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## Access Denied

**Twenty years after major driver privacy legislation, DMVs are still working to streamline their privacy practices.**

### **Getting with the Program**

Compliance with the CDL regulations is a vital goal for all states.

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## ISSUE DRIVER LICENSES WITH HIGHER SECURITY, GREATER EFFICIENCY AND LOWER RISK



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Ian Grossman

DIRECTOR, MARKETING & COMMUNICATIONS  
Noemi C. Arthur, MBA

MARKETING & DESIGN MANAGER  
Eric Dunn | [edunn@aamva.org](mailto:edunn@aamva.org)

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SENIOR DIRECTOR, CLIENT STRATEGY  
Rene Ryan

EDITOR  
Kathleen Hagan

ART DIRECTORS  
Enrique Cruz Jr., Scott Oldham

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

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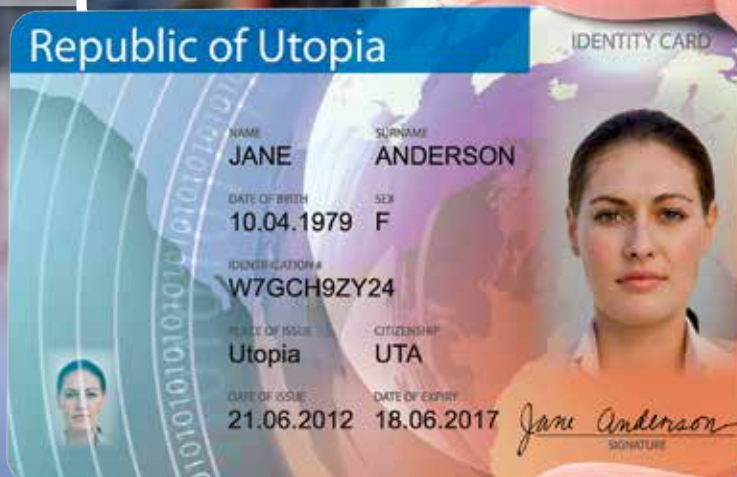
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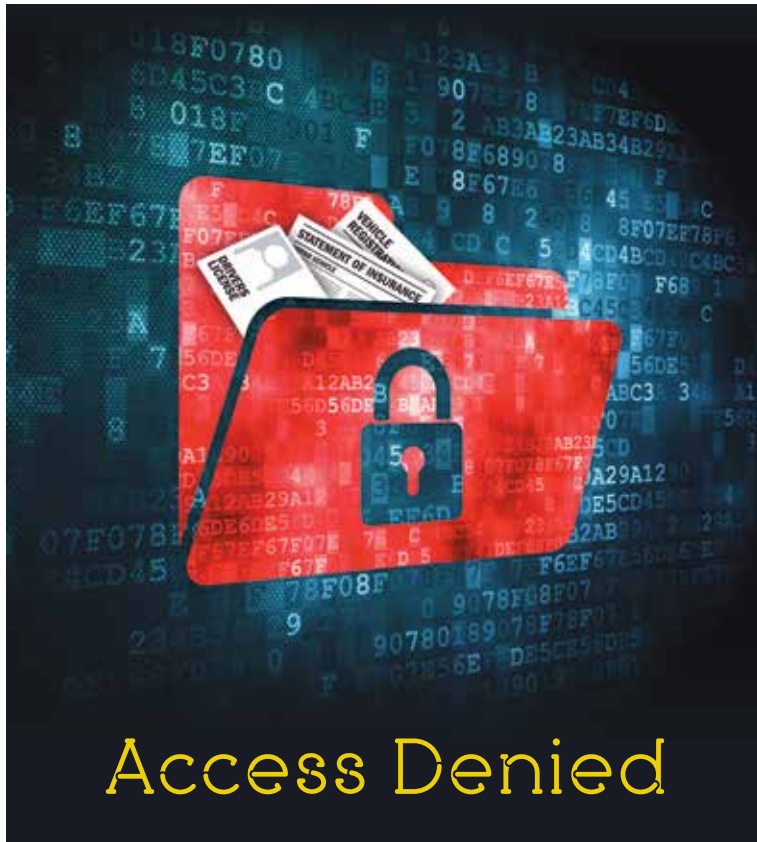
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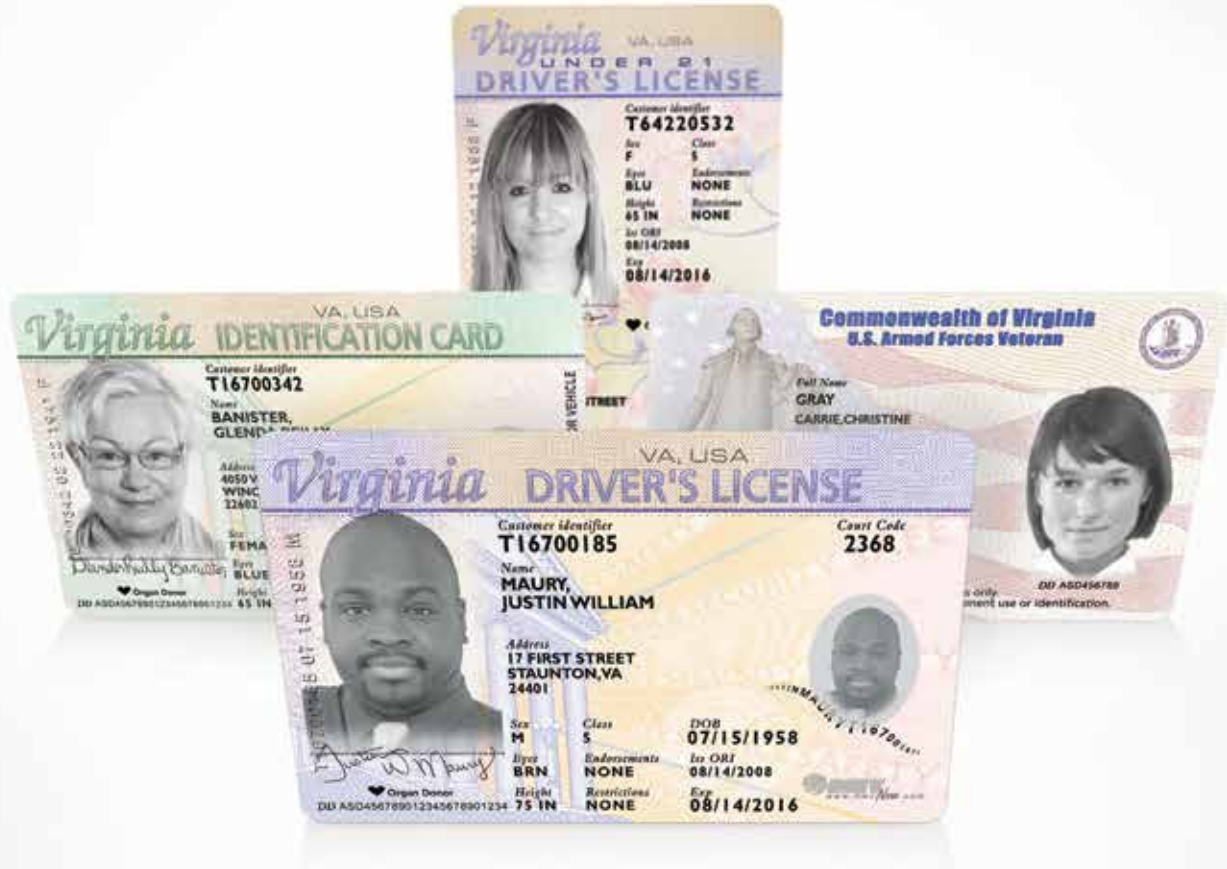
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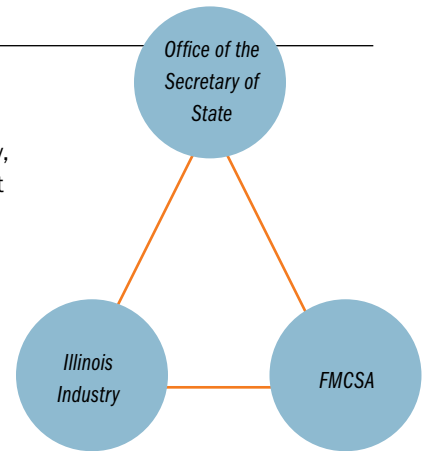
## Q: HOW HAS YOUR JURISDICTION FOUND SUCCESS IN BECOMING CDL COMPLIANT? WHAT WORKS FOR YOU?

**TERRY MONTALBANO, CDL Administrator, Illinois Office of the Secretary of State**

“ Illinois successfully comes into CDL compliance in two main ways. 1) We have a great relationship with FMCSA. As a matter of fact, FMCSA offices are located within two city blocks of us. We ask our Illinois FMCSA partners any questions that arise from functionality of proposed rules that come out in a final

rule to make sure we know exactly what is being asked of us. They then answer our questions and concerns, allowing us to immediately put a plan in place to come into full compliance, which we always succeed in. 2) All proposed rules are shared as they come out with all Illinois Trucking Related Associations

(approx. 40) so we can begin a dialog with our trucking industry. This way, we have three years to get the industry’s feedback and suggestions, which gives us the best way to comply totally with the FMCSA mandate. This approach on all CDL-related matters always makes a triangle.



