

move

The Fraud Squad

DMV investigators employ the cutting-edge tools of detectives to take a bite out of crime



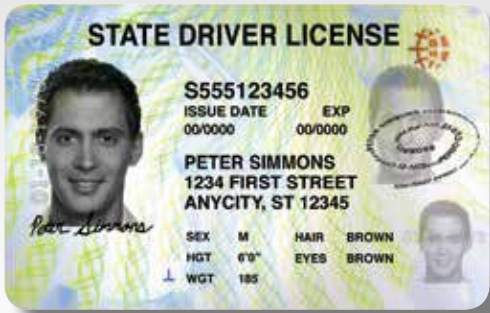
Easy Ridin'
Improving safety training and testing for motorcyclists





DRIVE ENHANCED SECURITY & SERVICES

CONNECTING CITIZENS & GOVERNMENTS



Entrust Datacard offers the solutions government agencies need to control costs, drive efficiency and mitigate program risk. Solutions range from citizen enrollment and credential issuance to technologies for authentication, renewal and revocation of both physical and digital credentials. Our commitment to understanding industry best practices and standards, along with an open, flexible architecture, helps ensure security and flexibility for governments and the citizens they serve.

Entrust Datacard provides solutions for:

- 65+ drivers license programs worldwide
- 40+ million licenses issued per year
- 15+ license programs in North America

Visit datacard.com/MOVEMag for a FREE white paper about optimizing the laser engraving of ID documents



AS A TRUSTED

PARTNER WE ARE BY YOUR SIDE WORLDWIDE.



All products from G&D have one element in common: Trust.

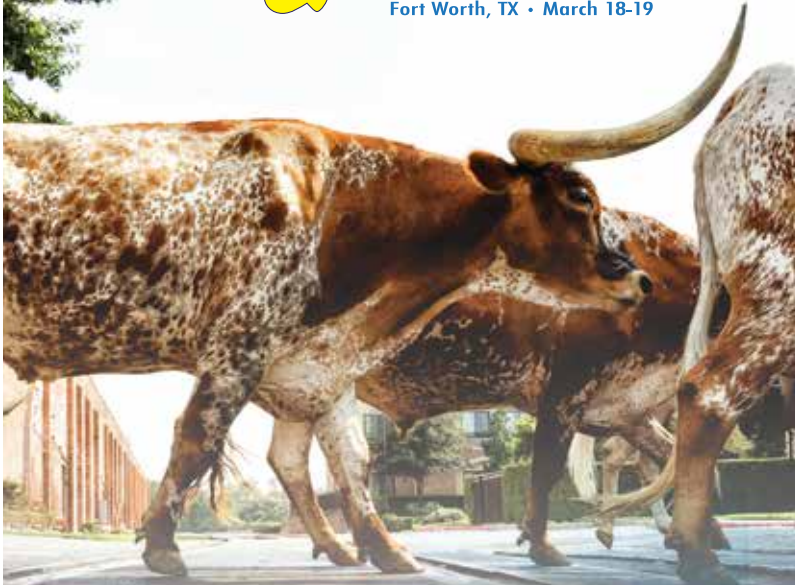
At Giesecke & Devrient (G&D), we understand how critical it is to keep our citizens' information and identities protected. As a trusted partner of governments and issuers around the globe for more than 160 years, we provide the highest level of security for today's world and the rapidly evolving technology of a digital future.

G&D's end-to-end solution for secure central issuance of Driver Licenses includes enhanced card design, maximizing resistance to counterfeiting and tampering; full card production and personalization; and ad fulfillment to your customer. Manufacturing and card storage is contained within our centralized, high-security facilities to protect against misuse and identity theft. To find out more, please visit us at any of the upcoming AAMVA Conferences, or give us a call at 1-800-387-9794 ext. 2809.



Giesecke & Devrient
Creating Confidence.

2015
Workshop
& **law institute**
Fort Worth, TX • March 18-19



**REGISTER
ONLINE
T★DAY**
AAMVA.ORG

MARCH 18-19
2015



move

PUBLISHER
Anne Ferro, President & CEO

VICE PRESIDENT, MEMBER SERVICES & PUBLIC AFFAIRS
Ian Grossman

DIRECTOR, MARKETING & COMMUNICATIONS
Noemi C. Arthur, MBA

MARKETING & DESIGN MANAGER
Eric Dunn | edunn@aamva.org

MEDIA SERVICES
PROVIDED BY GLC
1-847-205-3000 |
www.glcdelivers.com

EDITOR
Kathleen Hagan

SENIOR DIRECTOR,
CLIENT STRATEGY
Rene Ryan

ART DIRECTORS
Enrique Cruz Jr.,
Scott Oldham

EDITORIAL
Have a story to share? Email us at move@aamva.org.

MOVE magazine is the winner of a 2014
APEX® Award for Publication Excellence.



2014-2015 BOARD OF DIRECTORS
Chair of the Board | Mark Lowe, Iowa
Vice Chair | Rick Holcomb, Virginia
Secretary | Jean Shimoto, California
Treasurer | Brad Simpson, Utah
Jennifer Cohan, Delaware; Kurt Myers, Pennsylvania; Patty Morneault, Maine; Heidi Francis, Ontario; Robert Ide, Vermont; Tony Lawler, Mississippi; Jack Miniard, Kentucky; Robert Mikell, Georgia; Michael Wartella, Michigan; Patrick Fernan, Wisconsin; Terri Coombes, Illinois; Stacey Stanton, Arizona; Tom McClellan, Oregon; Ron Replogle, Missouri

COPYRIGHT
©2015 by the American Association of Motor Vehicle Administrators. All rights reserved. Materials may not be reproduced without written permission, except for educational purposes where fewer than 100 copies are being reproduced. Email copyright questions to move@aamva.org.

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

ADVERTISING SALES
Robert Stershic, Sales Manager, Business Solutions
rstershic@aamva.org
703-908-2825 (work)
703-839-0647 (cell)

POSTMASTER
Send address changes and circulation inquiries to:
MOVE Magazine
AAMVA
4401 Wilson Blvd., Suite 700
Arlington, VA 22203

Printed in the United States of America.



MOVE is the publication of the American Association of Motor Vehicle Administrators. For more information visit www.aamva.org



The fastest growing provider of DL solutions in North America now has a bigger engine

Welcome to the new Marquis ID, a Gemalto company: Offering driver's license solutions that secure you now and into the future. With Marquis ID Systems (MIDS), a Gemalto company, customers can now take advantage of the most advanced security technology, a 100 percent customer satisfaction rating and issuance centers across North America. Find out how your program can benefit from our coast to coast experience in deploying driver's license solutions and leverage the innovative technologies from Gemalto, the world leader in digital security with more than 80 Government ID programs worldwide.

Contact us today for more information: Marquis-id.com

 MARQUIS-ID.COM



CONTENTS

WINTER 15 VOL. 20 NO. 1

COVER STORY



The Fraud Squad

20 DMV investigators work with local and federal government agencies to fight internal and external fraud.

—BY JAMIE FRIEDLANDER

FEATURES

14 Easy Ridin'

An increase in fatal motorcycle crashes calls for improved safety training and testing. —BY ANDREW CONNER

28 Behind the Wheel

MOVE catches up with Brian McLaughlin, former senior associate administrator of Traffic Injury Control at NHTSA. —INTERVIEW BY LIZA BERGER

6 Musings

Are you seeing an increase in baby boomers renewing their motorcycle licenses?

8 In the Headlights

The countdown to compliance is on for the CDL Testing and CLP Standards Final Rule.

9 Jurisdiction Spotlight

A look inside the creation of California's DMV Answerman YouTube video series.

10 Dashboard

See the results of recent surveys related to fraud issues.

12 Road Trip

Learn what's happening around the AAMVA regions.

26 Industry Insight

The Arizona DMV partners with Help, Inc. to make highways safer by using PrePass.

27 AAMVA Crossword

Try your luck with this issue's puzzle.

