, the Driver Record Information Verification System designed to achieve a "one driver, one license" concept throughout the country. Congress did not provide funding, but 10 years later, we have signed a contract and will receive funding to build the State to State verification service (S2S), a Department of Homeland Security initiative to improve drivers license security. Based on the CDLIS system, S2S will help us realize "one driver, one license."

Ten years ago, our members were concerned with a changing environment—"Tighter budgets. Demanding customers. Increased security. New technology." Our members faced a number of issues "that require a change in the way they do business." Sound familiar? Those words are as true today as they were in 2002.

Training employees was definitely on the minds of our members 10 years ago, along with the question of how to pay for it. Jurisdictions were tapping into every resource they could find—federal agencies, various experts, online courses and AAMVA were all useful to our members. Our members tapped into our Fraudulent Document Recognition program, and yes, 10 years later that program is going strong and is used even more widely by our members than it was in 2002.

MOVE Magazine took a hard look at where e-government was headed and the impact on customer service. Agencies were hard at work developing ways for customers to connect with their motor vehicle agency through the Internet for vehicle registration and DL renewals, license plate inquiries, address changes, and access to forms. No difference from today—our members provide even more online than ever before, and are continuing to look at innovative ways to deliver services to customers.

With the North American Free Trade Agreement clearly in mind, we focused on Mexico/U.S. border issues and truck safety in 2002 as more than 11 million truck crossings took



Based on the CDLIS system, S2S will help us realize "one driver, one license."

place between the U.S. and its neighbors north and south. Same concerns in 2012, although we have made great progress engaging federal officials in Mexico, and more recently, various state driver's license officials in a growing dialogue on how agencies in Canada, Mexico and the U.S. can cooperate to smooth cross-border traffic and ensure safety throughout North America.

What about 10 years from now? Through our strategic plan, we're setting the groundwork today to prepare for our future. With a focus on identifying tomorrow's challenges and creating a thought leadership activity, AAMVA is dedicated to helping our members better navigate the future.

What will we write in 2022? The arrival of virtual DLs and electronic identity? The launch of a national e-titling system? State to State in full implementation? Quite possibly. Whatever it is, I'm confident that motor vehicle and law enforcement agencies will continue to play a critical role in road safety and identity management, and our members will continue to represent the face of government to citizens throughout North America.

Neil D. Schuster  
AAMVA President & CEO



Ingenious  
solutions  
that help

## Government Agencies Succeed

- Registration fraud prevention
- Security features for credentials
- Secure inventory management

### **3M Motor Vehicle Systems & Services**

Software, Service, Materials

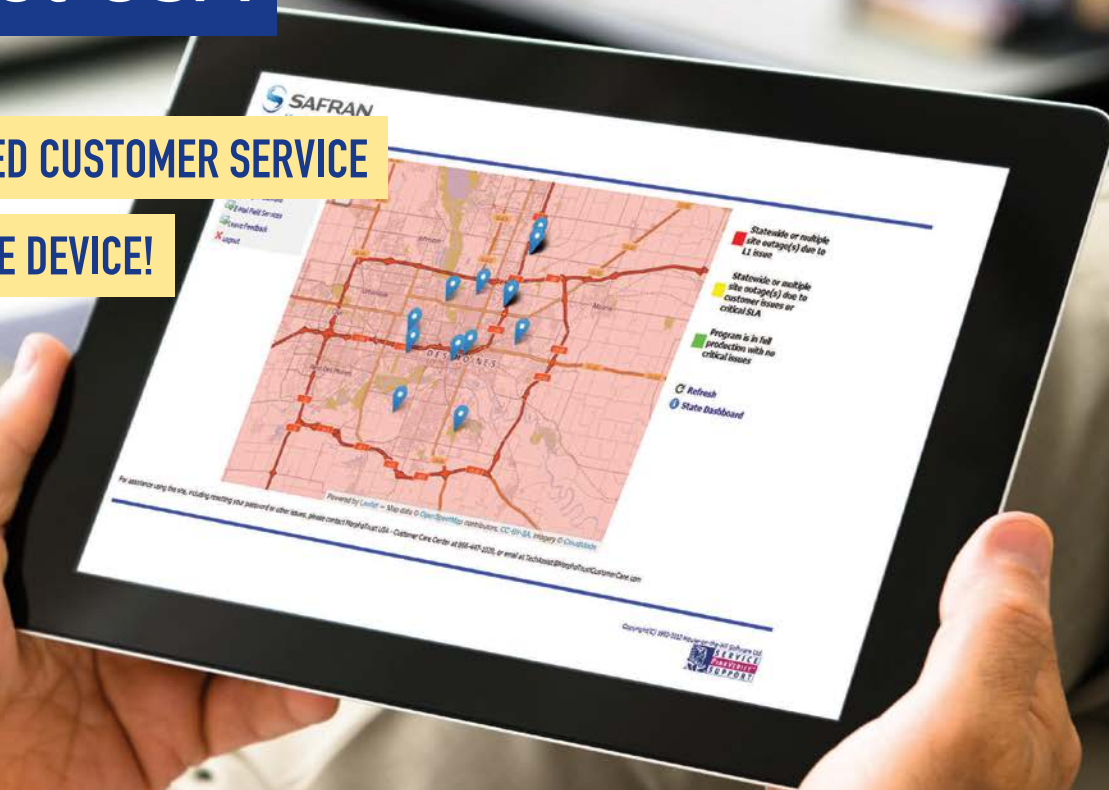
*Enhancing the way you serve the public*

Visit us at [www.3M.com/mvss/move](http://www.3M.com/mvss/move)

# MorphoTrust USA

**NOW PROVIDING ENHANCED CUSTOMER SERVICE**

**ON YOUR FAVORITE MOBILE DEVICE!**



**If you missed us at AAMVA International this year, MorphoTrust proudly announces our new Mobile App to Serve You Better. You now have the ability to:**

- Initiate your own service requests through our custom website
- View details and status of an existing service request in real-time
- View a map, and quickly see what sites have open service requests
- Receive email alerts regarding your service requests

**Visit [www.MorphoTrustCustomerCare.com](http://www.MorphoTrustCustomerCare.com) for more information and THANK YOU for a great year!**