**DEBRA HALL, Driver's License Program Supervisor, Driver Services, Idaho Transportation Department**

“ The Idaho Transportation Department decided to implement program changes to the current DMV system after notification that the modernization project for a new system would not be complete by the Medical Certification deadline of January 30, 2014. In January 2013, all the players that would work on the project were brought together to outline the project scope. The scope included CDLIS Modernization 5.2, the federal CDL driver self-certification, federal medical certification requirements, new CDL restrictions and finally CDLIS Modernization 5.3.2. Federal Motor Carrier Safety Administration (FMCSA) CDL program improvement grant funding

“ **CAPABLE CONTRACTORS, TECHNICAL AND BUSINESS EXPERTS, A HIGHLY EFFECTIVE PROJECT MANAGER, AAMVA COORDINATION AND FMCSA GUIDANCE/FUNDING WERE KEY ELEMENTS OF SUCCESS.**

—Debra Hall, Driver's License Program Supervisor, Driver Services, Idaho Transportation Department

was made available for certain development costs. In March 2013, a project manager was selected and assigned tasks to the teams comprised of programmers, business partners and training teams. A web-based self-certification program was finished by June. A web-based Medical Card entry was ready in September, and by November ITD had successfully completed CDLIS 5.2 structured testing. Idaho met the January 31, 2014, Medical Certification deadline and implemented the program changes for the new CDL restrictions in March. In April 2014, structured testing

started for CDLIS 5.3.2. ITD's success with this project stems from having a complete project analysis, dedicated employees working on all parts of the project, weekly team meetings and combined project team meetings. Team members were able to prioritize their work and devote the needed time (including weekends and working from home) to the project, allowing deadlines to be met. Capable contractors, technical and business experts, a highly effective project manager, AAMVA coordination and FMCSA guidance/funding were key elements of success.

**ALICE IKE, CDL Coordinator, Maryland Motor Vehicle Administration**

“ At the Maryland Motor Vehicle Administration, regularly scheduled CDL meetings contribute to our success. Once a week, staff from the CDL-related business units gather together to review, discuss and plan. Status updates are shared, and “roadblocks” examined. Subcommittees report on specific tasks. Copies of new and existing laws, regulations and legislation are distributed. Benchmarks and deadlines are compared and reconciled. Occasionally, guests are invited to present. These meetings provide a practical forum for the exchange of information and help ensure that we remain on target, with everyone on the same page. The team approach, with regular communication, has led to our successful implementation of CDL requirements.

# FIGHTING FRAUD TOGETHER

**AAMVA'S NMVTIS WORKING GROUPS MAKE RECOMMENDATIONS FOR BETTER USE OF THE SYSTEM.** BY ANDREW CONNER

In response to issues that arose with the National Motor Vehicle Title Information System (NMVTIS), AAMVA created the NMVTIS Law Enforcement Working Group and the NMVTIS Business Rules Working Group in 2012. For the past two years, in collaboration with state groups and law enforcement, the Working Group members have been researching ways to improve NMVTIS and its usage. Now, they're beginning to reveal their recommendations.

"As jurisdictions began to use NMVTIS more in their day-to-day activities, it became clear that processes among the jurisdictions could be more consistent—because if they were consistent, jurisdictions would be able to interpret and understand the data better," says Cathie Curtis, director of vehicle programs for AAMVA.

While both Working Groups share the goal of increasing the effectiveness of NMVTIS for users, they look at the issues from different perspectives. "As opposed to Business Rules, [Law Enforcement] is more narrowly focused on making the platform more effective for law enforcement and using NMVTIS as a tool to investigate vehicle-related crimes," says Brian Ursino, director of law enforcement for AAMVA.

Both groups have identified numerous ways NMVTIS could be made more effective. The Business Rules Working Group recently released its best practices guide, titled *NMVTIS Best Practices for Title and Registration Program Managers in DMVs*, which addresses topics like the accidental issuing of duplicate titles and clear identification for non-repairable vehicles. Individuals who use the system regularly helped inform the Working Group's recommendations, and jurisdictions are

encouraged to utilize the advice to develop their business policies and practices in a consistent manner.

At the same time, the Law Enforcement Working Group is working on improving search parameters and increasing NMVTIS awareness among law enforcement. "There are a lot of areas that aren't aware of NMVTIS, so they aren't using it," says Ursino. "One of our tactics [to fix this] is to compare the data that shows the highest auto theft hot spots and overlay that with data showing the lowest NMVTIS usage rates. Where they overlap are areas that are ripe for targeted marketing."

So what is next on the horizon for these NMVTIS Working Groups? Christopher McDonold, deputy director of the Maryland Vehicle Theft Prevention Council for the Maryland State Police, underlined the focus on getting the word out. "In my almost 20 years of being involved with auto theft, I would have loved to have [NMVTIS] while working cases," says McDonold. "We needed this. Now that we have it, we should have 100 percent compliance within the next year."

Kitty Kramer, chair of the Business Rules Working Group and program manager of the registration operations division for the California DMV,

expressed a similar sentiment, but with consumers in mind. "The ultimate goal is for consumer awareness and protection, because obviously people should be educated about what kind of vehicle they're purchasing and whether or not it's been damaged," says Kramer. **m**



Download the NMVTIS Business Rules Working Group's best practices document, *NMVTIS Best Practices for Title and Registration Program Managers in DMVs*, at [aamva.org/NMVTIS-Business-Rules](http://aamva.org/NMVTIS-Business-Rules).





With the impending depletion of the Highway Trust Fund, Washington looks for other ways to fund transportation initiatives. BY ANDREW GUEVARA

Business tax reform and transportation infrastructure funding—two seemingly unrelated subjects—have formed an unanticipated alliance in the midst of the impending insolvency of the Highway Trust Fund (HTF). Separate proposals to transform the tax code—from the White House Administration and Capitol Hill—were introduced within days of each other this past winter, both leveraging the revenue from tax modifications to fill the gap in the HTF. That increased revenue theoretically would be used to fund surface transportation projects after the demise of MAP-21 funding.

This solution was first evidenced in President Barack Obama's budget proposal for fiscal year 2015; the other was detailed in a legislative draft plan to modify the tax code from House Ways and Means Committee Chairman Dave Camp (R-Mich.). Despite the likelihood that either of these two proposals would see movement, these distinct plans suggest federal lawmakers are keen on finding a resolution to diminishing transportation funding through innovative financing.

#### PROPOSED FUNDING SOLUTIONS

President Obama submitted his budget proposal to Congress on March 4, requesting \$3.9 trillion for fiscal year 2015—a \$56 billion increase over fiscal year 2014. Of the total, the president proposed \$302 billion in infrastructure spending over the next four years to offset the HTF insolvency and extend the current surface transportation authorization. The surface reauthorization proposal sought to support infrastructure projects, offer employment opportunities during a

sluggish economy, boost private investment in infrastructure and modernize the federal permitting process. The \$302 billion would have allocated the corresponding amounts to the following agencies within the Department of Transportation:

- Federal Highway Administration – \$199 billion
- Federal Transit Administration – \$72 billion
- Federal Motor Carrier Safety Administration – \$3 billion
- National Highway Traffic Safety Administration – \$4 billion
- Federal Railroad Administration – \$19 billion
- Office of the Secretary – \$5 billion

According to “The Budget Message of the President,” the plan to fund infrastructure projects would include “using the transition revenue ... from a shift to a simpler, more efficient tax code.” Other than a slight mention of the potential of closing loopholes, the plan did not specify how exactly it would work. However, the budget proposal totaled the expected generated revenue to approximately \$150 billion.

Obama's plan would have ended reliance on the 18.4 cent-per-gallon federal excise tax on gas, substituting direct funding from the General Fund as well. The current two-year highway bill is set to expire Nov. 1, 2014, and the HTF is expected to run short of cash in the middle of summer. Peter M. Rogoff, the Department of Transportation's acting under secretary for policy, said in a March hearing to the House Transportation and Infrastructure Highways and Transit Subcommittee that the agency will need

to curb road and bridge and other public transportation projects when their balances fall below certain levels beginning in July.

The release of the president's 2015 budget proposal came only a week after Chairman Camp announced his plan to modify the tax code, which would dedicate \$126.5 billion to fund highway and infrastructure investments. The "Tax Reform Act of 2014" draft legislation seeks to lower tax rates and simplify the tax code, and contains components such as flattening the code by reducing tax rates and forming two brackets of 10 and 25 percent for almost all taxpayers, decreasing the corporate tax rate to 25 percent, providing a higher standard deduction, and increasing the child tax credit, along with other sweeping changes. The revenue generated from the reforms would dedicate \$126.5 billion to the HTF to fully fund highway and infrastructure investment expenditures for eight years.

#### ADDITIONAL SOLUTIONS NEEDED

As lofty as these proposals were, a negligible chance existed that they would receive any traction—even before they were released publicly. Bipartisanship has made it virtually impossible for any discussion of tax reform to be taken seriously among lawmakers, especially given that the upcoming mid-term elections make both sides wary of making any core changes that might jeopardize their own or a fellow party member's chances of re-election. Obama's plan was too opaque to detail any particulars, and Camp's draft was criticized even by members of his own party's leadership.

While the notion of tax reform may be dead-on-arrival this legislative season, a number of larger factors figure into what the future holds for reauthorization and financing for the HTF before it bottoms out. The budget passed by Congress in December set the top-line amounts for departments in fiscal year 2015, obscuring the outlook for the creation of budget resolutions.

Recurring themes in hearings over the subject include calls to increase the gasoline tax and the longevity of future reauthorizations. Some lawmakers continue to press for an increase in the gas tax to pay for the HTF and scoff at the idea of other financing solutions. Meanwhile, the question of long-term versus short-term authorizations has yet to be sorted out. With all of these variables involved in the computation, the question of how infrastructure projects will be financed after Nov. 1 surely will be answered with a multi-faceted approach.