30 Crossroads

Three perspectives on the value of DMV investigators.

32 Taillights

Mark Lowe reflects on the inaugural AAMVA Leadership Academy.



FOUNDED UPON TRUSTED CUSTOMER-FOCUSED RELATIONSHIPS, WE DELIVER

SECURE, QUALITY CARD PRODUCTION IN YOUR HOUSE



LISTEN. DEVELOP. DELIVER.



CANADIAN BANK NOTE COMPANY, LIMITED | CBN SECURE TECHNOLOGIES, INC.



Q: ARE YOU SEEING AN INCREASE IN BABY BOOMERS RENEWING THEIR MOTORCYCLE LICENSES OR OBTAINING A MOTORCYCLE PERMIT/LICENSE FOR THE FIRST TIME?

KURT STROMBERG, *Motorcycle Education Coordinator, Utah Driver License Division*

Utah has seen a 63 percent decrease in first-time motorcycle endorsements issued among baby boomers in the last 10 years. In 2004, Utah issued 2,254 first-time endorsements. In 2014, that figure dropped to 1,421 for that age group. However, Utah has seen a 167 percent increase in renewals of motorcycle endorsements among baby boomers in the last 10 years. The Utah Driver License Division renewed 9,070 endorsements in 2004 and 14,751 in 2014.

We can determine from this information that as baby boomers age, the interest in new riders learning to ride may be waning. But with those baby boomers who already had a motorcycle endorsement, the interest and excitement of riding still exists.

FRED ZWONECHEK, *Nebraska Highway Safety Administrator, Nebraska Office of Highway Safety*

In Nebraska, the number of motorcycle license endorsements [in

general] has increased 12 percent in the past five years (2010–2014). The percentage of women operators has increased by 1 percent. The percentage of riders under the age of 21 decreased from 1.9 to 1.5 percent, while the percentage of riders ages 60 and older increased from 17 to 23 percent. The percentage of all licensed motorcycle operators with a CDL endorsement remains at 27 percent. When broken down into five-year age groups, the largest percentage of motorcycle licensees are those ages 50–54 at 13 percent. There are currently eight individuals ages 95 and older that hold a valid Nebraska motorcycle endorsement.

CRAIG YETTER, *Community Relations Coordinator, PennDOT Safety Administration*

In the past 10 years, the total number of licensed motorcyclists [in Pennsylvania] has increased by nearly 100,000. In 2004, nearly 46 percent of licensed motorcyclists were baby boomers between the ages of 50 and 70, with the highest

representation of riders ages 50–58. In 2013, the percentage of licensed motorcyclists in that age group grew to 55 percent of the overall population of licensed motorcyclists, with the highest representation of riders falling in the 52–62 age group. The total population of motorcyclists in the baby boomer age group increased by more than 126,000 between 2004 and 2013. The number of motorcycle registrations in the same time period rose from 288,196 to 405,209—an increase of over 117,000.

RICK KILEY, *Director, South Dakota Motorcycle Rider Education Program, South Dakota Safety Council*

Since 2008, the number of baby boomers obtaining motorcycle licenses in South Dakota has

increased at a rate of over 42 percent. The largest increase has occurred with boomers between the ages of 61 and 67. Boomers in this age category have seen motorcycle license increases close to 70 percent.

The baby boomer generation makes up the largest segment of South Dakota’s riding population at 49 percent of licensed motorcyclists, but they only account for 39 percent of motorcycle drivers involved in crashes. Despite concerns regarding the increased number of baby boomers operating motorcycles, the statistics illustrate they are underrepresented in crashes. In South Dakota, riders up through age 29 continue to be overrepresented [in crashes] when compared to their portion of licensed motorcycle operators. **m**

AS BABY BOOMERS AGE, THE INTEREST IN NEW RIDERS LEARNING TO RIDE MAY BE WANING. BUT WITH THOSE BABY BOOMERS WHO ALREADY HAD A MOTORCYCLE ENDORSEMENT, THE INTEREST AND EXCITEMENT OF RIDING STILL EXISTS.

—**Kurt Stromberg**, motorcycle education coordinator, Utah Driver License Division



OT, INDUSTRY LEADER IN SECURE DRIVER'S LICENSE SOLUTION

**HIGH LEVEL SECURITY FEATURE
FOR DRIVER LICENSES**

FULLY COMPLIANT WITH LATEST STANDARDS

LEADER IN DIGITAL SECURITY SOLUTIONS

SECURE CENTRAL ISSUANCE FACILITIES

To learn more, visit us at the upcoming AAMVA
Conferences or call us at (703) 322-8965

COUNTDOWN TO COMPLIANCE

TIME IS RUNNING OUT TO ADOPT NEW CDL TESTING AND CLP STANDARDS

BY KATHLEEN HAGAN

There's been a big push by the Federal Motor Carrier Safety Administration to make sure states are becoming compliant with the federal CDL program. A number of new regulations have already been put into effect over the last couple of years, and now states are encouraged to 'Go Green in 2015.' In other words, they should be in compliance with all of FMCSA's CDL requirements by Sept. 30, 2015, or they risk the withholding of a small percentage of their Highway Fund dollars by the USDOT.

In mid-2015, particularly important parts of the CDL program that states must start enforcing are the new requirements listed in the Commercial Driver's License (CDL) Testing and Commercial Learner's Permit (CLP) Standards Final Rule. "It's really affected the entire CDL program in ways that are pretty intense," says Kevin Lewis, director of driver programs at AAMVA, of FMCSA's final rule.

The rule amends the CDL knowledge and skills testing standards and establishes new minimum federal standards for states to issue a CLP. Prior to the final CLP rule, there had never been a federal requirement for jurisdictions to issue a learner's permit to individuals learning how to drive a truck. Beginning July 8, 2015, FMCSA will require that all CDL applicants must hold a CLP for 14 days before they are eligible to take the skills test.

The new CDL program regulations also state that a CLP can be valid for up to 180

days, and that a jurisdiction may extend the permit's issuance for up to an additional 180 days only once without requiring the permit holder to retake the knowledge test. "Hopefully this will be enough of a hindrance to prevent drivers from participating in tandem driving while holding permits for eight, 10 or 12 years without ever obtaining a license," Lewis says.

In terms of the testing standards, both knowledge test and skills test examiners will need to undergo testing themselves in order to become examiners for the CDL test. Criminal background checks will be required of examiners, and any fraudulent activity or a felony conviction would disqualify an individual from being a CDL examiner. Additionally, CDL training school instructors will not be allowed to test the specific individuals that they train.

Lewis notes that states will face a cost to change or implement these new regulations, and that AAMVA and FMCSA want to work with the jurisdictions to help them come into compliance. "FMCSA holds monthly phone calls to talk about this topic, and there are CDL program improvement grants available to help the jurisdictions financially," he says. **m**

STATES MUST BEGIN ENFORCING ALL PROVISIONS OF THE CDL TESTING AND CLP STANDARDS FINAL RULE BY JULY 8, 2015.



AAMVA is here to help! We continue to work with jurisdictions toward compliance with the CLP Standards Rule by offering the following programs: CDLIS 5.3.2 Software Release, CDLIS Reports, CSTIMS enhancements, ROOSTR Lite application and the IDEC program. For more information on these services, please visit aamva.org/CDL-program.





LIGHTS, CAMERA, ACTION

CALIFORNIA DMV CREATES YOUTUBE VIDEO SERIES

BY KATHLEEN HAGAN

In an effort to educate California citizens about how to complete various DMV tasks easily and efficiently, the California Department of Motor Vehicles created and launched its *DMV Answerman* video series on YouTube in 2012.

The series has really taken off, with six published videos collectively achieving over 85,000 views by the end of 2014.

“A lot of the time the DMV is very overwhelming for people, so we had an idea to create some YouTube videos to relay information in a fun and entertaining way,” says Jessica Gonzalez, public information officer at the California DMV.

