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# move

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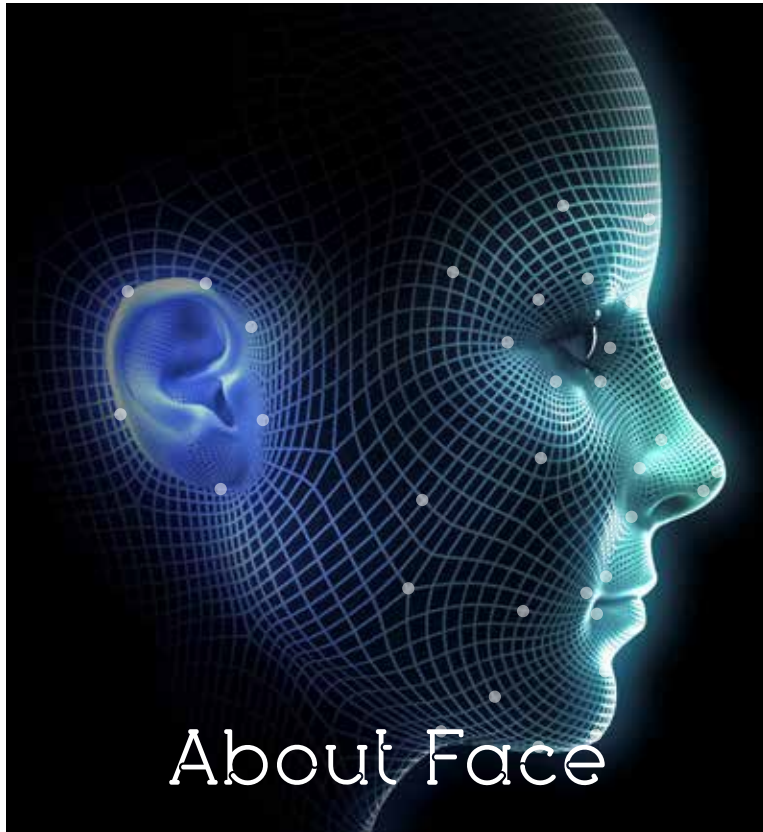
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Personal communication and conversation amongst members strengthens our AAMVA community.

PLUS: AAMVA EVENTS

## Q: DOES YOUR JURISDICTION OFFER MOBILE DMV SERVICES?

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

“ Iowa does not currently offer mobile services but we are in the process of developing them. We currently have an RFP for an RV that we can reconfigure to offer both driver and vehicles services, and hope to have the vehicle in service later this summer. The original concept for the vehicle came from the desire to provide relief services to disaster areas, but we quickly realized that once equipped the vehicle would have much more capacity and could be used for outreach services, such as at high schools, state or county fairs, senior service locations, veteran service locations, employer locations, etc. Rick Holcomb of Virginia and his staff shared their experiences with their mobile unit and were of great assistance in developing our concept.

**SCOTT WADDELL, Commissioner, Indiana Bureau of Motor Vehicles**

“ The Indiana BMV has one mobile trailer that is used primarily for work at prisons, the state fair and in emergency response situations. When the unit was first rolled out, we spent much time at events such as county fairs and special events that ultimately proved to be unproductive. Considering the visit time at our 138 branches is substantially less than 15 minutes, our customers find it much more convenient to visit a branch, go online, transact by mail or call when working with the bureau. Plus, the mobile unit is by far our most costly channel.



**SUNNI BROWN, PR & Media Liaison, Virginia Department of Motor Vehicles**

“ Virginia is bringing DMV services to customers at locations convenient to them through two successful mobile operations—DMV 2 Go and DMV Connect.

The DMV 2 Go mobile office fleet consists of five buses or RVs renovated into handicapped-accessible, full-service DMV offices on wheels. The mobile offices conduct routine visits to military installations, college and university campuses, assisted living facilities, retirement communities, corporate campuses and government complexes; plus, DMV 2 Go provides unique service opportunities including helping customers during disaster recovery efforts when needed documents may have been lost and serving as a business development tool when

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companies move into Virginia and bring in new people who need to interact with DMV.

DMV Connect serves customers who may not be able to travel to a DMV office. Connection teams carry portable DMV equipment into federal, state and local correctional facilities to issue ID cards to incarcerated individuals pending release. The DMV Connect program will soon expand to serve nursing homes and homebound individuals.



# A HISTORY OF TRANSPORTATION

## A GLIMPSE AT EIGHT DECADES OF DRIVER SERVICES

When the driver's license first came out, it was simply a paper document. An examination wasn't required until 1959. Now, acquiring a license requires a driving examination, written examination and the document is nearly impossible to counterfeit.

"The driver's license has warped into the de facto ID card used in America," says Kevin Lewis, the director of driver programs at AAMVA. "It has gone from a piece of paper with somebody's name typed on it to a sophisticated card." Lewis points out that Americans need it for everything from being able to board a plane to opening a checking account.

As AAMVA celebrates its 80<sup>th</sup> anniversary, it has a plethora of driver services accomplishments to look

back on in addition to helping create the modern driver's license. It has passed various safety policies, implemented numerous programs and is continually working to improve driver services in America.

Karen Morton, director of driver licensing at AAMVA, says the association has played a crucial role in improving the country's driver programs over the last eight decades. "The association has been a leader and someone that all the jurisdictions look to," says Morton.

Read on to see a timeline of AAMVA's most pivotal dates in the driver services division—from the creation of the license to the first examination program.



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



AAMVA is founded.

1933

All U.S. states require driver's licenses.

1954

Traffic Violation Compact is formed.

1965

Driver License Compact is formed.

1960

Under contract to the National Highway Traffic Safety Administration (NHTSA), the Technical Education Research Center at the University of Illinois produced a two-week training course entitled, "Basic Training Program for Driver License Examiners."

1971



First Minimum Driver's License Examination Standards developed.

1938

All U.S. states require examinations before issuing driver's licenses.

1959

AAMVA developed the text, "Testing Drivers," a booklet that recommends 32 subject areas for inclusion in the basic training of all driver examiners.

1967



# FORMATIONAL CHANGE



AAMVA and NHTSA began developing the International Driver Examiner Certification Program (IDEC).

1980

The Certified Driver Examiner (CDE) program was created.

1982

AAMVA assembles its first best practices for the use of machine-readable technologies (magnetic stripes and bar codes).

1993

Commercial Motor Vehicle Safety Act of 1986 is passed. (CDLIS is formed.)

1986

The Driver License Examiner Certification Program and Core Curriculum License Plan are formed.

1985

The first examiner was certified under Certified Driver Examiner (CDE).

1987



The first CCE Examiner was certified.

1998

The Certified Commercial Examiner (CCE) program was established.

1997

Courtesy Verification Program is formed.

1999

After the attacks of 9/11, AAMVA shifts its focus from safety to security of licensing.

2001

First official standard for driver's license/ID is developed and published.

2000

Driver's License/ID Security Framework is published.

2004

The Motorcycle Operator Licensing System (MOLS) is created.

2006

Card Design Standard revision to include revised security feature requirements driven by ISO. (Still in the works)

2013

The Card Design Standard converts to continuous maintenance and is published annually (2010, 2011, 2012).

2009

First International Standard (ISO) for the driver's license/ID is published.