Given all the hindrances to Obama's budget proposal and Camp's reform bill, both pointed brightly to visions that capture the growing recognition of the immediate HTF insolvency. They suggest the necessity for innovative, viable funding solutions and longer-term plans for reauthorizations than those of the past. Camp's tax proposal also deserves attention because it is one of the most fully laid-out and comprehensive plans that has been offered in legislative form in recent years. Constructed with input from numerous budgetary experts, the tax-draft plan is a tangible, detailed reference guide that can serve as the basis for future proposals, and individual elements can be utilized for the revenue generating provisions in unrelated legislative proposals. **m**

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# TEENS TAKE THE WHEEL

BY JANICE DLUZYNSKI, AAMVA'S DATA LADY

Several jurisdictions have been collecting information on activities related to teen and novice drivers. Here is data from the four most recent surveys.

## PARENTAL NOTIFICATION — DRIVERS UNDER 18

Does your jurisdiction notify parents/guardians when a driver under the age of 18 receives a violation?

**YES**  
20%

**NO**  
80%



## TRUANCY AND DRIVER'S LICENSE SUSPENSION

Does your jurisdiction suspend/cancel the driver's license of high school students who are deemed chronic or habitual truants?

**NO**  
66%

**YES**  
34%

## LEARNER'S PERMIT FROM ANOTHER STATE

Does your jurisdiction have driver's license reciprocity legislation that allows for the credit from another jurisdiction toward the amount of time required to hold a provisional license or learner's permit?

Does your jurisdiction suspend/cancel the driver's license of high school students who drop out of high school?

**YES**  
22%

**NO**  
78%



## DRIVING RESTRICTIONS FOR NOVICE/TEEN DRIVERS

Does your state place restrictions on newly licensed teens that disallow them from either of the following?

Driving during nighttime hours

**79% YES**

Transporting passengers

**82% YES**



All of these surveys about teen and novice drivers include additional questions. Visit [aamva.org/Survey/User/Search.aspx](http://aamva.org/Survey/User/Search.aspx) to view all of the questions and responses. If you have any questions about using the online survey tool, please contact Janice Dluzynski at **703-908-5842** or [jdluzynski@aamva.org](mailto:jdluzynski@aamva.org).



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## REGION I

### New York cracks down on unpaid tolls

In his new budget proposal, New York Governor Andrew Cuomo is making it clear that he wants the state to punish drivers who don't pay tolls. He proposes the creation of a new authority to pursue the collection of unpaid toll dollars in the state. If these motorists are caught and don't pay up, they can say goodbye to their vehicle registrations. That's a pretty harsh punishment, seeing as it's against state law to drive an unregistered vehicle.

Since 2008, toll cheats have racked up \$156,686,769 in unpaid tolls, interest and penalties. Eighty-seven percent of these unpaid tolls are owed to the Port Authority, which operates the Lincoln and Holland tunnels—both of which cost drivers \$13 to pass through.

The Henry Hudson Bridge between Manhattan and The Bronx has seen a spike in unpaid tolls since it went on the honor system in November 2012. According to the *New York Post*, records show the amount owed in missing tolls skyrocketed from \$749,549 in 2012 to \$3,250,945 last year.

## REGION II

### New Alabama law will increase access to ignition interlock for drunk drivers

A new Alabama law seeks to make ignition interlock available for more citizens arrested for drunk driving. While ignition interlock installation has been a possibility for drunk drivers arrested in Alabama since 2011, this law seeks to increase the number of drivers who can opt to use the device. Under this law, first-time offenders and drivers arrested with a blood alcohol level of .08 or higher can be given the device.

The device is an alternative to a driver's license suspension, so those using it can still drive. However, the driver must be able to pay for the device to qualify. There will be a fund set up for those who can't afford the payment, which will be filled with fines paid by other drunk drivers.

State Rep. Allen Farley, who co-authored the bill, told *WBRC News* that he expects this law to decrease the number of drunk driving-related deaths in Alabama. He pointed to statistics that show other states that have taken similar action, like Arizona, show a 40 percent decrease in these types of accidents.

*Alabama is looking to expand its ignition interlock laws to cover more citizens who have been arrested for drunk driving.*



## REGION III

### Ohio proposal for enhanced driver's licenses causes controversy

Ohio lawmakers are considering a proposal that would make Ohio the sixth state to endorse and use enhanced licenses. These licenses are fitted with a radio frequency identification (RFID) chip that will aid crossings at the Canada and Mexico borders by offering an alternative to passports. Border control officers will be able to read drivers' information up to 30 feet away from the license itself due to these chips.

While the convenience and flexibility of these enhanced licenses is championed by supporters like Ohio State Rep. Rex Damschroder, for others the storing of personal data on a chip that can be remotely accessed seems ripe for abuse. Gary Daniels of the American Civil Liberties Union expressed concerns to *Cleveland.com* that the licenses could be used by authorities to track drivers' locations and by hackers to access sensitive private information.

## REGION IV

### California man fights texting-while-driving with billboard campaign



*Brian Singer takes photos of drivers while they text and posts them on billboards to raise awareness of distracted driving.*

San Francisco-based graphic designer Brian Singer is taking the texting-while-driving epidemic into his own hands with a project he calls Texting While in Traffic (which shortens to the not very subtle 'TWIT'). Singer takes photos of distracted drivers and then posts the pictures on one of 11 billboards he has paid for throughout San Francisco.

Singer told the website *Gizmodo.com* that his hope with these billboards is to shame drivers into stopping this dangerous activity. He started the campaign because he was "blown away" by the amount of people he saw texting.

The billboards contain no text and exclusively feature photos of the distracted drivers, either taken by Singer himself or provided to him by others. Keeping with the spirit of his campaign, Singer does not take photos while he is driving and will not accept submissions taken while driving. The billboard photos can also be seen on his website, **twitspotting.com**.



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**In their capacity as rule-makers for the entire nation,** the Department of Transportation's Federal Motor Carrier Safety Administration (FMCSA) has set itself a huge task. It puts forward rules that are designed to help keep interstate traffic safe for all vehicles and their drivers. The regulations covering issuance of commercial driver's licenses (CDL) are integral to that mission.

In broad strokes, the FMCSA issued a final rule in May 2011 outlining requirements for drivers of vehicles over 26,000 pounds gross vehicular weight (primarily trucks and buses) that travel across state lines.<sup>1</sup> Since that time, there have been modifications and extensions to certain provisions, but the focus remains on commercial driver's license qualifications and testing, and commercial learner's permit (CLP) standards.

Responsibility for administering the CDL rules falls to the motor vehicle administrators in each state. In order to be compliant with the federal CDL regulations, administrators must overhaul—or at least, review—their approach to how commercial drivers are educated, who can grant learner's

permits, how CDL testing is done and how drivers are medically certified to drive. Simultaneously, administrators must make sure that their IT systems can accommodate the necessary database management that is required to streamline reporting and manage carrier, educator and driver information. All that can only happen if the state legislature has passed the relevant legislation to implement the new rules. Clearly, this is no small feat. Jurisdictions like Delaware, Minnesota and Wisconsin are among the many that have been able to successfully comply with at least some of the rules.

#### **RUNNING THE GAUNTLET**

Before the FMCSA issues a regulation, there is a “honeymoon” period, during which private entities (such as carriers, driver educators or labor unions) and state driver licensing authorities—and, by extension, AAMVA—have the opportunity to review the rule's provisions. A period of notice of proposed rule-making, or NPRM, allows all interested parties to comment on the rule and raise concerns as to its feasibility or any undue hardships it might cause.

AAMVA is a substantial resource for states from the start of the notice period through compliance and beyond. “AAMVA has subject matter experts who can comment and add their

<sup>1</sup> The FMCSA rule also covers many other aspects of interstate motor carrier activity, such as hazardous materials and registration of international operators, which are beyond the scope of this article.

# PROGRAM

COMPLIANCE WITH THE CDL REGULATIONS IS A VITAL GOAL FOR ALL STATES, AND SOME JURISDICTIONS ARE ALREADY SUCCESSFULLY FOLLOWING THE RULES. BY MYRNA TRAYLOR



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expertise,” says Kevin Lewis, director of driver programs at AAMVA. In addition, AAMVA provides forums for discussion among state administrators who can come together to brainstorm and problem-solve as the process moves forward.

## THE LEGISLATIVE CHALLENGE

Although some provisions of the CDL rule may require additional cycles of notice, comment and review, eventually that process comes to an end; the FMCSA publishes its final rule and compliance activity begins in earnest. State licensing authorities review the final rule’s provisions and evaluate whether or not the state’s own rules are in conflict with the federal rules, or if there is sufficient funding to implement the programs needed to achieve compliance.

For some states, getting through the legislative process can be difficult. “If you are in a state whose legislature meets once every two years and a rule change is published just after the session has ended, you might miss important deadlines,” says Lewis. But

some states work on compliance in these interim periods anyway, with the hope that once any needed legislation is passed, they’ll be able to hit the ground running.

“Typically, you need legislative authority to enact certain provisions,” says Debra Carlson, driver exam program supervisor for the Minnesota Driver and Vehicle Services Division. “And if the state’s legislature isn’t in session, it can put you behind the eight ball, especially if you have no authority [to implement a rule change].” Carlson says that for the rule regarding medical certification, however, the timing of

the rule announcement and her team’s ability to get legislation passed worked perfectly. (See “Case Study” sidebar on page 18 to read more about jurisdictions that have successfully implemented this rule.)