The videos provide answers to some of the most common DMV questions. To date, the California DMV has published six videos, and three more are in the works. The topics are:

- how to get a driver’s license;
- how to get a smog certificate;
- how to change your name on a license;
- how to sell or transfer a vehicle;
- how to get a learner’s permit;
- car insurance requirements;
- what to do if you lose a driver’s license or ID card (future video);
- what ‘points’ on a driver’s license are (future video); and
- how to register a vehicle for the first time (future video).

Fortunately, the California DMV has the tools to create, shoot and edit the videos in-house. They hired an actor to play a quirky and goofy Answerman, hit the streets of Sacramento to get real people to ask him questions, and then went back to the DMV’s TV studio to edit the footage into a segment.

According to Gonzalez, the toughest part of the project happened at the beginning. “I think the biggest challenge, especially when dealing with state agencies, is that you need to get the facts right in order to get the buy-in and approval of your organization,” she says. “Outside of our Public Affairs department, people didn’t understand what a script was and kept getting hung up on the creative aspect of the videos. What you should do is present the facts first, get the people in your organization to approve, and then you can write the script and work internally.”

The California DMV saw so much success with *DMV Answerman* that it began a Spanish language video series in October 2014 called *El Sabelotodo Del DMV* (DMV’s Mr. Know It All). “The main character isn’t quite as quirky as Answerman—he’s more of a sophisticated and worldly character—but it’s the same idea in terms of relaying information to the customer,” Gonzalez says.

Gonzalez also notes that the project has exceeded the DMV’s expectations. “We weren’t really sure what was going to happen when we put it on YouTube, but it has been received really well,” she says. “It’s definitely been a great experience.” **m**



Visit [YouTube.com/user/CaliforniaDMV](https://www.youtube.com/user/CaliforniaDMV) to view the *DMV Answerman* video series.

FAKING IT

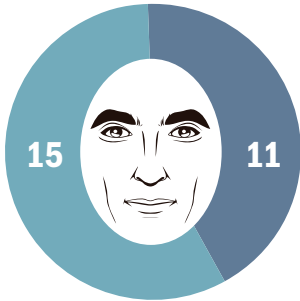
BY JANICE DLUZYNSKI, AAMVA'S DATA LADY

Fraud is an important topic in the motor vehicle community. Here are the results of some recent surveys the jurisdictions have done on issues related to fraud. The full details of each of these surveys can be viewed in the AAMVA online survey tool at: aamva.org/Survey/User/Search.aspx.

VEHICLE TITLE AND LICENSING FRAUD [26 respondents]

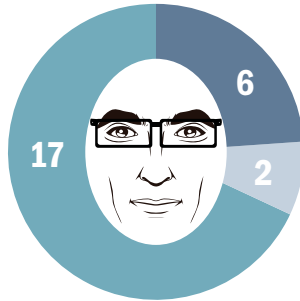
Does your jurisdiction have a vehicle fraud training program in place for its vehicle and vessel licensing offices?

Yes: ● No: ●



Does your jurisdiction have state-owned and operated offices, independent privately-owned offices, or both?

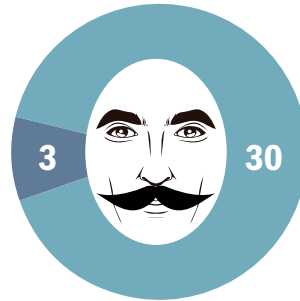
State-owned and operated: ●
Independent privately-owned: ●
Both: ●



FRAUDULENT DOCUMENT TRAINING [33 respondents]

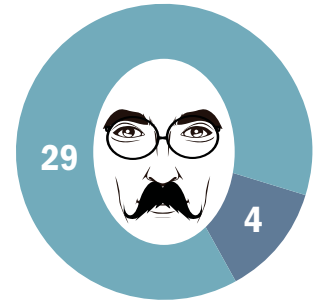
Does your department provide fraudulent document training?

Yes: ● No: ●



Are employees required to take fraudulent document training?

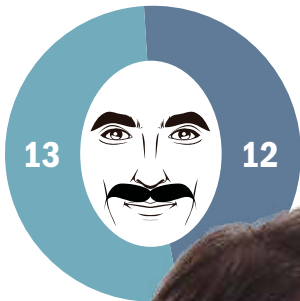
Yes: ● No: ●



ID CARD FRAUD [25 respondents]

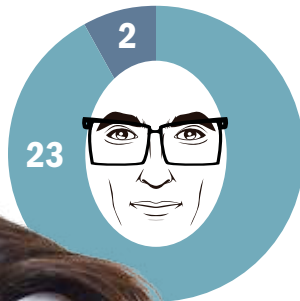
Does your fraud investigative unit have criminal justice authority?

Yes: ● No: ●



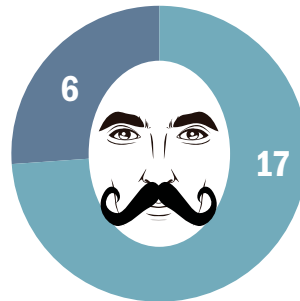
Are ID card and driver's license fraud handled the same way?

Yes: ● No: ●



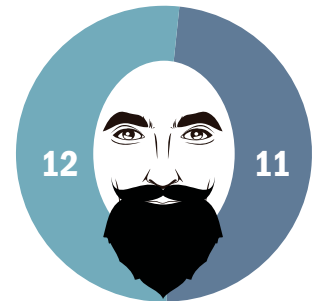
Does your state suspend, cancel, deny or revoke for ID card fraud?

Yes: ● No: ●



Does your state impose a financial penalty for ID card fraud?

Yes: ● No: ●



AAMVA's website has resources related to fraud prevention and detection. You will find information on available publications, training opportunities, verification systems and more. Visit aamva.org/Fraud-Prevention-and-Detection.

People Change. Identities Don't.



NeoFace® Match

Development Tools & Services

NeoFace® Watch

Surveillance Applications

NeoFace® Smart ID

Mobile Applications

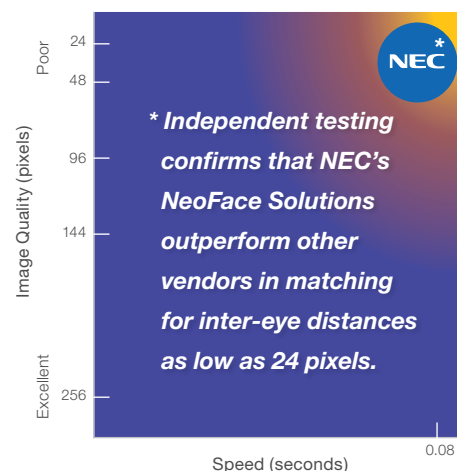
NeoFace® Reveal

Investigation Applications

NeoFace Solutions. Keeping communities safer with the fastest, most accurate facial recognition solution available.

New advances in technology have established facial recognition as an effective and non-intrusive tool for identification. With NeoFace Solutions, you can now look for duplicate enrollments in large databases quickly and without sacrificing accuracy. Independent testing confirms that NeoFace technology is the most resistant to variants in ageing, race and pose angle.

NeoFace Solutions, simply the fastest and the most accurate.



Protect your community: www.necam.com/neoface-id

Empowered by Innovation



Massachusetts extends license renewal period for sick drivers



A recently proposed Massachusetts bill would extend the driver's license renewal period for people who have lost their hair due to illness by one year. Normally, Massachusetts drivers must renew their license every 10 years, and for people who have lost hair due to illness, this could mean living with a photo that is a constant reminder of that sickness.