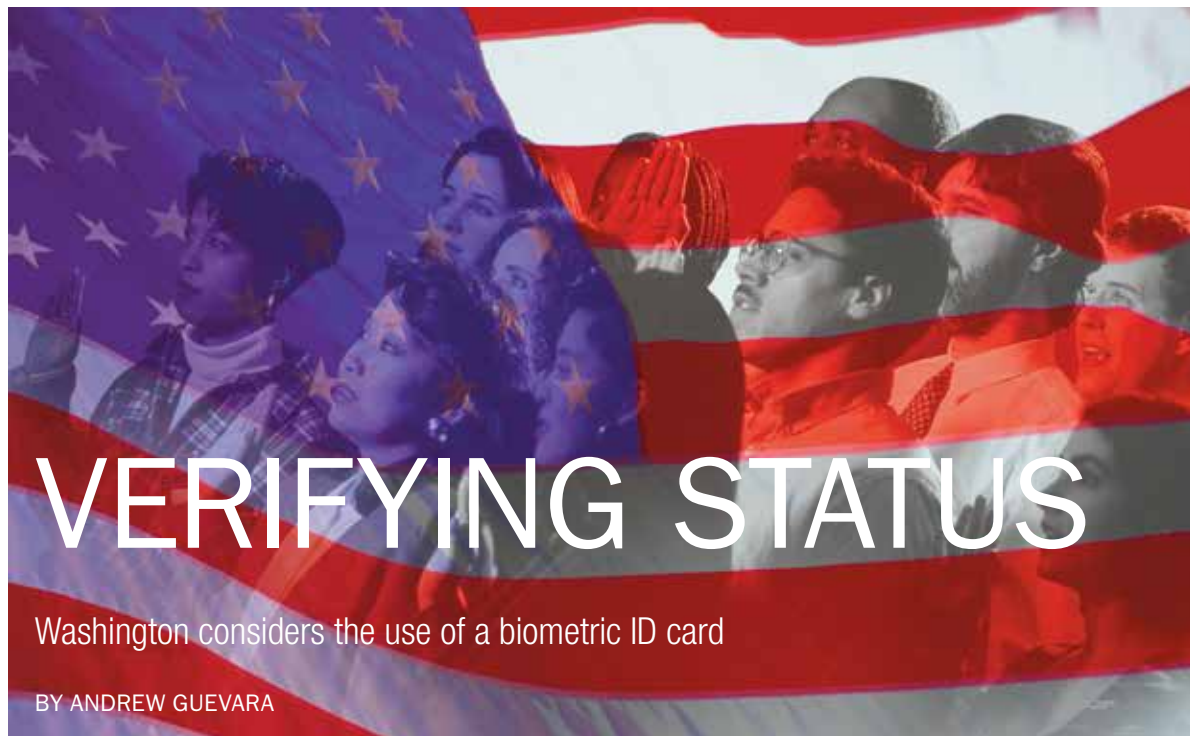
2005

Card Design Standards Task Force/Committee is reconstituted.

2008

State to State service will begin with eight pilot states.

2015



Immigration reform has been a heated debate on the Hill in recent months. While the government concludes more conspicuous matters such as financing the government's operations and gun control, immigration reform has garnered a larger spot in the federal limelight as the majority parties have begun to focus on the electoral importance of Hispanics and the patchwork integration of state laws created to curb or bolster immigration.

Since the last general election, Republicans and Democrats have begun focusing on the subject of immigration reform in order to win popularity amongst the Hispanic demographic. National exit polls showed that 10 percent of the electorate was Hispanic in the 2012 general elections. Those figures were 9 percent and 8 percent in 2008 and 2004, respectively. Across the nation, 71 percent of Latinos voted for Obama, compared with 27 percent who chose Mitt Romney as their presidential choice in 2012. As the parties try to court this growing constituency, both sides will try to use immigration reform as the lynchpin for leveraging future votes.

Furthermore, a number of states have enacted their own laws to remedy their state's immigration problems. This has created a hodgepodge of laws related to immigration, with some laws receiving hardy welcomes in popular support and others receiving challenges in state and federal courts. For instance, bills that would grant driving privileges to undocumented immigrants are gaining momentum. Illinois became the latest state to do so in January 2013, bringing the total number of states to four. Other pieces of legislation, such as Arizona's S.B. 1070, which requires law enforcement to determine the

immigration status of someone arrested or detained when there is "reasonable suspicion" they are not in the United States legally, discovered widespread pushback. The bill itself was challenged in the U.S. Supreme Court in 2012. This portion of the law was upheld, but civil rights advocacy groups are still fighting to bring down other provisions of the bill and prevent imitative bills from making their way through other statehouses.

With the forces of electoral politics and federalism at play, national immigration reform is a broad term that encompasses various components to compensate for numerous different elements in motion. Granting amnesty or legalization to undocumented immigrants is one main ingredient of this reform. Another is the streamlining of the immigration process for millions of undocumented workers and their families. Many of the legislative proposals currently in the works rely on the use of the E-Verify system to prove the legal work authorization of workers nationwide.

In 1997, E-Verify was created as an electronic, free program run by the U.S. government to compare information from an employee's Employment Eligibility Verification Form I-9 to data from U.S. government records. The main purpose of the program is to prevent undocumented immigrants from obtaining work in the United States. If a worker's information matches government records, the employee in question is deemed eligible to work in the United States. If it does not match, the employee has the right to resolve the discrepancy before the employer must dismiss the individual in question. In 2007, the program added photo matching to its functionalities—

a first step to incorporate biometric data into the web interface.

Currently, the tool is optional for employers. More than 409,000 employers across the United States use E-Verify to check the employment eligibility of their employees, with about 1,300 new businesses signing up each week, according to USCIS. In some states, such as Arizona and Mississippi, the use of the program is mandatory. National lawmakers are looking to make the use of E-Verify mandatory for all employers through national immigration reform.

For years now, there has been a call for the mandatory use of E-Verify for all employers and an even greater call for a tightening of security to protect the identities of individuals entered into the system. Because the current E-Verify system can be manipulated with stolen names and Social Security numbers, congressional leaders have indicated a desire to move to employment verification documents that are more difficult to falsify. Several members of the Senate leadership are in favor of introducing a biometric ID card, which would use fingerprints or other unique biological traits.

The use of a biometric ID is not a new concept for immigration purposes. In the 113th Congress, the use of a biometric ID has already been introduced in bills such as H.R. 242, the "Legal Agricultural Workforce Act," which would redefine the domestic temporary agricultural worker program. The card itself would contain an encrypted, machine-readable, electronic identification strip with biometric identifiers, including fingerprints and a digital photograph. Additional physical security features would also be encompassed within the card. This bill

has not received much traction in the House, but the card serves as a model for what could be proposed in a national immigration bill with E-verify provisions focused on tighter security features.

Even though a new biometric ID could be a boon to ensuring tighter security for the identity of people in the E-Verify System, the capabilities that would be used to verify the information are already available through other federal and state matching systems. Any personal identifiers, including biometric information, would need to be run against these systems already in place. This redundancy is something that should be noted before an investment is made into a new form of identification and matching system for immigration purposes. Moreover, privacy advocates also cite continued concerns that this system could be infiltrated or tampered with, leading to the leak of private information, a broader use of the system beyond E-Verify for other governmental purposes and an increase in the error rate in the verification process.

The nexus of national and state political interests has reached Washington. Immigration reform is ready to take center stage, and combating undocumented workers from gaining employment will be a part of the milieu. Correspondingly, employment verification document security is a concern that will need to be addressed before a blanket use of E-Verify for all employers could be implemented. The biometric ID card is a potential solution for fraud prevention, but lawmakers must consider the redundant use of existing systems, cost and privacy concerns before implementation could occur. **m**



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THERE IS ONE FOR EVERYBODY

# DRIVER TESTING

Jurisdictions have recently collected information from one another on a variety of topics related to driver testing, including the use of electronic skills testing and knowledge test best practices. Here are the responses to a few of the questions asked. Please visit [www.aamva.org](http://www.aamva.org) to access the online survey tool at the following link to search by survey title and view all of the information that was shared: <https://www.aamva.org/Survey/User/Search.aspx>

## ELECTRONIC NON-CDL SKILLS TESTING

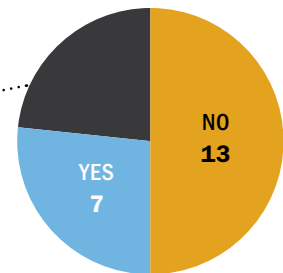
Is your jurisdiction using electronic devices to conduct skills testing for non-CDL driver's and/or motorcycle examinations? Of the 27 respondents:



## ELECTRONIC CDL SKILLS TESTING

Does your jurisdiction use electronic CDL skills testing? Of the 26 respondents:

Under development - 6



## NON-COMMERCIAL KNOWLEDGE TEST BEST PRACTICES

How many questions are on the written knowledge test? Of 23 respondents:

18 Questions - 1 jurisdiction

20 Questions - 4 jurisdictions

25 Questions - 7 jurisdictions

30 Questions - 4 jurisdictions

35 Questions - 3 jurisdictions

40 Questions - 2 jurisdictions

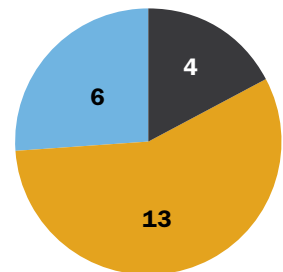
50 Questions - 2 jurisdictions

If an applicant fails the test, how long must they wait before they are allowed to retake the test?