## FUND-FINDING MISSION

FMCSA might also be able to provide material support for those jurisdictions trying to implement in the face of severe budgetary restrictions. States can apply to the CDL Program Implementation grant program to compete for a portion of \$30 million set aside for the purpose. “Basically,” says FMCSA’s Michael Gordon, “we want all states ‘Green by 2015’—good to go with all requirements.”

## WORKING IT OUT

Of course, even getting to this point in the compliance process requires an incredible amount of effort. Carlson has a CDL steering committee in place in Minnesota to evaluate past issues

*cont’d on page 18*

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As a motor vehicle agency (MVA), you are the primary face of state government to the public, and responsible for delivering a wide range of driver and vehicle services. This places tremendous pressure on your team to meet ever increasing customer needs, while ensuring excellent service – especially with aging legacy systems that were implemented decades ago.

To meet consumers' new bar for service delivery, and ensure significant gains in efficiency as you ready your agency for the future, many MVAs are initiating efforts to modernize front- and back-office systems. Assuring a customer-centric approach, with a flexible, scalable, architecture, allows you to easily change and adapt to meet growing needs and changing requirements going forward.

What can be learned from the successes and failures to date? And, how can MVAs modernize their operations while maintaining service levels in the transition?

### **"CUSTOM AND STANDARD" – THE BEST OF BOTH**

State MVA needs differ; you must determine the best approach to modernization given your environment, IT infrastructure, resources, budget, etc. MorphoTrust® Driver 360 supports an integrated, modular approach, with the option of phased implementation or wholesale replacement depending on what is best in your situation. Together, we assess what needs to be replaced, and in what order, giving you greater flexibility on how to manage the transition.

Using a COTS-based solution, Driver 360 is built on an easy-to-configure, industry-proven Microsoft CRM platform, with pre-qualified, tested applications and components that work together seamlessly. This makes adding new capabilities and services simple as your needs change. The solution architecture and deployment approach simplifies your move from old legacy systems to new, efficient front and back office systems while improving security and software/transactional performance.

## SEE THE WHOLE CUSTOMER — AND ENHANCE SERVICE

As an MVA, your focus is on serving the customer. A successful modernization effort must provide a complete view into the customer from any office, device or application. With a customer-centered solution, systems are optimized to allow visibility into customer data, and their attributes, regardless of where this information (live or historical) resides. Customers can start transactions at home, often completing them online with no need to enter an office. If an office visit is required, self-service kiosks are available for many transactions, with the ability to take photos and payments, empowering the customer and relieving your staff. Regardless of how or where a transaction is initiated, your customers can go to any office to complete it, with all of their data instantly available. This assures access to services “on-demand” – where, when and how they want it.

*The Driver 360 Customer Search offers multiple ways to quickly and accurately find your customer. Adding new customers are a mouse click away.*

## SPEED IMPLEMENTATION WITH A PROVEN PLATFORM

Using a Service Oriented Architecture (SOA) with a configurable, industry-standard COTS-based platform, you can speed the time of full deployment, minimize operational and maintenance costs, and improve simplicity and reliability of their systems. The Driver 360 software user interface is consistent with other well-known Microsoft Office applications, making it easy to train teams as it is something they are already familiar with. This approach provides the best compliment of proven solutions that have matured over time, with the ability to modify and change configurations to adapt to specific business needs or technical requirements.

## ROBUST PERFORMANCE AND FLEXIBILITY

Reduce complexity, increase performance and manage high-level business processes and rules via a shared services infrastructure that allows connectivity and configuration of multiple resources through a singular gateway that optimizes every transaction. The Driver 360 business rules engine puts rules management in the hands of your agency experts and can easily be refined at any time. This frees up critical IT resources from time-consuming change requests, and lets them focus on other business priorities. Key performance indicators (KPIs) and executive dashboarding provide critical, real-time management information including indications where changes may further improve customer service.

*Increase the value and use of your data with interagency operability*

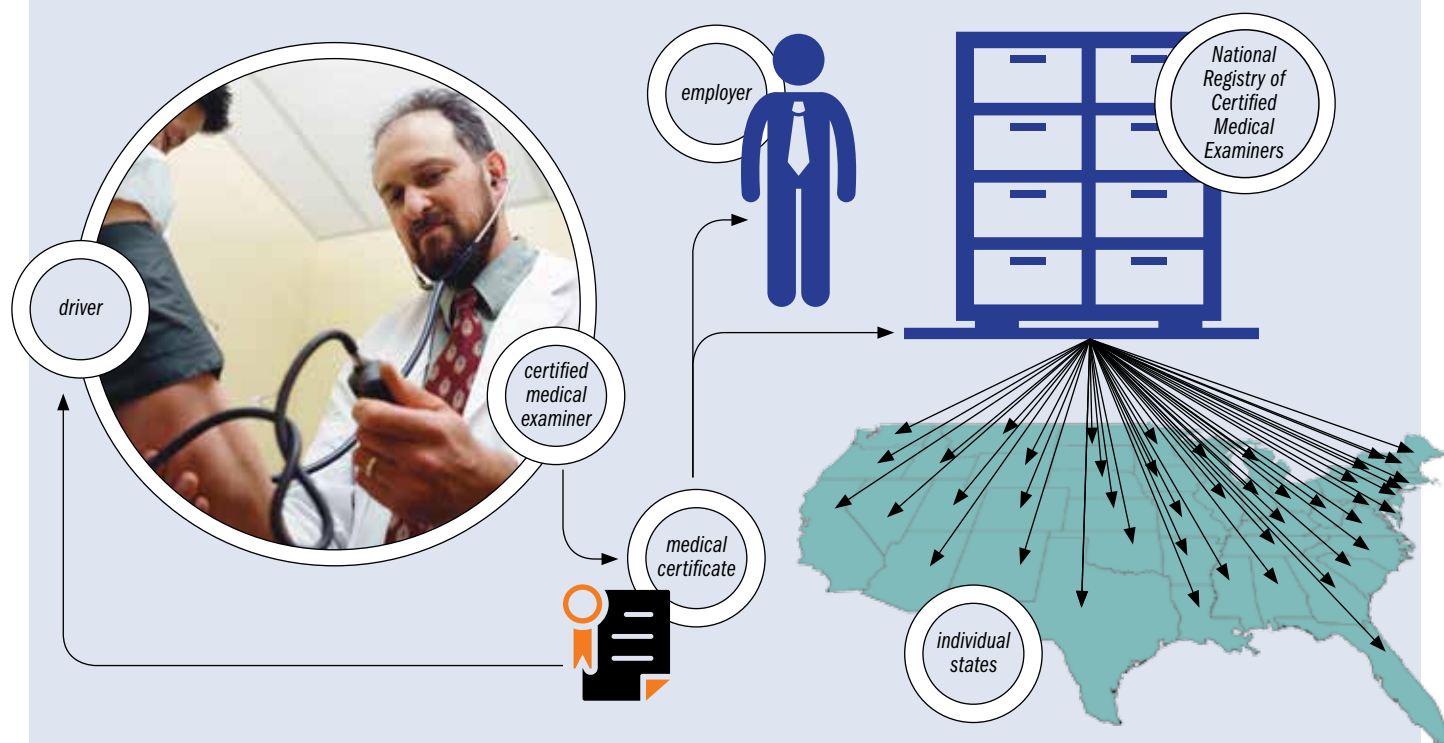
## INTEROPERATE WITH OTHER AGENCIES

Driver 360 interfaces to major third-party systems which are provided turn-key to support rapid deployment and quick turnaround on critical data verification checks. Eligibility and compliance are maintained at the most detailed level, preventing unintended release of privileges and documents. While overarching governance and security pervade the entire system, these ties to other systems, increase the value and use of your data.

## WHY MORPHOTRUST USA?

MorphoTrust has been the trusted partner of State Motor Vehicle Agencies for over five decades. We've seen you through every major change and transition in the history of this business – with dozens of “industry firsts” that have helped you streamline operations and better serve the customer. Our mission is to Simplify, Protect and Secure the lives of the American people.

For more information on our approach to modernizing your driver services, visit [www.morphotrust.com](http://www.morphotrust.com).



## CASE STUDY: MEDICAL CERTIFICATION

The medical certification program is an example of how rule-making bodies and implementation teams have reached workable solutions through a process of give and take.

Under the FMCSA rule, commercial drivers must be medically certified to drive; that certification should be incorporated into the CDL

document and recorded in state licensing authority databases. Moreover, only examiners (physicians or other health providers) who were themselves certified and registered could perform a driver's physical exam. This was all tied to a compliance date of January 30, 2014.

Lack of funding or inadequate time to implement this provision forced a majority of states (34) to ask FMCSA administrator Anne S. Ferro for an extension (at last year's AAMVA CDL conference, as a matter of fact). The request was granted. Drivers will need to carry a

hard copy of their medical certification through January 2015, when all states must be in compliance with the combined CDL and "med cert" document.

Currently, the push is on to get more examiners certified and on the National Registry of Medical Examiners. (The deadline for registration is May 21, 2014.) Delaware, Minnesota and Wisconsin all report that they are up and running, and have major outreach programs in place to recruit examiners and to remind commercial drivers that they need to get medically certified.

*A CDL driver must be examined by a medical professional who is listed on the National Registry of Certified Medical Examiners in order for his or her medical certifications to be valid. By certifying the medical examiners who examine CDL drivers and creating a network, the FMCSA is taking a step toward incorporating the medical certificate into the CDL document for the individual states, which will become mandatory in 2015.*

and review current FMCSA rules. "We look at what is working; what we still have to do in terms of legislation, databases, and business process and policy—everything," she says.