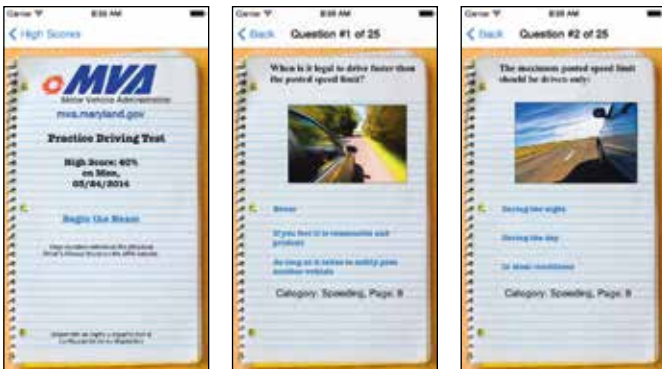
That is what happened to Mary Waldron, a Massachusetts resident who was the inspiration for this bill. Waldron had no choice but to renew her license while ill, and now that she is in remission and sports a full head of hair, her driver's license photo brings up painful memories. This bill aims to avoid similar situations in the future.

Mobile app developed by Maryland reaches 500,000 downloads



An app developed by the Maryland Motor Vehicle Administration is celebrating a milestone of more than 500,000 downloads. Available from both the Google Play and iTunes stores, the app, called the Maryland Practice Driving Test, is a resource for people planning on taking the Maryland driver's knowledge test.

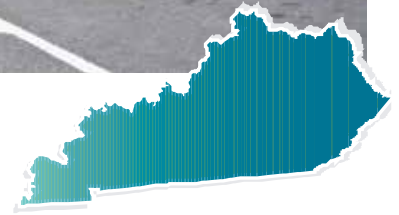
The app has not only been successful in its download numbers, but it has also helped reduce wait times at DMV offices because more drivers are passing the test on their first try. Most users take the practice test offered on the app until they score 100 percent, which makes them far more likely to pass the official exam when they come into the DMV and take it.



The Maryland Practice Driving Test app serves as a practice guide to help new drivers prepare for the knowledge test they must pass in order to obtain a learner's permit or driver's license. Additionally, any driver can use the app as a resource to review the rules of the road and basic driver safety.



Kentucky's new truck inspection program is project of the year



A new program initiated by the state of Kentucky aims to inspect more of the large commercial trucks that pass through the state. Called KATS—Kentucky Automated Truck Screening—the program combines multiple scanning technologies to collect and process information as a commercial vehicle approaches a weigh station. The Intelligent Transportation Society of the Midwest named KATS its project of the year.

Prior to KATS, only 1 percent of the 3.5 million large commercial trucks that passed through Kentucky weigh stations were inspected. The state expects that figure to change as it establishes KATS in more locations, producing safer roadways and a possible increase in revenue.

Virginia law requires more frequent license renewal for the elderly



A Virginia law effective January 1, 2015, requires drivers over the age of 75 to renew their driver's licenses in person every five years, changing the previous requirement of every eight years. The goal of this law is to ensure safer roadways for drivers.

"In many cases, seniors are some of the safest drivers out there. However, we know that aging naturally brings about health changes that can affect driving," Virginia DMV Commissioner Rick Holcomb says in a press release.

The law is partially inspired by and named after Darren Morrell, a Virginia resident who lost his life in a motorcycle crash caused by an elderly man who turned into traffic without looking.





Iowa DOT is creating digital driver's licenses

Soon enough, citizens of Iowa will no longer need to carry around a traditional plastic driver's license in their wallet or purse. They'll have the ability to access an official digital version of their license—as issued by the Iowa Department of Transportation—via an app on their smartphones.

According to the *Des Moines Register*, Iowa DOT Director Paul Trombino describes the app as a highly secure “identity vault app” that will require a verification PIN. “Having this really allows people to protect their identity,” he says.

Trombino says the app will become available sometime in 2015, and it will be provided to Iowa drivers at no additional cost.

Photo: Iowa Department of Transportation



A special feature on the Iowa digital driver's license shows what looks like the driver's face rotating from side to side as an added security measure.

DMV customers are waiting less in Wisconsin



A new report issued by the Wisconsin Department of Transportation reveals that the Wisconsin Department of Motor Vehicles is making good progress toward its goal of making DMV interactions as quick and convenient as possible—without increasing its staff.

As of December 2014, the majority of visitors to DMV customer service centers are served within 10 minutes, most phone calls are answered by a customer service representative within two minutes, and customers have access to immediate service online for select transactions.

To help lower wait times at the DMV, Saturday hours were added at two of the state's busiest service centers in Milwaukee. Time spent waiting on the phone has been lessened by the addition of the option for a call back or an email response. And, finally, WisDOT continues to enhance its online offerings. In the last year, the ability to purchase crash reports, look up liens and access practice materials for the driver test were added to the list of online services. According to the WisDOT report, more than 4.8 million transactions were completed online last year, and that number is expected to grow.



Higher speed limit results in fewer highway crashes in Utah

After increasing the speed limit to 80 mph on some stretches of interstate roads beginning in late 2008, the Utah Department of Transportation continues to report fewer highway crashes and better compliance with the speed limit.

A 2012 study found an 11 to 20 percent drop in speed-related crashes, depending on the stretches of the interstate studied, while a 2009 study revealed a 20 percent reduction in drivers exceeding the speed limit.

Currently, 36 percent of the interstate roads in Utah have the 80 mph speed limit. Last year, Idaho and Wyoming followed suit and increased the speed limit on portions of their interstate roads to 80 mph as well.



Arizona must issue driver's licenses to “dreamers”



In December 2014, the U.S. Supreme Court refused to challenge a federal appeals court ruling that the Arizona Motor Vehicle Division must issue driver's licenses and permits to undocumented immigrants who entered the U.S. as children.

According to President Obama's Deferred Action for Childhood Arrivals program, these individuals, also known as “dreamers,” are permitted to live in the U.S., and the federal panel found that not issuing licenses to them would be in violation of the program and therefore illegal.

According to NPR's Nina Totenberg, the Supreme Court's refusal to intervene allows as many as 22,000 dreamers in Arizona to obtain the credentials needed to drive legally.