No waiting period, can try again the same day - 4 jurisdictions

At least one day - 13 jurisdictions

3 to 14 days - 6 jurisdictions



(Jurisdictions)

AAMVA's working groups produce many helpful best practice documents. Visit the following link to see all of the available best practices related to driver licensing procedures: <http://www.aamva.org/Best-Practices-and-Model-Legislation/>



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## REGION I

### New York prepares to roll out copy-proof driver's licenses

New York officials announced that, beginning in July, the New York state driver's license will undergo a makeover. The new license has a decidedly retro black-and-white look, which will help make it more difficult to counterfeit, officials told the *New York Times*.

The key to this design is that the new licenses are engraved by laser onto a hard polycarbonate material, making duplication much more complicated and difficult than it is with the currently used flexible plastic material. Machines that do this type of transcribing cost hundreds of thousands of dollars, so very few, if any, counterfeiters will be able to afford the equipment.

The material alone is not the only new protection offered with these licenses. Other features designed to combat counterfeiting include embedded fine lines, variable patterns, and micro lettering. Additionally, all of the features are fused into a solid structure that can't be peeled apart into layers.

The State of Virginia has been using a similar technology—based on the U.S. State Department's new polycarbonate passport cards—since 2009 and Virginia's Department of Motor Vehicles claims they have yet to see a credible fake driver's license. New York state officials predict their new licenses will be virtually impossible to counterfeit.

## REGION II

### Semi-trucks provide a better view for cops in Tennessee

To get a better perspective on drivers who text, the Tennessee Highway Patrol has begun putting officers in semi-trucks. Being in the elevated truck cabin lets officers see unbuckled seatbelts, drivers texting in their laps, and even open beer cans or bottles.

In order to drive the semi-truck, the officer must be one of the 95 policemen currently possessing a commercial driver's license in Tennessee. And even then, the officers do not pull anyone over in the truck, they simply radio in infractions they see to other troopers.

Texting while driving is becoming an increasing problem across the United States. A recent study by the AAA Foundation for Road Safety found that up to 69 percent of Americans admit to using cell phones in their cars while 24 percent admit to texting while driving.

Using semi-trucks to find text offenders is part of the Tennessee Highway Patrol's "Stay Alive on 75" promotion aimed at raising highway crash awareness. Tennessee State Trooper Gordon Roberts told the *Times Free Press* that he doles out as many as seven texting-related tickets

per day and sometimes sees more infractions than he can find nearby troopers to give the tickets.

## REGION III

### New program in Missouri puts spotlight on aging drivers

A new public health program in Missouri focuses on the possible dangers caused by some senior citizens behind the wheel. The program, called "Arrive Alive After 65," hopes to help identify when elderly men and women become unable to continue driving safely.

The program is aimed at doctors, nurses, and peer educators and involves showing them how to better recognize seniors who may pose a threat in a car. Training programs are the primary means through which Missouri plans to achieve this goal. The state wants to make these professionals who deal with the elderly more aware of what types of medical conditions are associated with the loss of driving skills.

As of now, the program is voluntary and is more about awareness and starting a conversation rather than scaring or intimidating elderly drivers. "We need to normalize the conversation of driving cessation," program organizer James Stowe told the Associated Press.

This idea is not unique to Missouri. Other states have seen the need for discussion and regulation in this area. In 2007, due to the death of a young woman in a car accident, Texas passed a law requiring drivers 79 and older to come to the DMV in person to renew their licenses.

## REGION IV

### Utah bill makes smoking in the car with kids illegal

Governor Gary Herbert of Utah recently signed a bill into law that bans smoking in vehicles when children are present. The bill was somewhat controversial, with Herbert considering a veto up until he decided to sign it. Before the signing, Herbert discussed his concerns with several legislators and did not hear anything that gave him second thoughts about signing the bill into law.

The purpose of the bill is to protect the health of Utah's children. When talking to the *Deseret News*, the governor acknowledged the possibility that people may view the bill as increasing government involvement with private lives, but he didn't find the intrusion strong enough to veto the bill. He was most concerned with doing the right thing for the children of Utah.

The law itself is fairly simple and will make drivers who smoke with children in their car subject to a fine. The governor summed up his feelings about the bill by telling the *Deseret News* he thinks children needed "a little help from government to make sure we as adults act responsibly." Other Utah politicians, including Representative Patrice Arent, D-Millcreek, have expressed satisfaction with the bill, echoing Herbert's statements.

# AAMVA 2013 BEST PRACTICES GUIDE TO REDUCING SUSPENDED DRIVERS

- Drivers suspended for highway safety related reasons are almost three times more likely to be involved in a crash than drivers suspended for social non-conformance (non-highway safety) reasons.
- In 2002 29% of all suspended drivers were suspended for social non-conformance reasons. By 2006 that number jumped to 39%.
- To reduce the number of suspended drivers by up to 40%, states are encouraged to repeal state laws requiring or allowing driver license suspension for non-traffic reasons.
- By reducing the number of suspended drivers, motor vehicle agencies, law enforcement, and the courts will realize significant time and cost savings.
- The *AAMVA 2013 Best Practices Guide to Reducing Suspended Drivers* provides some alternatives to driver license sanctioning for non-highway safety reasons.
- The *Guide* also includes a legislative proposal template that provides a framework for jurisdictions to begin drafting jurisdiction specific legislation.



American Association of  
Motor Vehicle Administrators

# 2013 BEST PRACTICES GUIDE TO REDUCING SUSPENDED DRIVERS

AAMVA SUSPENDED & REVOKED WORKING GROUP

American Association of Motor Vehicle Administrators  
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## DMV OPERATIONS



MOBILE DMVs  
ENHANCE CUSTOMER  
SERVICE BY MAKING  
TRANSACTIONS MORE  
CONVENIENT.

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All of Virginia's *DMV 2 Go* units are equipped with the latest wireless technology to establish a secure—and necessary—connection to the DMV's computer systems.

“ WE ARE ABLE TO SERVE CUSTOMERS IN COMMUNITIES WHERE WE DO NOT HAVE ANY OFFICES.

—Deb Roby, Florida Department of Highway Safety and Motor Vehicles



# DMV ON WHEELS

Mobile DMVs hit the ground rolling in many jurisdictions.

BY CLAIRE O'BRIEN

Caroline Alexander just got a brand new learner's permit—one of millions of young drivers to do so this year. But unlike many of those teens, she didn't visit a DMV building to get it. "I went in and took the test, and it went relatively fast. Then I went right back to class," she says, proud of her brand new driving privileges.

Alexander's DMV can hit the road just as easily as she can. It's one of Virginia's *DMV 2 Go* units, a mobile DMV that pulled up right near her high school.

Virginia's *DMV 2 Go* mobile offices are traveling throughout the commonwealth providing reliable DMV service on the go to people like Caroline Alexander. What customers can do inside a DMV office, they can do on board the mobile offices at a convenient time and place for them. The Virginia DMV currently has a fleet of five *DMV 2 Go* mobile offices and plans to expand the popular program.

"Our mobile office program is a prime example of our enhanced customer service efforts," says Virginia DMV Commissioner Richard D. Holcomb. "What better way to help busy Virginians than by bringing services directly to them?"

## HITTING THE ROAD

Virginia is one of several AAMVA jurisdictions that have added mobile DMVs into their daily operations. With more and more AAMVA jurisdictions creating mobile DMV units, getting a driver's license renewed, getting a vehicle titled or even taking a driving exam no longer requires a visit to a brick-and-mortar building. Buses, trailers and other mobile units across North America are taking DMV services straight to the customer and, in many cases, are offering access to people who have had a difficult time getting to the DMV in the past.