Kami Lyn Beers, chief of driver services for the Delaware Division of Motor Vehicles, says that her team "jumps immediately onto new initiatives. We get an understanding of the rules and reach out to governmental entities to avoid legislative complications." For the next item on their punch list, the rule on commercial learner's permits, Beers' team is already trying to get legislation passed so they can hit target dates. She admits, though, that "there are certain instances when, if legislation doesn't pass, we can implement a regulation."

In Wisconsin, Driver Qualifications Chief Allison Lebwohl cites the synergy and effectiveness of cross-disciplinary working groups that meet once a week to tackle policy and implementation. "We are really fortunate to have a dedicated IT team for licensing," says Lebwohl. "It makes a huge difference." She also credits having a strong working relationship with FMCSA and AAMVA. "We touch base with AAMVA to run our performance against specs. We really learn a lot from that."



To watch a video about CDL Compliance, visit the Multimedia Page on [MOVEmag.org](http://MOVEmag.org).

## KNOWLEDGE SHARING

Lewis encourages state licensing authorities to make use of AAMVA resources as much as possible. As an example, he describes how states can use an AAMVA-developed slate of tests to certify their commercial drivers. The tests' questions cover "all knowledge aspects in the federal requirement and three separate skills tests. If states adopt [these tests] and use them as stated in the model manual, they'll be compliant with the federal rule." There is no need to re-invent the wheel.

AAMVA's annual conference on CDL issues is another learning—and sharing—opportunity. "This year's meeting was in Houston in February. We had 294 people from 51 jurisdictions, including FMCSA headquarters staff, state directors, state CDL and IT staffs, and AAMVA CDL and IT staffs," says Lewis, adding that the various players had plenty to say. "They were not always in agreement, but everyone understands that they need to comply."

**THE CLP ROUNDTABLE CONVERSATIONS** ARE SCHEDULED FOR THE LAST TUESDAY OF EACH MONTH. THE NEXT FEW MEETINGS ARE SCHEDULED AS FOLLOWS:

MAY 27, 2014, 1 p.m. – 2:30 p.m. EST  
JUNE 24, 2014, 1 p.m. – 2:30 p.m. EST  
VISIT [FMCSA.DOT.GOV/CALENDAR](http://FMCSA.DOT.GOV/CALENDAR) TO LEARN MORE.

roundtable. Once a month, we host a WebEx conference call where state licensing agencies and FMCSA can talk about CLP implementation," says Gordon. "We bring all parties together to discuss experiences, successes and difficulties. And sometimes [the state administrators] ask tough questions. We have to go back to study the issue so we can provide answers."

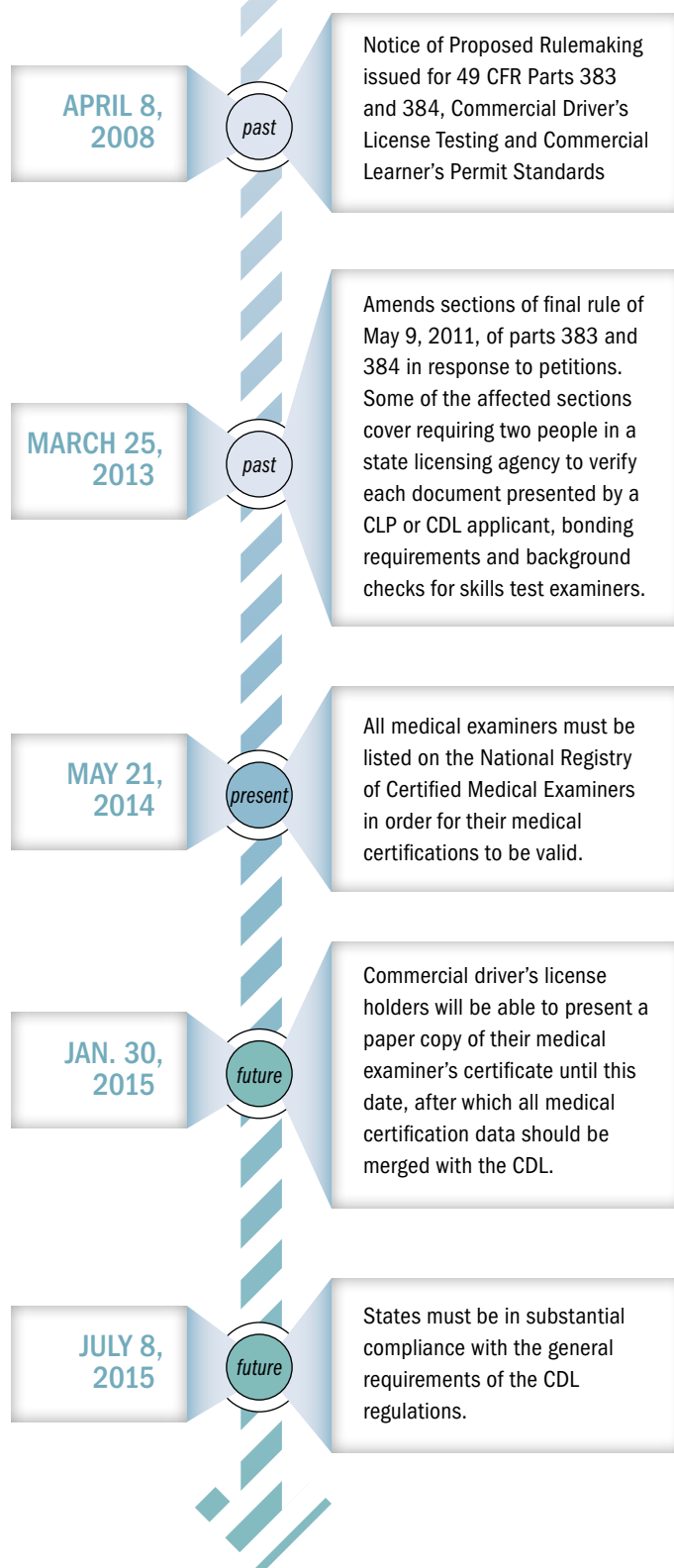
And what are the consequences for non-compliance? It depends on where one is in the system. For drivers, enforcement is at the roadside. Law enforcement officers will report drivers who do not have the proper licensing or medical certification, which will be a red flag for future licensure. Carriers and driver schools face inspection from state and/or FMCSA investigators looking for up-to-date documentation and testing requirements.

And for the states, it comes down to dollars. Says Lewis: "CDL compliance is so important because of the repercussions. FMCSA will send a letter to the [non-compliant] state's governor threatening the loss of up to 4 percent of federal highway funds. A second letter for continued non-compliance means a potential loss of up to 8 percent of funding. Nobody wants that to happen. AAMVA is here to help avoid that." **m**

## THE BIG GUYS

Of course, FMCSA is working actively to help the states to comply with the rules. Michael Gordon, transportation specialist/team leader, MCESL, CDL Divisions, FMCSA, also has a forum to recommend. "Last October, we began a CLP

# COMPLIANCE CALENDAR





TWENTY YEARS AFTER  
MAJOR DRIVER PRIVACY  
LEGISLATION, DMVs  
ARE STILL WORKING  
TO STREAMLINE THEIR  
PRIVACY PRACTICES.

# Access Denied

BY ELIZABETH MILLARD

**Before the Driver Protection Privacy Act (DPPA) was passed in 1994**, Senator Chuck Robb spoke in favor of the legislation, noting that the right to privacy was seriously threatened unless the act was put in place. He said, “Even your Social Security number is available, and the chief agent giving out this kind of information is the very government that is supposed to protect its citizens.”

With the DPPA turning 20, it seems fitting to remember not only why it was developed (see sidebar on page 22 for the Act’s history), but also to examine whether those original protections are still in place, especially when large entities like Target and Neiman Marcus are being hacked, and it’s easier than ever to obtain personal information. What are DMVs doing to make sure they’re protecting driver privacy? And what can they be doing better?

## LOCKDOWN CHALLENGES

When the DPPA was put into place, people obtained information in ways that might seem charmingly archaic to us now: phone books, DMV requests, public libraries, even calls to employers. These days, finding someone’s home address could

be as simple as a 10-second Google search.

“In this day and age, our personal information exists in so many different places that it seems almost impossible to exercise control in the name of privacy,” says Geoff Slagle, director of identity management at AAMVA. “I don’t think that should lead us into taking a lackadaisical attitude toward protecting information, but we need to be realistic about what can be achieved.”

Often, it’s difficult to trace the source of information, Slagle says. For example, if someone discovers another person’s home address, it could have come from a range of sources, including real estate record databases, supermarket reward card listings or “locator” sites online. Unlike 20 years ago, the DMV is only one of a constellation of information sources. That can make it difficult to pin down whether there’s a DMV data breach.

Another challenge is the law’s built-in exceptions (see sidebar on page 22). Even when it was first unveiled, the DPPA wasn’t as stringent as it could have been, Slagle adds, because there was concern about making the legislation too restrictive to be useful. That’s led to jurisdictions working to balance privacy protection with access to information, and going beyond the law’s protections to implement better controls.



## DRIVER PRIVACY PROTECTION ACT PRIMER

The DPPA governs the disclosure of personal information at the state level, and specifically focuses on privacy at DMVs. The law was created in response to concerns about harassment, especially after the murder of actress Rebecca Schaeffer in 1989. An obsessed fan obtained her address through her motor vehicle records, and he used the information to stalk and kill the actress. Other abuses included aggressive stalking of abortion providers and patients based on license plate numbers of cars parked at clinics.

The statute prohibits the disclosure of personal information without consent, with 14 permissible exceptions, including for “matters of motor vehicle or

driver safety and theft.” Most often, this means that information can be released in the event of a car accident, or if there’s a major recall that requires an auto manufacturer to send letters to affected drivers.