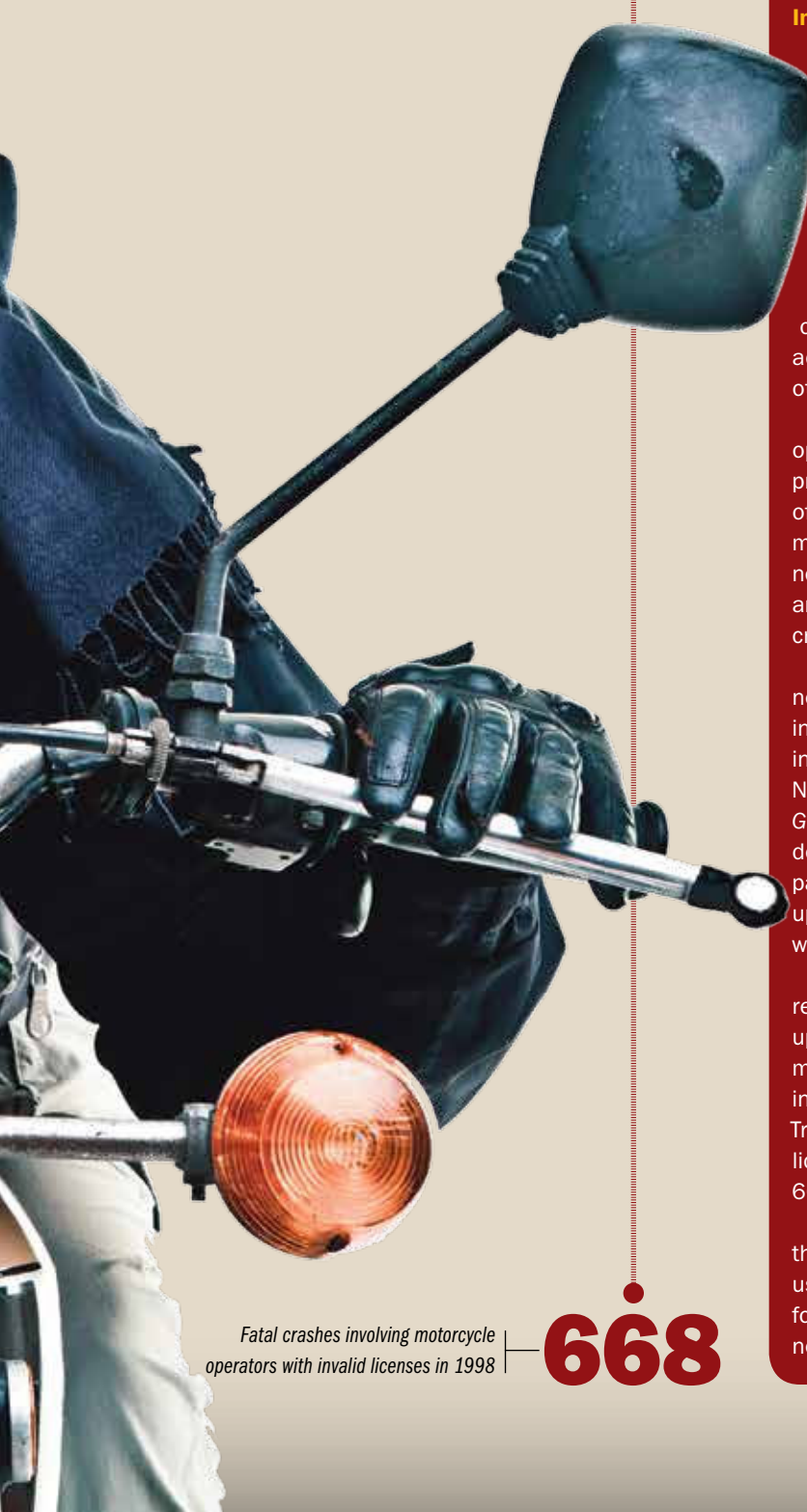


AN INCREASE IN FATAL MOTORCYCLE CRASHES CALLS FOR IMPROVED SAFETY TRAINING AND TESTING

*Easy
Ridin'*

Fatal crashes involving motorcycle operators with invalid licenses in 2008

1,261



Fatal crashes involving motorcycle operators with invalid licenses in 1998

668

BY ANDREW CONNER

In 1969, with the release of *Easy Rider*, many baby boomers were exposed to the allure of the open road for the first time. They bought motorcycles and rode around with their hair whipping in the wind. However, by the 1980s, most of those who reveled in the countercultural revolution of the 1960s and 1970s had moved on, trading in Harleys and leather jackets for sedans, minivans and tailored suits.

Now, as those same baby boomers find themselves in middle age, many of them are deciding to jump back on their motorcycles, causing issues for motor vehicle administrators, law enforcement and, most importantly, other motorists.

"There has been an increase in motorcycle crashes for operators with invalid licenses," says Karen Morton, program director of driver licensing for AAMVA. "It's those of us going through a midlife crisis—it's the people who might have been licensed years ago and gave it up, and now they're retired or they want to re-enter the motorcycle arena. Unfortunately, they are frequently involved in crashes," she says.

In fact, crashes involving operators with invalid licenses nearly doubled over the decade beginning in 1998, increasing from 668 deaths per year to 1,261 in 2008. AAMVA's initial response to this trend was to partner with the National Highway Traffic Safety Administration to create the *Guidelines for Motorcycle Operator Licensing*. After that document's release in May 2009, AAMVA and NHTSA partnered again to address this topic, this time through an update to the standard Motorcycle Operator Manual (MOM), which was originally developed by NHTSA in 1978.

Increasing motorcycle safety across North America in response to these tragic statistics is a key goal of this update. Additionally, it's paramount that safety training materials be updated as the motorcycle becomes an increasingly popular mode of transportation. According to Transport Canada data, motorcycle (including moped) licenses and registrations in Canada grew from 337,000 to 661,000 between 1993 and 2012.

Members of AAMVA and NHTSA formed a working group that studied the motorcycle operator manuals currently used by states. In their review of these materials, they found sections that needed more detail, as well as wholly new topics that needed to be addressed.



“WE FEEL CONFIDENT, BASED ON THE MATERIALS, THAT THEY KNOW WHAT THEY’RE DOING AND KNOW HOW TO RIDE.

—Rob Mikell, commissioner, Georgia Department of Driver Services

STAYING SAFE

NHTSA recommends that a comprehensive motorcycle safety program cover a variety of topics, from pre-ride preparation to carrying passengers or cargo, and everything in between.

Beginning with preparation, the agency recommends that jurisdictions address helmet compliance, protective gear and pre-ride inspections.

Once on the road, riders should know how to observe roadway conditions properly, particularly in poor weather, as well as respond to traffic conditions. Visibility is a key issue for motorcycle riders, particularly at night. A comprehensive safety plan will inform riders about how to scan their environment and maximize their visibility in different conditions.

Spatial awareness is also an important component of safe motorcycle riding, so NHTSA recommends that motor vehicle agencies include lane positioning and space and speed management information in their motorcycle safety programs. While proper visibility ensures riders will see other operators on the road, proper spatial awareness helps to prevent riders from causing problems for the other operators out there.

Beyond these recommendations, one important topic that the working group found underrepresented in current manuals was three-wheeled motorcycles. Because these vehicles handle so much differently than traditional motorcycles, the working group felt they deserved their own section to cover safety issues such as body positioning (i.e., where you should be sitting on the motorcycle and how to lean properly), how to turn and corner, stopping and more.

Additionally, an entirely new section was added to the MOM on cornering, because improper cornering has the potential to cause accidents. The new information on cornering developed by the working group speaks to

different types of motorcycles and how they handle in various road conditions, as well as how to lean during turns depending on the circumstances. New information was also added on risk awareness, time and space management, visibility, riding with passengers or cargo, and distracted driving.

PUTTING IT TO THE TEST

Ultimately, the plan for this update to motorcycle safety resources is to distribute the new MOM to jurisdictions across the U.S. so they can use it as a basis for their state motorcycle licensing programs. Before releasing it widely, however, AAMVA worked with the Georgia Department of Driver Services to implement a pilot program of using both the new manual and a new knowledge base of test questions.

For the pilot, which ran from August 2013 to February 2014, Georgia made both versions of the MOM available in racks at DMV locations throughout the state, so people who were planning on taking the licensing test had a choice of which manual to use to learn about safe motorcycle operation. Once they came back to the DMV to be tested, they were asked which manual they used and were then tested based on their answer.

“What we found was a 30 percent higher pass rate on the test that was developed from the AAMVA material,” says Rob Mikell, commissioner of the Georgia DDS. “If you look at the pass rates and do the math, we had about 1,200 people who probably would have flunked the old test pass this one using the new, improved materials we worked on with AAMVA. They didn’t have to come back again [to retake the test], so it was good for them and good for us. We feel confident, based on the materials, that they know what they’re doing and know how to ride.”

Putting the program into place wasn’t very difficult for the state. The biggest challenge they had was adapting the manual for Georgia-specific safety concerns.

“There was definitely work involved, but it wasn’t unduly burdensome,” Mikell says. “If another state wanted to update its manual and test, we would definitely recommend it.” **m**



MEET YOUR NEW MOM

Georgia’s new Motorcycle Operator Manual (MOM) provides benefits beyond higher pass rates. Some of the advantages include:

- **New questions:** The 20-question knowledge test now draws from a bank of over 220 questions, compared to the previous number of 60. This ensures operators cover a wider range of materials in their studies.
- **New tech:** Using an app called Layar, users can scan the front cover and download all of the materials directly to a smartphone or tablet.
- **New look:** Georgia was planning to re-design its manual, so this project gave the department the perfect opportunity to do so.
- **New users:** According to the Georgia Department of Driver Services, during the pilot program 15,000 people chose the new manual while 9,000 chose the old manual.



Visit MOVEmag.org to watch a video about motorcycle safety and the new MOM.



WWW.HIDGLOBAL.COM/GENUINE



In a world driven by performance, “Like HID” doesn’t make it “Genuine HID.”