Mobile FLOW units have been a part of the Florida Department of Highway Safety and Motor Vehicles for 20 years. During the last two years alone, they issued about 25,000 credentials

WITH MORE AND MORE AAMVA JURISDICTIONS CREATING MOBILE DMV UNITS, GETTING A DRIVER'S LICENSE RENEWED, GETTING A VEHICLE TITLED OR EVEN TAKING A DRIVING EXAM NO LONGER REQUIRES A VISIT TO A BRICK-AND-MORTAR BUILDING.

through their 11 mobile units in operation: six modular units called “mini FLOW” capable of being carried in a van, and five new FLOW buses. Like the DMV 2 Go in Virginia, Florida’s FLOW units reach every corner of their communities.

“We are able to serve customers in communities where we do not have any offices,” says Deb Roby of the Florida Department of Highway Safety and Motor Vehicles. “We can deploy the mobile units to areas that have been impacted by hurricanes, tornados, flooding, etc. to credential emergency workers and assist the public.”

And having more than one type of mobile unit expands their reach, says Roby. “The mini FLOWs allow us to do inside visits, such as driver education classes, and the FLOW buses are used for outside visits, such as large public events. We do prison outreach to credential inmates who are due to be released, and we also work with many different homeless advocacy groups to issue ID cards to homeless individuals.”

Indiana Bureau of Motor Vehicles has a mobile unit that has been in operation since 2007—it debuted at the State Fair that year, providing all of the services customers can receive in a branch except for testing. And while it’s still used publicly at the Indiana State Fair, Gary Abell with Indiana BMV says the focus of the unit has changed over the years.

“The mobile unit is used almost exclusively at our state prisons,” Abell says. “It’s used to make sure prisoners who will be discharged in the next six months have an ID card once they’re released. We also use the mobile unit in disaster recovery situations—like in the aftermath of a tornado or flood. We coordinate our efforts with emergency management officials and work to get replacement licenses, IDs, registrations and titles to affected customers as quickly as possible.”

For the Indiana BMV, the mobile unit is one of many ways it serves customers, and it’s not the only thing it’s doing to make things more convenient. Abell says Indiana has focused efforts on encouraging customers to use its website for routine transactions, and that has been very successful in reducing traffic in branches. For the most part, he says, customers still visit the branches for more complex transactions, such as titling a new vehicle. “The need for the mobile unit changed over time,” Abell says.

And operating the units comes with challenges. “The units require a high degree of maintenance and dedicated staff to run the unit,” Abell says. “Traveling takes a toll on the electronic equipment, so you need to have replacement parts available. We use a satellite connection, and it’s not nearly as fast as a hard-wired connection; it takes much longer to process transactions via a satellite hook-up. Previously, we received many requests for the mobile unit to be at small festivals and events. It’s important to determine whether the time and money spent on attending the event is cost-efficient; not many people are expecting a BMV mobile unit to be at a festival and rarely have the documents needed to transact business.”

### MOBILE BENEFITS

For the Maryland Motor Vehicle Administration, the benefits of its MVA bus outweigh the challenges of operating a mobile unit. “We started serving residents of Maryland in remote locations with the MVA Mobile Office in 1997 when we received a discarded MTA transit bus—a 1982 model—pulled out of the junkyard and refurbished it,” says Caryn Coyle with the Maryland MVA.

In 2009, they added a second bus that was custom built for the MVA. “It is not a transit bus; it is a touring bus and has state-of-the-art equipment, able to handle the technology needed to run the MVA’s many services,” says Coyle. The two buses are still in operation today.

Sandy Bathurst is Maryland MVA’s manager for the MVA bus, which has served 250,000 people since the bus was first launched. Though Bathurst and her team do not work regular 8-hour days and there can be long hours associated with the MVA bus, she says she couldn’t sit and work at an office again after running the mobile unit. She loves it, and it seems that customers throughout Maryland do as well.

“It is very popular, and is used at retirement centers, military bases and places where MVA branch offices are fairly far away. Chestertown, MD is a popular spot for the bus—the nearest MVA branch office is 40 miles away,” says Coyle.

In fact, the MVA bus was recognized by Friendship Heights Village, one of the communities it serves, with an award for its integrity and dedication to service. Melanie Rose White, mayor of the Friendship Heights Village Council, says, “Not only is it wonderfully convenient, but the MVA staff are well-known for their courtesy and efficiency.”



Virginia DMV employee Andre Layne assists a customer with a transaction within a DMV 2 Go mobile unit.



## “ OUR MOBILE OFFICE PROGRAM IS A PRIME EXAMPLE OF OUR ENHANCED CUSTOMER SERVICE EFFORTS.

—Richard D. Holcomb, Commissioner, Virginia DMV

Back in Virginia, Alexander also has nothing but praise for the mobile DMV that helped her get her learner's permit. "It would have taken a lot more effort to plan and go down [to an office], standing in line and waiting and everything," she says. And when she's ready for her Virginia driver's license, she says the DMV 2 Go is where she's going to get it. **m**

Pictured from left to right, at a ribbon cutting ceremony for DMV 2 Go: Langston High School Administrator Cleveland James; Arlington Chief Deputy Treasurer Carla de la Pava; Arlington Deputy Treasurer Nathan Norton; Senator Adam Ebbin; Senator Barbara Favola; Delegate Bob Brink; Arlington Treasurer Frank O'Leary; Vice President of the American Association of Motor Vehicle Administrators Ian Grossman; and DMV Commissioner Richard D. Holcomb.



Check out AAMVA's YouTube channel for a video of the ribbon cutting ceremony at one of Virginia's DMV 2 Go units: [www.youtube.com/AAMVACommunications](http://www.youtube.com/AAMVACommunications).

# THE FACE

Motor vehicle administrators look to facial recognition technology to weed out bad actors.

BY ELIZABETH ECKER

**Fingerprints: They have long been the gold standard for identifying a single person as him or herself in the context of investigating and enforcing crimes, including driving offenses.**

Now, add a new technology—already in place at dozens of motor vehicle administration operations—that takes what fingerprinting does and literally gives it a face: facial recognition software.

This type of biometric screening is making waves globally because of its benefits for transportation security, border control and for cross reference of mug shots for individuals with multiple arrests. Today, it's also making major inroads for its uses among motor vehicle administrators.

Facial recognition is not without its challenges, say those using the technology. But with the proper testing and training, it has recorded more than 2,500 arrests and resulted in an additional 5,500 administrative actions in New York state alone.

"The big thing that biometrics deliver on is binding," says Geoff Slagle, director of identity management for AAMVA. "It's a binder between a person and [his or her] identity. How do you know the person who hands an ID to you is actually connected to it? Most of the time you don't have an answer."

In his role at AAMVA, Slagle has worked toward increased and effective adoption of facial recognition technology among the association's many jurisdictions. "Our community faces a daily barrage of people coming in and saying, 'I'm here to do

business, [here's my ID].'... Imposter fraud is at an all time high. Facial recognition will go a long way to helping [combat it]. There's no 100 percent cure, so the best we can do is improve and match more of the bad guys out there," he says.