But it can also mean that insurance companies, researchers (as long as personal information isn’t published), courts and other DMVs can access the information as well. The information can also be used for bulk distribution of marketing materials, as long as people have opted in.

The DPPA establishes criminal fines for noncompliance and puts a civil cause of action into place for people whose information is obtained illegally.

### AAMVA STEPS UP

Because the vetting and verification of driver’s license data plays such a large role in the day-to-day operations of DMVs, AAMVA plays a significant role in providing direction when it comes to privacy, notes Cian Cashin, senior manager of government affairs at AAMVA.

The organization helps the federal government understand that there’s a delicate balance between protecting the privacy of drivers and facilitating governmental functions. “This does not happen in a vacuum, and requires constant and vigilant interaction at both the jurisdictional and federal level,” Cashin says.

One major effort that AAMVA makes toward that balance is encouraging collaboration among members, and information sharing. While information disclosure and practices must be handled very specifically on a jurisdiction-by-jurisdiction basis, Cashin adds that it’s very important for all jurisdictions to have a sense of what approaches others are taking. He says, “We want to make sure everyone is working from the same sheet of music.”

Sometimes, this knowledge swapping is as easy as surfing to another DMV’s website. For example, the Florida Department of Highway Safety and Motor Vehicles addresses the DPPA and privacy on its website, giving very clear information about what drivers can expect in terms of privacy controls. The webpage also includes links to the Florida Statute on DPPA, and forms that drivers can complete to withhold personal information.

### TAKING CONTROL

As AAMVA works to help increase privacy protections at DMVs, those in the organization’s membership can also boost their

control over privacy. Slagle notes that because the DPPA contains exceptions, it has led many agencies to apply stricter statutes or to build additional safeguards into their standard operational protocols.

He points out that jurisdictions have a responsibility to make sure they’re putting their data under digital lock and key, but they also need to ensure that there’s transparency around what’s being done with the information. Equally important, agencies need to be observant about how information is handled. “You can have laws until the cows come home, but if you have people who don’t care about those laws, you’re going to have issues,” Slagle says.

Similar to private enterprise, DMVs should take a closer look at their protections, and find areas that could use additional safeguards. Here are some tactics for making privacy a priority:

- **Perform regular data audits.** Data breaches most often show up as the result of small malware programs inserted quietly into a system—that’s why they call them worms, viruses or Trojan horses. Seemingly benign, they can replicate quickly, becoming a cancer inside a system. To spot these nasties, agencies can run sophisticated data audits that detect abnormalities, especially around unauthorized access.

- **Run a fire drill occasionally.** There’s never a good time to test a system, particularly when you’re dealing with an agency as busy as a DMV. But running a “fire drill” once or twice a year can save an enormous amount of time and effort if any data breaches do occur. Data fire drills are created to test employees on their knowledge of procedures, and to observe how well they might handle real-life situations. It’s not necessary to actually break your system

“THE MISUSE OF IDENTIFYING INFORMATION CAN HAVE DRASTIC, SERIOUS CONSEQUENCES. IT’S IMPORTANT THAT WE, AS A COMMUNITY, KEEP UP WITH THE INCREASING THREAT AND REMAIN VIGILANT.”

— Cian Cashin, senior manager of government affairs, AAMVA

# People Change. Identities Don't.



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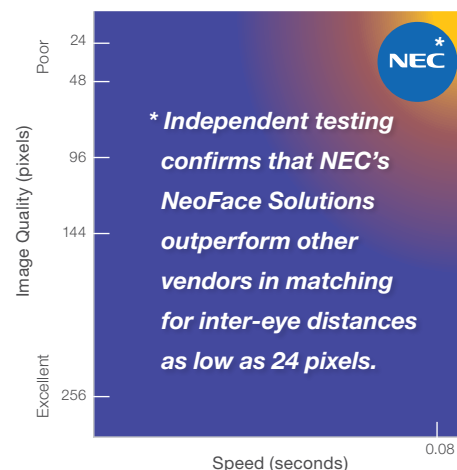
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**“OUR PERSONAL INFORMATION EXISTS IN SO MANY DIFFERENT PLACES THAT IT SEEMS ALMOST IMPOSSIBLE TO EXERCISE CONTROL IN THE NAME OF PRIVACY. ... WE NEED TO BE REALISTIC ABOUT WHAT CAN BE ACHIEVED.**

— Geoff Slagle, director of identity management, AAMVA

(although some companies do just that), but it's helpful to ask employees what they'd do if confronted with unauthorized access requests, suspected data breaches or system failures.

- **Review third-party use agreements regularly.** What took down Target wasn't an internal network issue—it was poor security procedures at a subcontractor that handled the

retailer's HVAC systems. David Poarch, vice president of security solutions at Illinois-based technology consulting firm Forsythe, says that many organizations, public and private, tend to fall down with the vendors they trust. “They don't have much of a plan for how to treat these third-party business relationships because they're so focused on keeping the ‘bad guys’ out,” he says.

- **Check your procedures.** Most, if not all, DMVs have data security procedures in place, but some haven't made sure that those procedures are regularly updated. Given the pace of technology, it makes sense to revisit areas like training and access control on a consistent basis. As the data environment changes, procedures are likely to change as well, so stay on top of privacy and security rather than assuming that a years-old privacy policy is protection enough.
- **Trust your instincts.** Cashin notes that everyone involved in

the use and collection of personal information should be extremely cautious with the release of any data. “Trust your instincts and remind yourself that it's better to be restrictive than generous,” he says, “because once you've released that data, it will continue to live a life of its own.”

- **Be transparent.** Much like Florida's site, other DMVs have moved toward providing straightforward explanations of how records are handled, what protections are in place and the process involved with obtaining someone else's records. For example, the New York DMV offers a variety of links related to record requests, and cites the DPPA as a framework for its policies. This kind of clarity can be useful not just for drivers, but also for DMV employees.

In general, the DPPA provides some level of guidance when it comes to protections and permissible exceptions, but DMVs are likely to find that they need to go beyond those basics in order to lock down privacy.

“As more and more government agencies rely on previously vetted and verified information, it will place additional risks upon our agencies to safeguard that data against those who would use the data for illegitimate or fraudulent purposes,” says Cashin.

“As we've seen in the past, the misuse of identifying information can have drastic, serious consequences. It's important that we, as a community, keep up with the increasing threat and remain vigilant.” **m**



Visit the Multimedia Page on **MOVEmag.org** to watch a video on the topic of driver privacy and the DPPA.



Safeguarding privacy always requires several layers of strategy and multiple tactics. Here are some actions you can take to make your data more protected:

- ☐ Schedule regular data audits that can scan code for abnormalities and unauthorized access.
- ☐ Run “fire drills” on a system a few times per year to gauge response times and procedures.
- ☐ Aggressively limit access to subcontractors and third-party vendors, and review their use agreements regularly.
- ☐ Stay on top of changes in the data environment, especially when it comes to data warehousing, access and security.
- ☐ Review operational procedures to make sure they are as streamlined and efficient as possible; implement consistent training for all employees so they understand these procedures.
- ☐ Trust your instincts when it comes to giving out data; it's better to be restrictive than generous.
- ☐ Include a section on privacy on your jurisdiction's website, if one doesn't already exist. Include links to relevant forms, as well as opt-out forms for people who wish to withhold their information if they'd previously opted in to disclosure.

solve your business problems by following the guidance  
of subject matter experts and your peers

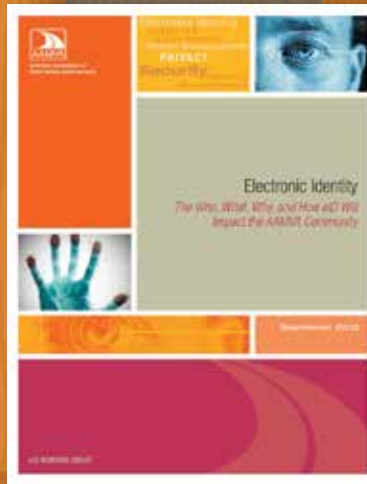


# AAMVA SOLUTIONS & BEST PRACTICES

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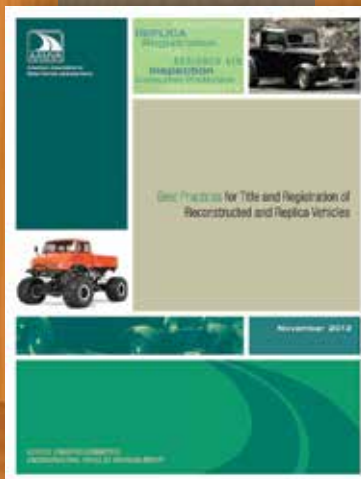
Regulation of  
Three-Wheel Vehicles