And although they say that imitation is the sincerest form of flattery, there’s a huge difference between “like HID” and “Genuine HID.” Genuine HID is an investment you can make confidently because it means future-proofing with farsighted solutions that are rigorously tested and certified, it means high-touch warranty services that cover you globally. Most of all, it means the peace of mind that comes from the most trusted, advanced and dependable solutions in the world.

There are no shortcuts to winning, and there are no substitutes for Genuine HID.

SAFETY FIRST

According to NHTSA, a comprehensive motorcycle safety program should cover, at a minimum, the knowledge areas listed below.



Preparing for Operation:

Use of DOT-compliant motorcycle helmets and full protective gear for operators and passengers, and pre-ride motorcycle inspection



Observation:

Observing roadway and traffic conditions and situations



Surface Conditions:

Identifying and responding to potentially unsafe roadway surface conditions



Night Operation:

Compensating for reduced vision and visibility at night



Visibility:

Maximizing rider and motorcycle visibility to other road users



Visual Search:

Scanning the traffic environment and searching for other road users



Lane Positioning and Space Management:

Maintaining proper lane positioning to increase visibility to other road users and adequate space between the motorcycle and other road users



Speed Management:

Managing speed in various traffic situations and roadway conditions



Risk and Emergencies:

Presentation of risk associated with operating a motorcycle and reacting to emergencies caused by roadway conditions, traffic conditions and vehicle malfunctions



Passenger and Cargo:

Carrying passengers and cargo safely



Group Riding:

Operating safely alongside other motorcyclists



Operator Factors:

Staying in physical condition to operate a motorcycle safely



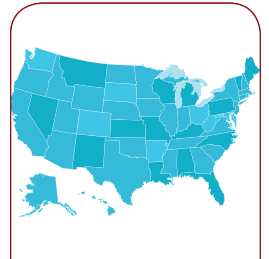
Alcohol/Drugs:

The effects of alcohol and drugs on rider performance



Motorcycle Factors:

Keeping a motorcycle in safe operating condition



Individual state licensing requirements

2015

AAMVA EVENTS MARK YOUR CALENDARS

VISIT AAMVA.ORG FOR MORE INFORMATION



2015  **Workshop & law institute**
Fort Worth, TX • March 18-19

MARCH
18-19

JUNE
1-4

2015  **region iv conference**
Park City, UT | June 1-4



2015  **region II conference**
Montgomery, AL | June 21-24

JUNE
21-24

JULY
12-15

2015  **region I conference**
Hershey, PA | July 12-15



AUGUST
21-24

The Fraud Squad

DMV INVESTIGATORS WORK WITH LOCAL AND FEDERAL GOVERNMENT AGENCIES TO FIGHT BOTH EXTERNAL AND INTERNAL FRAUD

BY JAMIE FRIEDLANDER

The state of New York recently conducted an investigation using fingerprint technology to root out taxi drivers who were using multiple IDs. They found 750 taxi drivers who had more than one license.

“We see people, whose livelihood depends on driving, committing fraud to get multiple licenses,” says Owen McShane, director of investigations for the New York Department of Motor Vehicles. The taxi drivers in question would have one pristine license for insurance purposes, and another for when they got tickets.

Fraud such as this occurs at all motor vehicle agencies across the country. From

identity theft, to title fraud, to fraudulent documents, and even social security and odometer fraud, many states are actively preventing and combating these crimes by working with in-house investigations units.

These units—which can include anywhere from two to over 200 investigators—work with local and federal government agencies to fight fraud that occurs at the DMV.

THE ROLE OF INVESTIGATORS

According to Frank Alvarez, chief of the Investigations Division at the California Department of Motor Vehicles, one type of fraud is more prevalent than others.



“The driver’s license has become the de facto national ID card. People need it for every type of transaction imaginable, from boarding a plane [and] opening a bank account, to getting into public and government buildings.

People go out of their way to get a clean record.”

—Owen McShane,
director of investigations,
New York DMV



**16.6
MILLION**

**RESIDENTS IN THE UNITED STATES
OVER THE AGE OF 16 WERE VICTIMS
OF IDENTITY THEFT IN 2012,
ACCORDING TO THE BUREAU
OF JUSTICE STATISTICS**

“What has always kind of been at the forefront is identity theft,” says Alvarez. In fact, around 16.6 million residents in the United States over the age of 16 were victims of identity theft in 2012, according to the Bureau of Justice Statistics.

DMV investigations units fight identity theft, identity fraud, title fraud, odometer fraud and other types of crime that touch the driver’s license or DMV on a daily basis. In addition to fighting these types of external fraud crimes, DMV investigators also fight internal fraud, which occurs when employees themselves are corrupt. This can mean employees are bribed or are connected with organized crime.

According to Betty Johnson, administrator for the Driver and Vehicle Records Division at the Nebraska Department of Motor Vehicles, nearly all types of fraud center around one document: the driver’s license. “We are finding all kinds of illegal activity that is wrapped around the issuance of that driver’s license,” she says. “Bankruptcy fraud, title fraud, sex offender registry fraud—all of this can be wrapped around a driver’s license that someone has obtained in a fictitious name or someone else’s name.”

“The driver’s license has become the de facto national ID card,” adds McShane. “People need it for every type of transaction imaginable, from boarding a plane [and] opening a bank account, to getting into public and government buildings. People go out of their way to get a clean record.”

McShane says New York kicked off an initiative in 2010 that uses facial recognition to make sure each driver has only one license. To date, the state has identified more than 14,500 people who had two or more licenses. They have arrested 3,500 individuals and have taken administrative action, which is used when the cases are too old to criminally prosecute, on an additional 9,000 people.

DIFFERENT SHAPES & SIZES

The size of investigations units varies greatly. The Nebraska DMV formed a fraud investigations unit in 2005 that was comprised of just one analyst and one non-sworn investigator. Since then, it has grown to a team of eight people that includes four analysts and four sworn investigators.

Nebraska’s unit is fairly small compared to other states. New York has roughly 100

investigators, while California has 223. The size of a state’s investigations unit typically correlates with its population. For example, California takes on somewhere between 18,000 and 22,000 cases a year, according to Alvarez, so a large team of investigators is necessary.

Investigations units are created within DMVs by hiring either sworn officers or civilian investigators. Sworn officers are law enforcement professionals and can make arrests and serve warrants, while civilian investigators, who typically have a background in law enforcement, would need to rely on law enforcement to do those things. States with fraud investigation units often have a mix of sworn officers and civilian investigators.

Many in the industry, such as Johnson, place a lot of value on hiring investigators who have previous law enforcement experience. She notes that most of the Nebraska DMV’s sworn officers were previously retired from other law enforcement agencies.

“I think it takes some very specialized training and specialized information to be able to work these types of investigations,” says Johnson. “Having that prior law enforcement experience is fundamental to what we’re trying to do.”

Brian Ursino, director of law enforcement at AAMVA, agrees. “If the DMVs hire investigators who are former police officers, they’re getting a product in the front door that’s trained and experienced,” he says. “These officers have a level of expertise that you won’t be able to get if you hire someone off the street.”

CROSS-AGENCY COLLABORATION

While DMV investigators work alone on certain cases, the majority of their work is done in conjunction with local, state or federal agencies. The partnership works both ways: DMV investigators need help on cases that go beyond just the scope of DMV fraud (most do), and federal agencies and law enforcement sometimes need guidance when investigating crimes that involve the driver’s license or other DMV-issued documents.

“Those partnerships are critical to us taking a systemwide approach to combating the problem,” says Ursino. “It should not fall strictly to the DMV, nor should it fall strictly to the state, local or federal officers. All of us working

“ I THINK IT TAKES SOME VERY SPECIALIZED TRAINING AND SPECIALIZED INFORMATION TO BE ABLE TO WORK THESE TYPES OF INVESTIGATIONS. HAVING THAT PRIOR LAW ENFORCEMENT EXPERIENCE IS FUNDAMENTAL TO WHAT WE’RE TRYING TO DO.