#### FINDING A MATCH

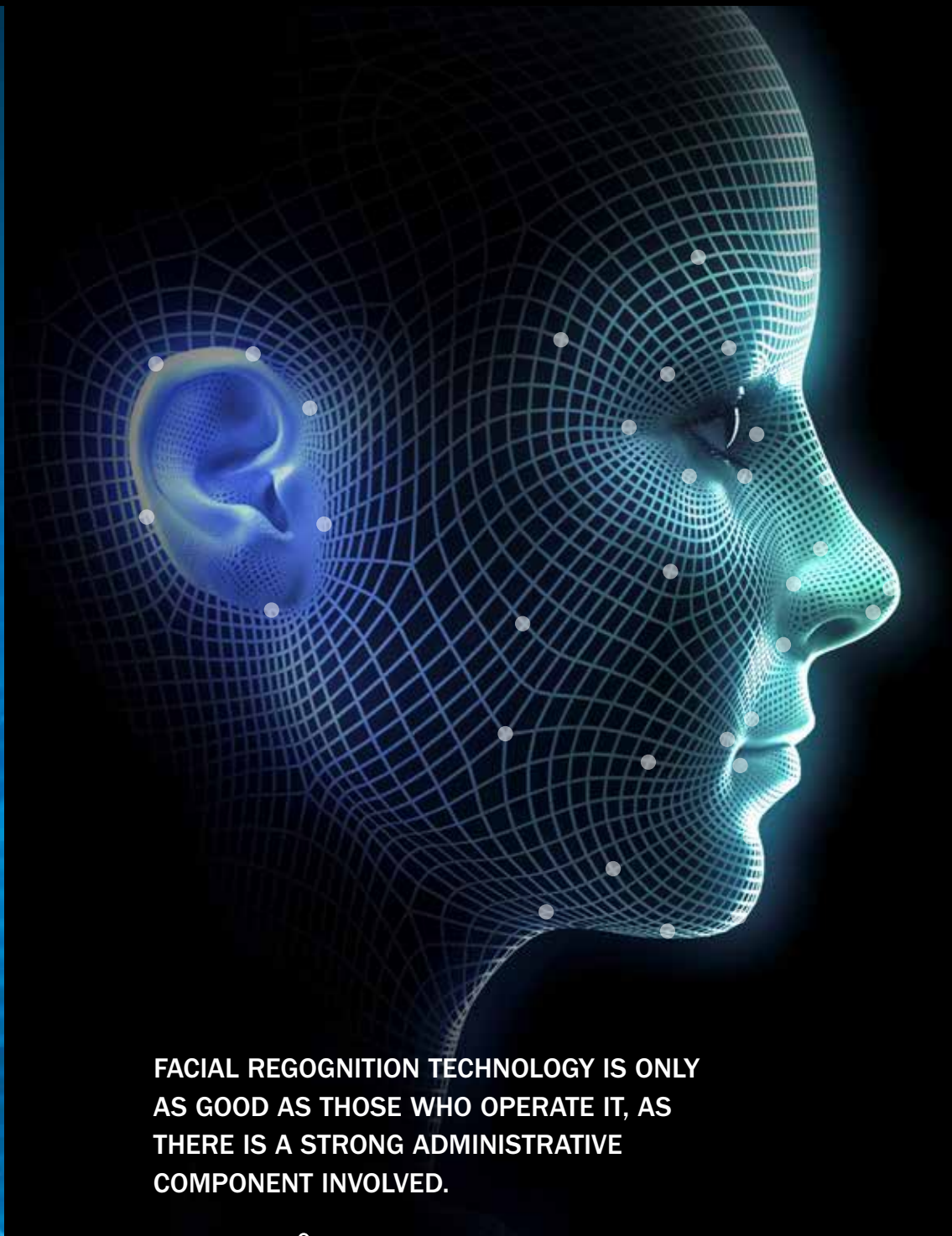
Facial recognition technology has advanced substantially since its early iterations.

Pinellas County, Fla., located west of Tampa, first began collecting digital mug shots in 1994—ahead of its peers. When technology became available to move those photos to a database where they could be compared against each other with the single click of a computer mouse, the transition was natural, says Scott McCallum, system analyst for Pinellas County Sheriff's Office.

"We book about 60,000 people per year," McCallum says. "Before 2001, we saw about one to two frauds in our system each year based on identity theft. Since then, we haven't had any."

Pinellas County uses the technology to identify incoming bookings by associating them with all other matches in the system. It also identifies people as they are leaving a jail or prison to ensure one inmate isn't trying to impersonate another in order to be released under a different name.

The web-based system now includes other counties in Florida and amounts to about 22 million different faces. A user can input a new face into the system with an image captured either from a still picture taken by a camera or from video footage, and within seconds the program will gather any "matches" that



**FACIAL REGOGNITION TECHNOLOGY IS ONLY AS GOOD AS THOSE WHO OPERATE IT, AS THERE IS A STRONG ADMINISTRATIVE COMPONENT INVOLVED.**

semble the same face.

“The outcome you are expecting is to get a ‘no match,’” says Cathy Tilton, vice president of standards and technology at Daon Solutions, a company focused on the delivery and implementation of biometric programs. “The exception case is when you do get a match.”

In those cases, there is strong potential for fraud—either a person has used a different name, or, as it applies to motor vehicle administration, may hold a license in another state.

There are also a few common reasons why a person may show up in the system more than once, prompting an “administrative match.” These include a change in name, residency or marital status. But those cases still require manpower to resolve: A person within the motor vehicle administrative department must identify the error and correct it.

## ROOM FOR HUMAN ERROR

The technology is only as good as those who operate it, as there is a strong administrative component involved. National organizations have developed a set of standards to help administrators maximize the potential of biometric screening.

“It’s a slow, continuous evolution of technology in the face of some challenging problems,” says Patrick Grother, a scientist in the Information Access Division for the National Institute of Standards and Technology. “Facial recognition is upset by imaging problems.”

Those problems mostly center on a few common human errors introduced when capturing the image, including pose, illumination and expression (PIE), followed by blur and focus. Pose is the most important factor in maintaining the image standard set by NIST: A person’s face must be balanced, not tilted, with about 15 degrees of leeway. The photo also needs to be adequately lit, and the person’s expression should be as neutral as possible—not smiling or frowning.

“DMVs, to their credit, have dedicated practices and equipment that try to get good photographs,” Grother says. “This is an essential thing to do.”

Tricking the system can happen in a couple of different ways. First, problems arise when the person being photographed changes his or her expression substantially, i.e., to a heavy frown or a beaming smile. The individual can



**“THERE IS NO 100 PERCENT CURE, SO THE BEST WE CAN DO IS IMPROVE.”**  
—Geoff Slagle, Director of Identity Management, AAMVA



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“ THE SYSTEM WORKS WELL, BUT YOU NEED TO MAKE SURE YOUR REVIEWERS ARE TRAINED AND KEEP AN OPEN MIND TO POTENTIAL MATCHES.

—Owen McShane, Director of Field Investigations, New York DMV

**13,500**

NUMBER OF INDIVIDUALS IDENTIFIED BY NEW YORK STATE WITH TWO OR MORE RECORDS, RESULTING IN MORE THAN 2,500 ARRESTS.

also fool the system by not looking at the camera or by altering his or her appearance by wearing a wig or heavy makeup.

However, because photos typically are taken in motor vehicle offices under the watchful eye of an administrator, these problems can be prevented easily, Grother says.

### SWEET SUCCESS

Since going live with a statewide facial recognition system in February 2010, New York state has identified 13,500 individuals with two or more records, resulting in more than 2,500 arrests.

In many cases, the individuals had two different names, dates of birth and valid Social Security numbers. Many, the state DMV found, were involved in benefits fraud. Others were found to be on terrorist watch lists, and still others were trying to conceal poor driving records.

“We do not make arrests strictly on a photo match,” says Owen McShane, director of field investigations for New York’s DMV. “The system works well, but you need to make sure your reviewers are trained and keep an open mind to potential matches.”

The implementation in New York has yielded positive results, but introducing the biometric screening for facial recognition taught the state many lessons, McShane says. “No. 1: Conduct a pilot,” he says. “The pilot will show you some of the scenarios you will encounter, such as subjects with multiple valid records, records with different license classes, and subjects valid under one identity and suspended under another. You will need to establish procedures for dealing with these issues.”

New York conducted a one-to-many identification pilot using 1.2 million records from 2008. During that pilot, 5,700 potential matches resulted in just 67 true matches. Additionally, the pilot prompted the DMV to develop methods for handling twins and triplets and for verifying siblings.

Ultimately, the department used the results of the pilot to apply for grant funding, which has paid for the overall program.

“We established an agreement with a Traffic Safety Branch of our state university to review the driving histories of the subjects we identified,” McShane says. “When we went public with facial recognition, the traffic safety statistics helped highlight the true traffic safety value of the program.”