Title & Registration  
of Rebuilt & Specially  
Constructed Vehicles



Title & Registration  
of Reconstructed &  
Replica Vehicles

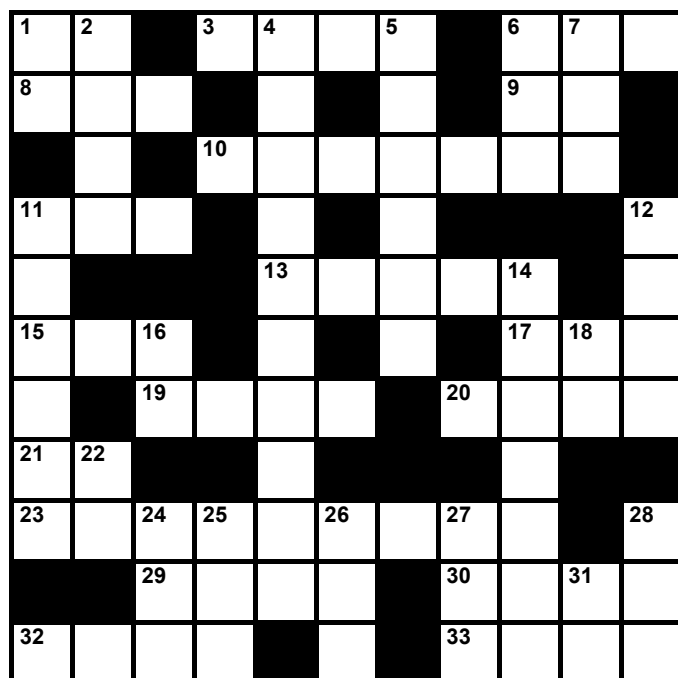


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## CROSSWORD



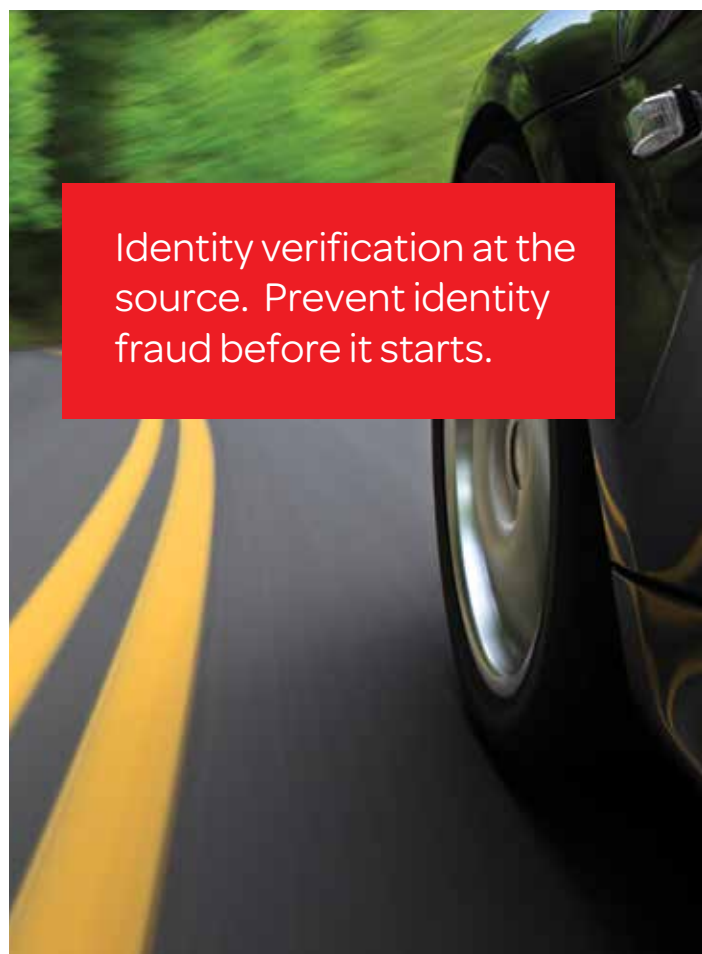
### Across

- 1 Trust framework, for short — key concept in protecting electronic identities
- 3 Weight of single vehicle, abbr.
- 6 Open identity exchange, abbr.
- 8 Owing

- 9 Roman 4
- 10 Important right of driver's license holders: to be preserved by DMVs
- 11 AAMVA's program to ensure only qualified drivers receive commercial driver's licenses
- 13 Criminal deception that will be reduced by the application of DL/ID standards
- 15 Auto route, abbr.
- 16 Emissions watchdog
- 18 Mph measurement area
- 19 AAMVA International Specification \_\_ Card Design
- 20 Main or Market, often
- 22 Following DL/ID procedures, e.g.
- 28 Equal
- 29 Overcome
- 31 Yield or Stop, for example
- 32 Abbreviation for Commercial Driver's Licenses

### Down

- 1 Super Bowl stat, abbr.
- 2 Provide financial resources for
- 4 Acceptable \_\_\_\_ Resource List
- 5 Show
- 6 Operational integration center abbr.
- 7 Top school
- 11 License required for transporting hazardous materials
- 12 Highway
- 14 X'ed out
- 16 Driver's \_\_\_\_\_
- 18 Transcendental number
- 22 In the direction of
- 24 Auto efficiency stat, abbr.
- 25 Writer's tool
- 25 Road rage would be an example of this
- 26 TV network
- 27 "\_\_\_\_\_ a good plan!"
- 30 Light metal used in car manufacture, abbr.



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## INDUSTRY INSIGHT

# AT YOUR SERVICE

## THE NEVADA DMV PARTNERS WITH ITI TO CREATE “DMV-IN-A-BOX.”

BY ANDREW CONNER

Since 2007, DMV customers in Nevada have been able to use self-service kiosks, called “DMV-in-a-box,” to take care of a number of transactions, including vehicle registration renewals, driver history printouts and more. For most transactions, the kiosk provides all of the services the user needs, from information intake to decal printing.

“Probably one of the things that is least known [about the system] is the variety of transactions it can process,” says Troy Dillard, director of the Nevada Department of Motor Vehicles. “The majority of the transactions that are shown on our website are available through the kiosk.”

The “DMV-in-a-box” program is a result of a partnership between the Nevada DMV and Intellectual Technology Inc. (ITI), which began in 2003 when ITI started printing registration renewal decals for Nevada. “We started out with a small contract, and they’ve added capabilities and contracts over the years to where now we’re doing all sorts of things we didn’t do in the beginning,” says Craig Litchin, president of ITI.

At first, some DMV employees were concerned that their

jobs were being replaced, but this wasn’t the case. “Because [the kiosks] were only located within our offices, there were concerns that somehow they would jeopardize technicians’ jobs,” says Dillard. “Nothing could be further from the truth because the volume of transactions and customers continues to increase.”

Eventually, the partnership evolved to include the DMV-in-a-box program and a full-scale print-on-demand service that is in offices statewide. The Nevada DMV

**“THE WORD ‘PARTNERS’ IS OVERUSED, BUT WITH THEM IT TRULY IS A PARTNERSHIP. THEY COME TO US AND SAY ‘WE WANT TO DO THIS, WHAT ARE YOUR THOUGHTS?’ AND WE TRY TO HELP THEM MAKE THEIR IDEAS HAPPEN.”**

—Craig Litchin, president, ITI

now also offers terminals in locations like banks and grocery stores so that customers conveniently can transact their business without even stepping foot in a DMV. Some terminal locations are even open 24/7.

While this sounds great, there is still the question of whether all of the automation



*Self-service kiosks like Nevada’s “DMV-in-a-box” result in shorter lines and wait times, and improved customer satisfaction. Customers can renew a registration in less than 2 minutes.*

has been worth it. According to Dillard, the program has been a significant success. “The statistics themselves show the picture,” he says. “Year over year, transactions continue to rise on the kiosks to where we’re pushing about 50,000 transactions a month. That’s in a state with a population of a little over 2 million. Putting them out

its customers,” says Litchin. “The word ‘partners’ is overused, but with them it truly is a partnership. They come to us and say ‘We want to do this, what are your thoughts?’ and we try to help them make their ideas happen.”

Dillard expressed a similar sentiment: “It’s been successful because they invest as much into the partnership as we do,” he says. “Many times, they’re coming up with ideas for improvements without the state having to monitor every little detail of the contract.”

And the future for DMV-in-a-box looks bright, as it will continue to offer more services for customers. “There’s a lot of research going on right now for the potential for kiosks to capture photos for driver’s licenses—it would capture the image and run it through facial recognition software—so [a user] would be able to process a renewal of a driver’s license without ever coming into a DMV,” says Dillard. **m**

# Q & A WITH **DEB HILLMER**

INTERVIEW BY KATHLEEN HAGAN

**RECENTLY RETIRED, FORMER DIRECTOR OF THE SOUTH DAKOTA DIVISION OF MOTOR VEHICLES, DEB HILLMER, REFLECTS ON HER 40-YEAR CAREER.**



**YOU RETIRED ON MAY 8 AS THE DIRECTOR OF THE DIVISION OF MOTOR VEHICLES IN SOUTH DAKOTA. HOW DOES THAT FEEL?**

I feel somewhat sad because I'm leaving all of my friends, acquaintances and co-workers, and because I'm no longer working for the good people of South Dakota. It also feels good to be retiring, because I am no longer carrying that workload on my plate.

I will truly miss the creative side of being able to deliver

services to the people of South Dakota. Working in the DMV, you really need to have a passion for it. I'm going to miss being a part of the solution, but I'll look for other opportunities to get involved in my retirement.

**TELL ME A LITTLE BIT ABOUT YOUR CAREER.**

I've been working for 40 years! I started with the South Dakota Department of Revenue in 1974 as a claims clerk, and have worked my way up. I was continually promoted; I had bosses that saw things and capabilities in me that I didn't even see in myself. In 1984, when the South Dakota Department of Revenue took over the Division of Motor Vehicles, I was presented with an opportunity to be deputy director of the Division of Motor Vehicles. Within two years, I was promoted to director.

**WHAT IS ONE OF YOUR FONDEST MEMORIES AT THE SOUTH DAKOTA DMV?**

I have a lot of fond memories. I worked for former South Dakota Governor Bill Janklow, and he was a very interesting person—and very supportive. It was not unheard of for him to call you directly and ask you questions.