—Betty Johnson, administrator, Driver and Vehicle Records Division, Nebraska DMV



AAMVA will be releasing a new best practices document titled *Best Practice for the Deterrence and Detection of Fraud* in March. Visit aamva.org for more information.



“ I THINK THE CONCEPT OF HAVING AN INVESTIGATIONS UNIT IN THE DMV WILL GROW, AND I THINK STATES WILL FIND IT’S NECESSARY IN ORDER TO CONTINUE COMBATTING MOTOR VEHICLE RELATED FRAUD.

—**Betty Johnson**, administrator, Driver and Vehicle Records Division, Nebraska DMV

together have a better chance of preventing and detecting fraud if we work as a team.”

According to Johnson, the majority of Nebraska’s cases end up being prosecuted on the federal level as well, so cross-agency collaboration is critical. McShane echoes this statement and says that in New York, the DMV investigators partner with federal and local agencies on nearly every case. “Most of the arrests we do are in conjunction with another agency,” he says.

Another benefit of having sworn officers that work with government agencies is that being involved in these cases can result in financial benefits for the DMV investigations division. “Having sworn officers and being active participants in the case results in a lot more revenue stream coming into the agency and the ability to share in some of the federal proceeds,” says McShane.

He points to an example in which the New York DMV was involved in a case that resulted in the federal forfeiture of \$14 million. The New York DMV received \$1 million from that, which was then used for equipment and vehicles for the investigations unit.

In addition, partnering with another arm of law enforcement or a government agency can help ensure safety for all parties involved. “If we’re going to arrest somebody who is a really violent criminal, we’re going to want to make sure we have a SWAT team or a service team on hand to deal with that,” says McShane.

LOOKING AHEAD

Right now, only about half of the jurisdictions in the U.S. have DMV investigations units. For agencies wishing to implement one, funding is sometimes available, as it was for the New York and Nebraska DMVs.



Check out a video about DMV investigators at MOVEmag.org.

According to Johnson, the Nebraska DMV initially formed its investigations unit with a federal grant because it knew it had a core group of customers it couldn’t serve: those who were affected in some way by identity theft or fraud.

The New York DMV received funding for its unit from the U.S. Marshals, the Secret Service and the National Highway Traffic Safety Administration, according to McShane.

For those jurisdictions that cannot implement an investigations division immediately, Alvarez suggests that DMVs establish some type of investigative capacity as a starting point. Ultimately, however, he believes a dedicated investigations unit is key to fighting these types of crime.

“Regular streamlined law enforcement can do it as well, but it’s more of a specialty and expertise,” says Alvarez. “[There is] training that is needed to be more efficient in those types of investigations.”

Another step DMVs without an investigations unit can take is getting in touch with the state police, highway patrol and law enforcement, and partnering with them at some level to begin detecting when fraud occurs.

More states will jump on board as they learn about and see the value of having an investigations unit in place, Johnson believes. “I think the concept of having an investigations unit in the DMV will grow, and I think states will find it’s necessary in order to continue combatting motor vehicle related fraud,” she says.

Overall, McShane thinks DMV investigations units are incredibly valuable and that they will continue to grow. “It allows the agency to control and have input on the investigations relating to customers and employees committing fraud, and it allows the agency to learn from both types of crimes.” [m](#)

PREVENT FRAUD AND IMPROVE PUBLIC SAFETY

by Verifying an Identity before Issuing a License

The driver's license, once viewed simply as a document granting authority to drive, has become the *de facto* document for both commercial and government entities to validate identity and residency. What happens when an original driver's license is issued to someone claiming to be someone else? It becomes the "Golden Ticket" to pass through law enforcement and public programs undetected with a false identity. Once obtained, the original license can be used to evade arrest, travel undetected, obtain work, rent multiple apartments which may be used for illegal activity, or apply for public benefits under the assumed identity/identities.



How do fraudsters obtain original licenses?

Easy-to-falsify identity and residency documents such as birth certificates, rental agreements and bank statements are being used to obtain an original driver's license under a false identity. An opportunistic employee may be tempted to sell or falsify information in exchange for a fee. A name change and a move to another state may result in multiple licenses with different identities. According to a recent GAO report, fake driver's licenses from one state have been exchanged to secure original driver's licenses from another state - trading a fake license for a real one.¹

With so many variations in identity documentation and easily falsified residency documents, how is your agency supposed to prevent issuing this "Golden Ticket" to criminals and fraudsters?



Know who you are interacting with

Verify the identity documents represent an actual live person:

Establish the identity is not fictitious by confirming the date of birth, name and SSN match an actual living person, not a fabricated identity. This can be done in real-time using identity proofing solutions prior to issuing any driver's license and any time the individual accesses DMV services.

Authenticate that the person is indeed the owner of that identity: Ask questions only the owner of the identity can likely answer, such as previous vehicles owned, previous addresses and other "out-of-wallet" questions.



18 of the 9/11 terrorists held fraudulently obtained original driver's licenses or identification cards issued from multiple states.²



Improve Security and Increase Authentication Accuracy with Identity Proofing Solutions from LexisNexis®

Identity proofing technology is the key to overcoming these challenges and helping your agency detect and prevent driver's license fraud. The LexisNexis identity proofing solutions are backed by decades of identity management experience across multiple industries. With access to more than 10,000 data sources and over 37 billion public records powering our identity solutions, together with LexisNexis, agencies can quickly validate and authenticate identities with confidence, stopping false identities from entering the DMV system, reducing driver's license fraud and improving overall public safety.

For More Information Visit IdentityGov.com/DMV



Risk Solutions
Government

¹ Driver's License Security: Federal Leadership Needed to Address Remaining Vulnerabilities, <http://www.gao.gov/products/GAO-12-893>
² 9/11 And Terrorist Travel Staff Report of the National Commission on Terrorist Attacks Upon the United States, http://govinfo.library.unt.edu/911/staff_statements/index.htm#monographs