# People Change. Identities Don't.



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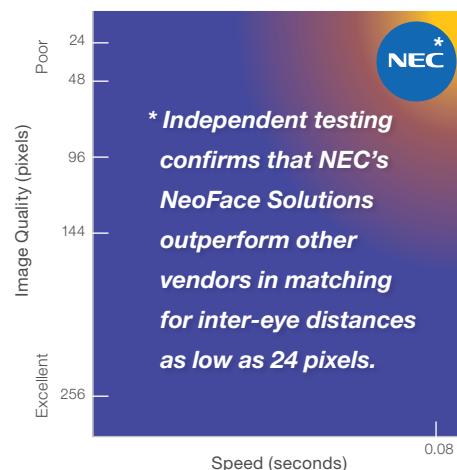
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## TECHNOLOGY

### PROGRAM POTENTIAL

Currently, only 43 of AAMVA's 69 jurisdictions are using facial recognition in their operations. The industry lacks a common standard for both the technology's use and the response to its findings, says Brian Ursino, AAMVA director of law enforcement.

"Some jurisdiction DMVs have in-house investigative units and some don't," Ursino says. "And even within the 'does have' group, there is a split between those that have fully commissioned officers versus those that have investigative units that are strictly civilian."

Add to that the fact that there are many good technologies on the market today that perform similar functions.

AAMVA's Enforcement Standing Committee has proposed the creation of a working group toward the end of aligning the uses of the software among AAMVA members. "The more standardized, the better," Slagle says. "While lots are using facial recognition, they aren't all using it the same way, and they're not as standardized as they could be."

The working group would identify best practices for facial recognition, covering everything from business rules to recommendations for law enforcement. The working group, however, has yet to be chartered—that will be decided later in 2013.

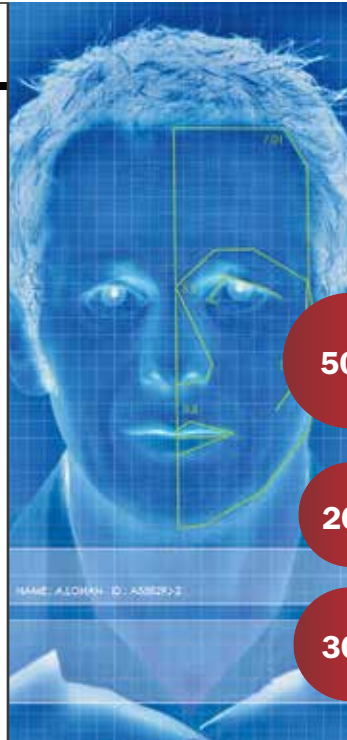
"It is critically important that anomalies be investigated to determine if there is a criminal predicate, and if one exists, as many of those cases are actively pursued for possible prosecution as possible," Ursino says. "Those jurisdictions without investigative/arrest empowered investigators should have a protocol established to forward such cases to law enforcement for follow-up."

Because resources may not allow every case to be investigated, a vetting process with an established threshold to determine which cases are investigated by DMV and/or referred to state or local law enforcement would aid in the process, Ursino says.

"It would be fantastic if everybody would follow the standards," Slagle says. "We'd be having more success on the ID management front. It's a very valuable tool for law enforcement." **m**

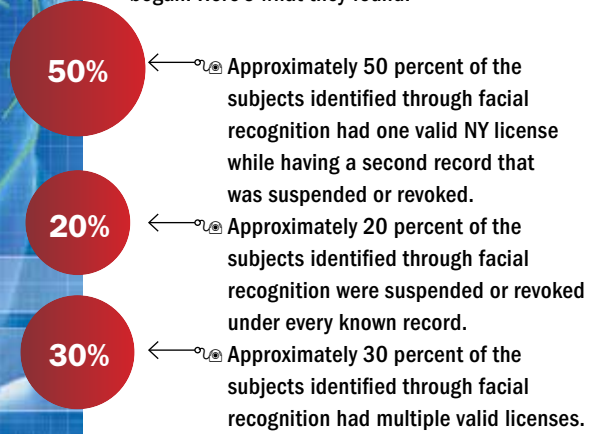


Want more? Check out the facial recognition video on [movemag.org](http://movemag.org).

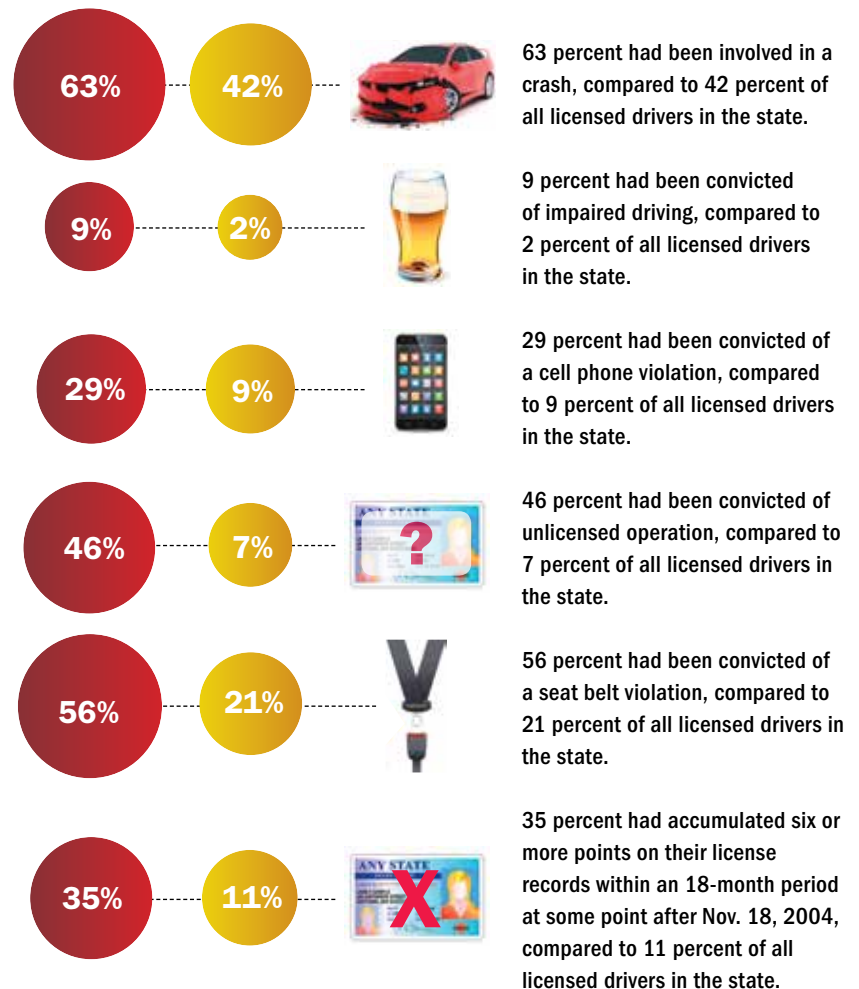


## SUCCESS METRICS

Upon implementing facial recognition capabilities for its DMV, the state of New York partnered with The University at Albany's Institute for Traffic Safety Management and Research (ITSMR) to evaluate the driving records for subjects identified as having two or more licenses since the project began. Here's what they found:



The study also looked at the driving histories of the individuals identified via facial recognition as compared with the remainder of the state's driver license population:





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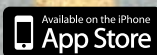
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### Across

- 1 It has come to be used as a sanction for non-highway offenses
- 7 Officially cancelled, of a license
- 11 Its expanded name is "Fraud Detection and Remediation Training," abbr.
- 12 Phone number (abbr)
- 13 Drag\_\_\_\_, systematic search
- 14 Honest
- 16 Profit, for short
- 18 Hear, of a case
- 19 Faulty cars
- 21 Award offered to AAMVA employees involved in highway safety (2 words)
- 25 Football position, for short
- 26 Arizona city where the AAMV international conference for 2013 is being held

### Down

- 1 App providing a means to transmit data on males who apply to renew a driver's license
- 2 Common speed limit
- 3 Big deer
- 4 Pull over to the \_\_\_ of the road!
- 5 Not turned on
- 6 Educate, a key function of AAMVA
- 8 Time of arrival, for short
- 9 Outdated
- 10 Finish
- 14 It will assist with final permit rule compliance, abbr.
- 15 \_\_\_ check the driving record
- 16 Reestablish as valid
- 17 It's designed to protect consumers from fraud and unsafe vehicles, abbr.
- 20 A single time
- 22 Resource development center, abbr.
- 23 Stolen, in slang
- 24 Traffic light color



INDUSTRY INSIGHT

# ON THE FAST TRACK

## TENNESSEE DEPARTMENT OF SAFETY PARTNERS WITH MORPHOTRUST USA TO OFFER SECURE SELF-SERVICE KIOSKS FOR SELECT TRANSACTIONS

27

BY KATHLEEN HAGAN

Tennessee has changed the way it approaches driver's license replacements and renewals. In an effort to give citizens more options for services and reduce wait times at its Driver Services centers, the Tennessee Department of Safety partnered with MorphoTrust USA to implement 40 secure self-service kiosks throughout the state. As an added convenience, approximately 30 of these kiosks can be found at locations such as libraries, courthouses, city halls, police departments and AAA offices as opposed to Driver Services centers.