More recently, in March of this year the Senate Transportation Committee presented me with a commemoration for my years of service. That meant a lot to me, because I don't think that happens very much.

**WHAT IS YOUR PROUDEST ACCOMPLISHMENT AS DIRECTOR?**

One of my goals was to change how we did things and move our

**“ I'VE BEEN HEAVILY INVOLVED IN A NUMBER OF ACTIVITIES WITH AAMVA, INCLUDING SAVING THE NATIONAL MOTOR VEHICLE TITLING INFORMATION SYSTEM (NMVTIS). ... I WAS AN ADVOCATE FOR KEEPING IT BECAUSE I SAW THE ADVANTAGE FOR THE JURISDICTIONS. I WAS 'HONORED' WITH THE TITLE OF 'QUEEN OF NMVTIS.**

**A** “IN MARCH OF THIS YEAR THE SENATE TRANSPORTATION COMMITTEE PRESENTED ME WITH A COMMEMORATION FOR MY YEARS OF SERVICE. THAT MEANT A LOT TO ME, BECAUSE I DON’T THINK THAT HAPPENS VERY MUCH.

Division into the 21st century through the use of technology—and I did that. During my time as director, we implemented computer systems in the 66 counties across the state, which changed the way we did business. Our citizens today can do Internet renewals and use self-service terminals. We’re still looking for other ways to do business with citizens—like getting all of our dealers online. We’ve also built a system where we have set ourselves up to be able to do electronic titles.

**TELL ME A LITTLE BIT ABOUT YOUR INVOLVEMENT WITH AAMVA.**

I’ve been heavily involved in a number of activities with AAMVA, including saving the National Motor Vehicle Titling Information System (NMVTIS). AAMVA was on the verge of pulling the funding for that particular project, and I was an advocate for keeping it because I saw the advantage for the jurisdictions. I was ‘honored’ with the title of “Queen of NMVTIS.” My colleagues in South Dakota call me “Queen of DMV.”

I was AAMVA’s Chair of the Board in 2007. The year I took over as chair, my husband and I rode our motorcycles from South Dakota to Burlington, Vt. I thought that if I could ride a motorcycle that far, that



*Deb Hillmer was honored with a certificate of appreciation for her years of dedication and service to AAMVA at the 2014 Workshop and Law Institute in St. Louis.*

I could handle being Chair of the Board. I was there during a challenging time, and I think we put AAMVA in a better direction and provided more state-driven solutions to some of the issues.

**I HEAR YOU’VE BEEN A FIXTURE AT AAMVA CONFERENCES FOR A NUMBER OF YEARS. WHAT WAS YOUR FAVORITE CONFERENCE DESTINATION AND WHY?**

My favorite destination was South Dakota. Everybody always says things about how there’s nothing there, so having [the international conference] in South Dakota

and getting to show off all of the good things about the state—like Mt. Rushmore, the Black Hills and Crazy Horse—was one of the best things I got to do. It’s a beautiful state!

**WHAT ARE YOU PLANNING TO DO IN YOUR RETIREMENT?**

My husband and I are currently building a home in the country to be close to my mother, who is 85 years old. We’re going to help her and take care of her. I hope to travel a bit, read, spend time with my six grandchildren and just enjoy life. I also like to garden a lot. I make a mean salsa.

**ARE THERE ANY HOT TOPICS WITHIN THE MOTOR VEHICLE COMMUNITY RIGHT NOW THAT ARE IMPORTANT TO YOU?**

Yes: I think e-titling and the e-odometer are going to be key to the member jurisdictions down the road. It’s probably going to be at least five years to get people to buy into these ideas and participate, but I think the jurisdictions can set the roadmap for these services.

**ANYTHING ELSE YOU’D LIKE TO ADD?**

I started with the Department of Revenue at age 19, and I think that’s pretty unique. **m**



WE HEAR FROM NIST'S  
JEREMY GRANT ON PRIVACY.

# Turning the Privacy Model on its Head

## JEREMY GRANT

SENIOR EXECUTIVE ADVISOR FOR IDENTITY MANAGEMENT, NATIONAL STRATEGY FOR TRUSTED IDENTITIES IN CYBERSPACE, NATIONAL INSTITUTE OF STANDARDS AND TECHNOLOGY

The National Strategy for Trusted Identities in Cyberspace (NSTIC) is a White House initiative that looks to raise the level of trust online by addressing three issues:

- 1. Passwords.** The humble password is creating major security problems for all of us. According to the 2013 Data Breach Investigations Report, a global study conducted by Verizon, 76 percent of network intrusions in 2012 exploited weak or stolen credentials, primarily passwords. NSTIC calls for the country to get away from passwords and move toward more secure and resilient solutions for authentication.
- 2. The question of identity online.** A little over 20 years ago, a famous cartoon in *The New Yorker* depicted a dog sitting at a computer with the adage "On the Internet, nobody knows you're a dog." Twenty years later not much has changed. Sometimes you want to be anonymous online, but sometimes you have a need to prove you really are you. Many

public and private sector services are not available online today because service providers don't have an easy way to know that people are who they say they are. NSTIC calls for consumers to be able—when they so choose—to more easily prove their true identity online.

- 3. Privacy.** At a time when the amount of data on all of us is increasing—and with it, the risk of this data being stolen or misused is growing—how do we give people the ability to prove they are who they say they are in a way that enhances privacy instead of introducing more risk? By designing privacy from the ground up into the "identity ecosystem," we are working to turn the way that people think of privacy and security on its head. We're creating a "user-centric" ecosystem that puts the user in control.

While there are currently laws in place—like the Driver Privacy Protection Act—that restrict data sharing, we're looking at changing that model [within the existing laws] to one in which people can personally manage their data, choose to share it with others and have control over where it goes. For example, a NSTIC pilot that AAMVA is leading in Virginia, called the Cross Sector Digital Identity Initiative (CSDII), is

allowing citizens to ask the DMV to assert certain validated attributes about themselves on their behalf to online service providers, enabling those providers to provide secure, privacy-enhancing online access to sensitive information like medical records.

DMVs are in a unique position. All jurisdictions are doing “identity proofing” when people come in person to apply for a driver’s license, validating key attributes about applicants. DMVs clearly have restrictions on sharing that information, but why does that preclude citizens from asking the DMV to assert this information on their behalf when they need to convince an online service provider that they really are who they claim to be? By putting citizens in charge of these requests, we turn



**“ DMVs CLEARLY HAVE RESTRICTIONS ON SHARING ... INFORMATION, BUT WHY DOES THAT PRECLUDE CITIZENS FROM ASKING THE DMV TO ASSERT THIS INFORMATION ON THEIR BEHALF WHEN THEY NEED TO CONVINCE AN ONLINE SERVICE PROVIDER THAT THEY REALLY ARE WHO THEY CLAIM TO BE? BY PUTTING CITIZENS IN CHARGE OF THESE REQUESTS, WE TURN THE OLD MODEL ON ITS HEAD.**

the old model on its head.

Of course, when sharing that private data electronically, we are using privacy enhancing encryption to ensure maximum security and maximum privacy, which are both very important in that environment. We architected this program to build in privacy from the start.

With CSDII, Virginia has been a real pioneer in rethinking what is possible when it comes to what DMVs can do in the identity space. Historically, DMVs have had a limited view here, focusing on providing credentials to people so they can operate motor vehicles. If DMVs are willing to embrace the fact that they are in the identity business, they

have a tremendous opportunity to provide user-centric identity services to citizens that help them do business online in a way that enhances security and privacy—and help service providers, including state governments, offer a number of new types of transactions online. **m**

# DOWN THE ROAD

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# LEADING THE WAY



When I decided that I wanted to make my year as AAMVA Chair all about leadership, I was very excited to be able to bring something new and fresh to the position! I am happy to report that I have made every effort to move the organization forward and prepare us for the future, both internally and externally. Currently, we are working on the AAMVA Strategic Planning

process, and we will have a refreshed plan in place by the time our August board meeting in Dover, Del., occurs.

This process has been a very good exercise, and one that equally balances the needs of member jurisdictions with allowing AAMVA to grow as an organization. The board is truly focused on setting goals that include cutting-edge technology and performance management, as well as internal staff development and growth. AAMVA staff members are among the most talented and dedicated people with whom I have had the pleasure of working during my 25 years of public service. Ensuring that they have all of the tools they need to do their jobs is of the utmost importance to the success of the organization.

I am also very excited about launching the AAMVA Leadership Academy (ALA). As many of you know, this is one of my most important initiatives as Chair. The ALA will be focused on bringing up-and-coming leaders from member jurisdictions together to complete an intensive week-long program that will include exposure to our federal and industry partners, as well as teaching valuable and specific leadership skills. The ALA will

also allow for networking and exchanging of information among participating jurisdictions, which will further enhance the program by creating strong and valuable friendships.

I am also advocating for a portion of the ALA program to be dedicated to teaching creative leadership. All of our jurisdictions face similar fiscal and resource challenges that require “out-of-the-box” thinking and creativity. This leadership skill is sometimes overlooked, but it is extremely important. There is much efficiency that can be garnered by partnering with other agencies and/or industries. I have been using this approach for many years in Delaware, which has led to mutually beneficial creative partnerships with various agencies, as well as with private firms. I find that it takes a specific type of leadership skill and open-mindedness, and I want to share these concepts through the ALA. Look for more information on the launch of the Academy in the coming weeks. I hope to see you all at the upcoming conferences! **m**

*J Cohan*

Jennifer Cohan  
AAMVA Chair of the Board



Check in with Jennifer on **MOVEmag.org**. Watch the “Checking In With the Chair” video on the Multimedia Page.



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