"We took our cues from the banking model," says Michael Hogan, Director of Driver Services for the state of Tennessee. "When you go into most banks, you are deferred to a kiosk or ATM for express services like making a withdrawal or deposit. We adopted that same policy to allow customers who have express transactions—like renewals, duplicates or change of address—to use a kiosk instead of waiting in line [at a Driver Services center]."

One of the components of the kiosks—and the reason the self-service model works—is MorphoTrust's 1:1 facial verification software. After an applicant provides identifying information, he or she poses for a photograph. Using the MorphoTrust software algorithm, the applicants' facial patterns are compared to the photo already on file for them to verify that they

are who they say they are.

"If it's not a match, the applicant cannot continue with the process," says Kristina Cairns, Senior Product Manager at MorphoTrust USA. But if it is a match, he or she can complete the transaction and then pay for the service. A printed receipt serves as a temporary license until a permanent one is mailed days later. The entire kiosk transaction can be completed in less than five minutes, according to Hogan.

In addition to providing fast and convenient service, the kiosks protect citizens from identity theft. The "photo first" strategy the kiosks employ helps law enforcement catch identity thieves. "That way, if an imposter were to go up to the kiosk and try to steal an identity, we would have a photo that could be run against the state database to see if we can find out who was trying to get a false ID," says John Doyle, Sales Director, Self Service at MorphoTrust USA.

Tennessee and MorphoTrust plan to continue their partnership to offer additional services and protection for the citizens of Tennessee. Next on Hogan's agenda: offering renewal or duplicate handgun carry permits at the kiosks.

MorphoTrust USA also partners with the states of Mississippi, Alabama, Delaware, Indiana and South Dakota to provide identity verification solutions for self-service kiosks. [m](#)

# Q & A WITH PAT CRAHAN

MOVE MAGAZINE CATCHES UP WITH PAT CRAHAN, A LONGTIME U-HAUL EMPLOYEE AND BELOVED MEMBER OF THE AAMVA FAMILY.

**I UNDERSTAND YOU RECENTLY PASSED AN IMPORTANT MILESTONE.**

In March, I celebrated my 50<sup>th</sup> anniversary with U-Haul. I'm vice president of government relations. My wife also is celebrating her 25<sup>th</sup> anniversary with U-Haul.

**CONGRATULATIONS. FIFTY YEARS IS A LONG TIME. LOOKING BACK, HOW HAS BUSINESS CHANGED THE MOST SINCE YOU STARTED?**

It has certainly changed from a computers and electronics standpoint. When I started out, we would write contracts for the customer using a ballpoint pen and have three or four copies of carbon paper. Now it's all done by computer. Back then, people would say, "how do you keep track of equipment?" The answer was, "well, we don't. We don't know where it is." Now, with the computer, if you give me a truck number, I can give you the status of the truck in 10 seconds.



Technologically, we have a very sophisticated, state-of-the-art company, and the repair and maintenance programs are as up to speed as the other aspects of the business.

**AND OF COURSE THE NATURE OF YOUR BUSINESS IS DIFFERENT TODAY.**

Yes. Back then we were a truck and trailer rental company. Today, we do many, many things. Besides providing low-cost moving, we provide mini-storage; install hitches; and sell propane. We

sell thousands of boxes for people to pack stuff in, and packing tape. We have recently gone into car sharing, where you can rent a car for a matter of hours; and U-Box, where you can have a box delivered to your home, you can pack it up, and we'll store it or ship it where you want it.

**HOW DID YOU COME TO WORK FOR U-HAUL?**

I had been working for an oil field supply company. I got laid off, so I applied for a

# A



bunch of jobs. L.S. “Sam” Shoen, the founder, was interviewing in Oklahoma City. I went to the hotel room and was given an I-Q test, and he graded it right there. He said, “OK, you’re the one.” I told him I have to think about it and he said he’d give me until over the weekend. I called him a couple of days later and told him, “If you’ll take a chance on me, I’ll take a chance on you.” I was hired as president of the U-Haul Company of Oklahoma. Sam and I just hit it off. He was really the greatest person I ever met. Fifty years later, I’m still working for the company.

### WHAT ABOUT YOUR WIFE, VELVA RUTH?

She started out helping me on a volunteer basis while we were raising our four children. She’d drop them off at school, come to work and then pick them up. After a couple of years I gave her minimum wage. Then the chairman of the board noticed that she always traveled with me and

## “ AAMVA, WHICH I’VE BEEN A PART OF SINCE 1972, HAS HELPED OUR BUSINESS A LOT. WE HAVE MULTIYEAR TRAILER PLATES. WE COULDN’T HAVE DONE THAT WITHOUT AAMVA.

volunteered to pick up her expenses. One day he put her on the payroll. That was 25 years ago. She is my executive assistant. Most of my children work or have worked for U-Haul.

### YOU AND VELVA RUTH HOST THE TRADITIONAL U-HAUL PAST PRESIDENTS/CHAIRMAN SALTY DOG BREAKFAST AT AAMVA CONFERENCES. YOU HAVE GAINED A REPUTATION FOR A CERTAIN LINE IN A SPEECH ABOUT HER. WHAT IS IT?

In my speech at the breakfast I say, “My wife is like my American Express card. I don’t dare leave home without her.” She goes to all the AAMVA workshops and conferences with me and has never missed one. We have been to every state in the U.S. and every province and

territory but one in Canada. We’ve been married 57 years. I’m 84.

### WHAT SALTY DOG BREAKFAST MEMORY STICKS OUT MOST IN YOUR MIND?

Many years ago in Wisconsin, Norbert Anderson was president of AAMVA. Since he is from a farm state, he wanted to have the breakfast on a farm. He had buses at the hotel and gave everyone bib overalls. He gave me oranges ones—for U-Haul. Then he took us to a farm for breakfast. In Baltimore another year, we went to the docks and had breakfast on the pier.

### WHAT DO YOU LIKE ABOUT AAMVA?

AAMVA, which I’ve been a part

of since 1972, has helped our business a lot. We have multiyear trailer plates. We couldn’t have done that without AAMVA. We have truck apportioning. We couldn’t have done that without AAMVA, which started the International Registration Plan (IRP). We almost couldn’t exist without the help of AAMVA and IRP.

Also, I’ve met a lot of great people. We have more friends across the U.S. and Canada than we do in Phoenix. It’s been a great, wonderful experience.

### WHAT ARE YOUR PLANS FOR THE FUTURE?

Just to continue working for U-Haul. Unless I develop an illness or I get fired, I’ll keep on working.



WE HEAR FROM RAYMOND MARTINEZ, CATHY  
TILTON AND WALTER HAMILTON.

## Facial Recognition, A Firsthand Take

THREE COMMUNITY MEMBERS DISCUSS  
THE ROLE OF FACIAL RECOGNITION IN  
THEIR EVERYDAY WORLD.

30

“TODAY, OVER 40 LICENSE  
JURISDICTIONS IN THE U.S. USE  
FACE RECOGNITION TO CHECK  
FOR DUPLICATE APPLICATIONS.

—Walter Hamilton, Identification Technology Partners, INC

### RAYMOND MARTINEZ

CHAIRMAN AND CHIEF ADMINISTRATOR OF THE NEW JERSEY MOTOR  
VEHICLE COMMISSION

Facial recognition technology is an important, proven tool that has gotten better over the years with new iterations.

Just over a year ago, New Jersey undertook a project called “Operation Facial Scrub,” which utilized facial recognition technology to “scrub” its 19 million photo record database. Of the potential photo matches that resulted, nearly 4,900 matters required administrative corrections to the database. This is important because that large number could have created problems for customers...this eliminates customer inconvenience.

The scrub also resulted in the discovery of more than 2,600 separate acts of criminal fraud against the Motor Vehicle Commission—people attempting to change a record or adopt an alternate identity. To date, we have sent 750 criminal cases to the Office of the Attorney General or other federal, state and local law enforcement agencies for investigation and/or prosecution, with that number expected to grow. This is all thanks to facial recognition technology, because there’s no way we would have found these individuals through our normal course of business.

In addition to security, there is also a customer service benefit. New Jersey was one of only a few states that required everyone to come into the office every time to renew a driver’s license. After cleaning up the database, we have been able to invite select customers to renew their driver’s license through the mail through our “Skip the Trip: Renewal by Mail” initiative. We are able to do this, as well as plan to expand the

initiative, because we are now even more confident that the record we have on file for an individual is correct because it has been vetted through the facial recognition software.

**CATHERINE J. TILTON**

CBP, VP, STANDARDS & EMERGING TECHNOLOGIES, DAON

Like many things, facial recognition (FR) is a tool—a tool to help us detect fraud. It is not a silver bullet, nor is it fool-proof. But it can be a significant aid to finding those who for nefarious reasons seek to acquire multiple valid driver's licenses. The technology has proven its merit in a number of states, with both statistical and anecdotal evidence of its utility. Over the past 10 years, FR performance has continued to improve—both for constrained environments as well as unconstrained. Outside of the traditional DMV applications, we're seeing FR used online by the major search engines and mobile device capture supporting a number of applications including online user authentication. Could this open new applications in the DMV arena as well?

For example, could DMV's offer more services online if we could be more confident in the identity of the person on the other end of the network? Beyond passwords and knowledge based authentication, facial recognition could be used for this purpose—capturing the facial image using the camera embedded in a laptop or mobile device and comparing it to the driver's license photo—providing multifactor authentication. Just a possibility.

**WALTER HAMILTON**

SENIOR CONSULTANT WITH IDENTIFICATION TECHNOLOGY PARTNERS, INC. AND VICE CHAIRMAN OF THE INTERNATIONAL BIOMETRICS & IDENTIFICATION ASSOCIATION (IBIA)

Face recognition is a very useful fraud detection tool for administrators issuing licenses and IDs. Today, over 40 license jurisdictions in the U.S. use face recognition to check for duplicate applications, "scrub" existing records to flag duplicates, and/or to verify renewal identity.

While face recognition algorithms are still not as accurate as fingerprint identification, face recognition performance has improved dramatically over the last few years according to results from independent government testing.

Administrators can make face recognition an effective tool in their fraud prevention arsenal by following these best practices:

- Collect facial images that conform to recognized standards to enhance matching performance.
- Implement software capable of flagging defective images at capture.
- Capture at a resolution of around 120 pixels between the pupils.
- Choose high quality cameras with good lighting and minimal distortion.
- Train operators to collect images that exhibit proper pose and expression.
- Use compression techniques that do not impede accurate feature detection and matching (target file size should be no less than 40KB).
- Ensure that you have adequate staff to adjudicate match candidates.

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## TAILLIGHTS

THERE IS NO SUBSTITUTE FOR INTERACTIONS IN REAL TIME.



32

# RUBBING SHOULDERS

One of the strengths of our organization is how close we are as members. I maintain you'd be hard-pressed to find a more friendly, caring bunch of people.

But it's not just the friendships we form that are so positive to our mission, it's our ability to share and communicate ideas.

The conversations we have around the tables in formal and informal settings are so valuable. Late last year, I spent two days networking among staff. I talked to Mark Williams, a new administrator from New Mexico. What did I find out about this newbie? He's been in film and he was a Wall Street financier before he joined our ranks. Wow! Who would have known? I wouldn't have had we not taken the time to talk and learn about each other.

Whether you're networking on a frontline, supervisory level or administrative level, at conferences or among jurisdictions, the time you take to chat with someone in our field will come back to you in

a positive way. You may learn something new and interesting about a colleague. That new contact may then be the person you talk to about the challenges you are experiencing on the job and what you are doing on the state level to influence legislation. You never know where a new relationship will lead.

You don't hear a lot about face-to-face networking today — with all of the interconnectivity of social media. But I believe there is no substitute for interactions in real time. And the best part about meeting friends and keeping old ones? It's good for the spirit.

Stacey Stanton  
AAMVA Chair of the Board

## EVENTS



**2013 ANNUAL REGION II CONFERENCE**  
June 8-13, 2013  
Atlanta Marriott Marquis  
265 Peachtree Center Ave, NE  
Atlanta, GA 30303  
Tel: (404) 521-0000



**2013 ANNUAL REGION IV CONFERENCE**  
June 24-27, 2013  
Omni Interlocken  
500 Interlocken Boulevard  
Broomfield, CO 80021  
Tel: (303) 438-6600



**2013 ANNUAL REGION I CONFERENCE**  
July 13-18, 2013  
Dover Downs Hotel & Casino  
1131 North Dupont Highway  
Dover, DE 19901  
Tel: (302) 857-2102



**2013 ANNUAL INTERNATIONAL CONFERENCE**  
August 26-28, 2013  
Westin Kierland Resort & Spa  
6902 East Greenway Parkway  
Scottsdale, AZ 85254  
Tel: (480) 624-1000



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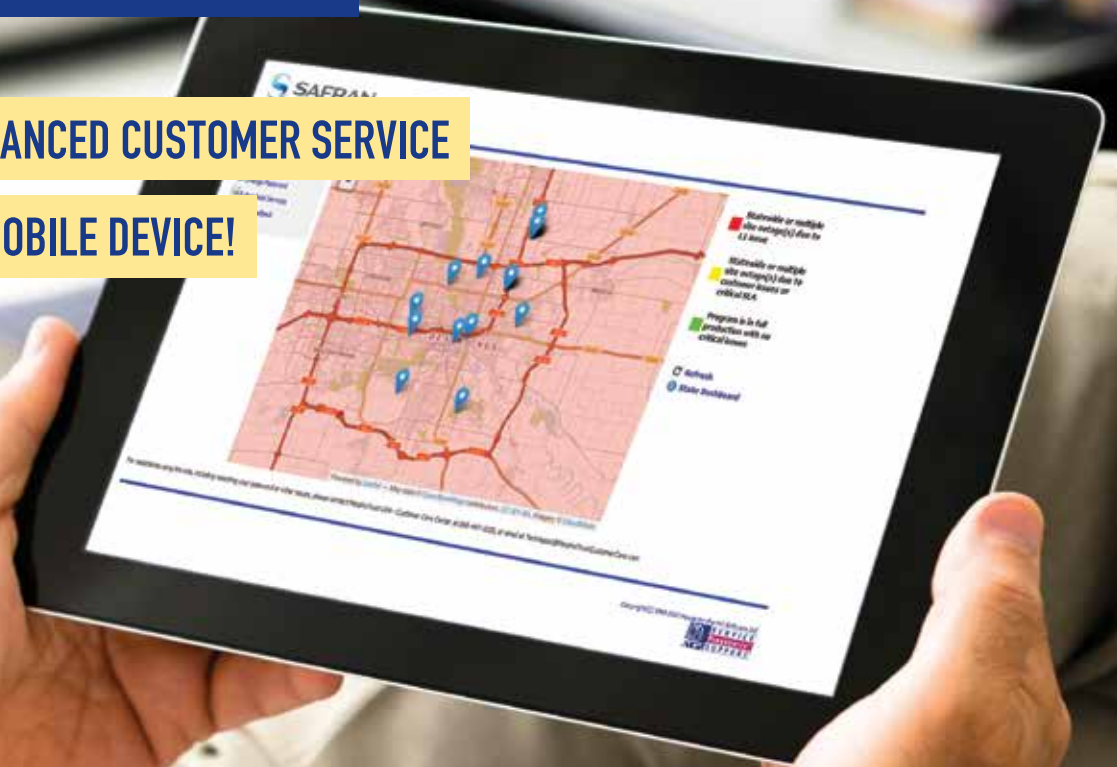
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