INDUSTRY INSIGHT

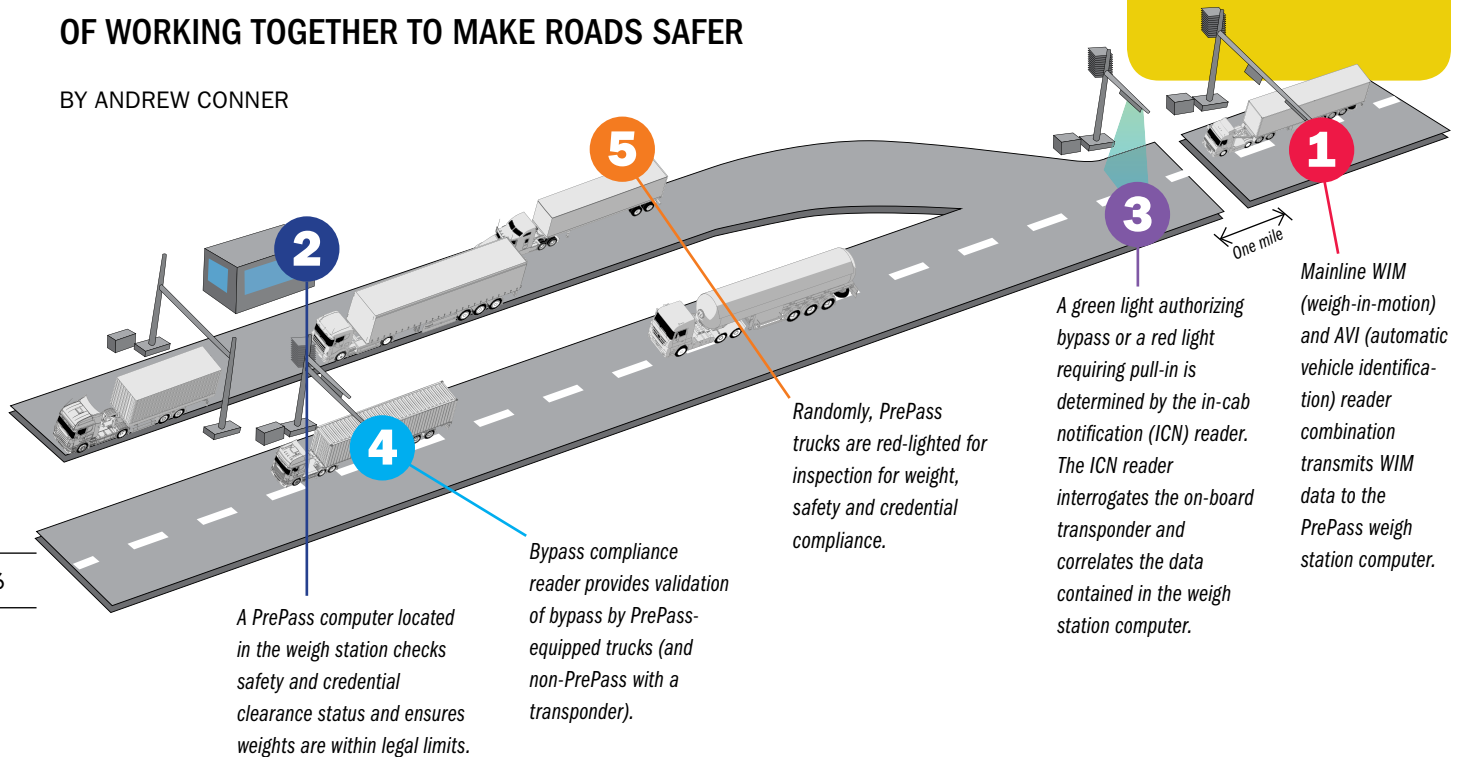
HELPING OUT

HELP INC. AND THE ARIZONA DOT HAVE A LONG HISTORY OF WORKING TOGETHER TO MAKE ROADS SAFER

BY ANDREW CONNER

HOW PREPASS WORKS

PrePass enables qualified motor carriers to electronically comply with safety and weight requirements. It helps make roadways safer by reducing congestion around inspection facilities.



26

While HELP Inc.'s PrePass system—which allows motor carriers to comply with weigh station requirements without getting off the road—is now used in 31 states across the U.S., it was just an idea 30 years ago.

“It really started with a group of trucking executives, Departments of Transportation and highway patrol enforcement agencies asking: ‘What can we do to make truckers’ and inspectors’ lives easier, and how can we do it cooperatively?’” says Karen Rasmussen, president and CEO of HELP Inc. “And so this loose-knit public-private partnership got together.”

By 1991, discussions evolved into a pilot program called the Crescent Project—so named because of the shape formed by the six states involved. Among those first six participating states was Arizona.

“All of these states that participated pulled together research funds and agreed they would use a portion for this project,” says Rasmussen. “Arizona and California in particular were very instrumental in that.”

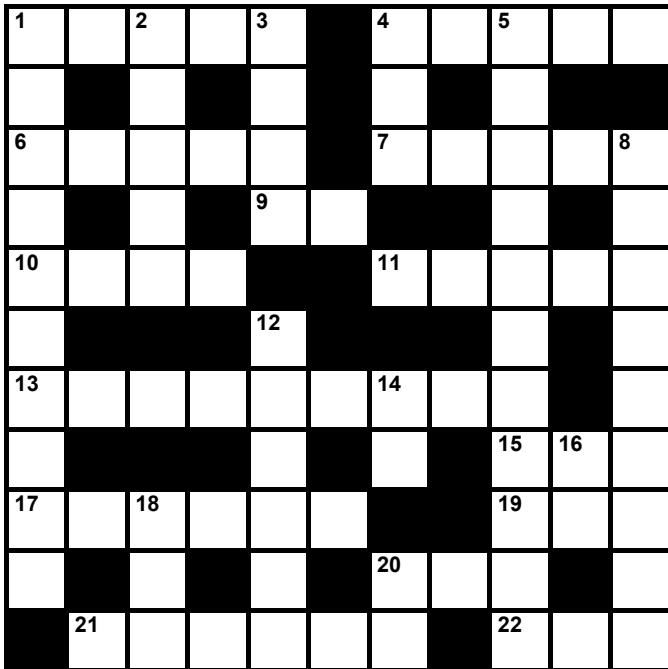
The public-private partnership created by HELP Inc. and the Arizona Department of Transportation, among others, was ultimately successful, resulting in the PrePass system as it is

known today: an automatic vehicle identification (AVI) system that enables participating transponder-equipped commercial vehicles to be pre-screened at designated weigh stations and other facilities. Cleared vehicles are then permitted to bypass the facility while traveling at highway speeds. (See the diagram above for more details.)

In December 2014, HELP Inc. celebrated a milestone, announcing it now serves more than 40,000 qualified fleet customers throughout the U.S. with PrePass. Beyond this current success, John Halikowski, director of the Arizona DOT, who became involved in the Crescent Project when he began working in the Arizona Motor Vehicle Division in 1990, sees an even brighter road ahead for the project.

“Although the partnership has been very strong over the years, the past two to three years have showed a very heightened effort to bring together even more closely the relationships between government and private industry,” says Halikowski. “I think where Karen’s taking HELP Inc. now, as we’re advancing into this new era of technology, is she’s trying to broaden the ability we have in order to give states a better picture of the vehicles that are crossing their state lines.” **m**

CROSSWORD



Across

- 1 Priority target in DMV investigations 4 Tricks a victim

- 6 Addicts—they are often linked to crimes
 7 A straight _____ line on a driver's license is an indication it is fraudulent
 9 Printer brand
 10 Subterfuge
 11 Signature line is _____ print on a valid Social Security card
 13 A valid driver's license includes the _____ of the MVA Administrator
 15 Link
 17 One recommendation on fraud prevention is to have a toll-free _____ hotline
 19 _____ Sobel, Director, Office of State-Issued Identification Support at Homeland Security
 20 _____ hold
 21 There's an _____ for AAMVA's 80th Anniversary
 22 Meet with

Down

- 1 If nothing _____ when a Social Security card is placed under the black light, it is fraudulent
 2 Assists in a crime
 3 Absence of a small (-) after the letter at the beginning of the license number is an indicator of fraud (word for this sign)
 4 Name
 5 Fraudulent Social Security cards can be detected if they have no _____ (small colored dots)
 8 AAMVA's _____ Bank provides valuable information on fraud detection
 12 Revoke, as in a license, e.g.
 14 Raised
 16 That is, for short
 18 _____ bug!
 20 Trademark, for short

CSTIMS

Commercial Skills Test Information Management System

aamva.org/cstims



Manage CDL Skills Testing for Jurisdiction and Third-Party Examiners

HELPING JURISDICTIONS
comply with the final permit rule

- Schedule CDL skills tests.
- Record results of tests.
- Transfer out of state tests.
- Manage CDL audits.

WEB-BASED SYSTEM

CDL

Commercial Driver's License

REDUCE FRAUD

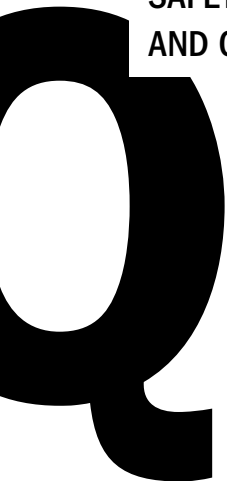
TABLET INTEGRATION
OPTIONS AVAILABLE



Q & A WITH **BRIAN McLAUGHLIN**

INTERVIEW BY LIZA BERGER

MOVE DROPS IN ON BRIAN McLAUGHLIN, A LAWYER WHO RECENTLY RETIRED AS THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S SENIOR ASSOCIATE ADMINISTRATOR FOR TRAFFIC INJURY CONTROL. PRIOR TO STEPPING DOWN, McLAUGHLIN WORKED FOR MORE THAN 30 YEARS IN HIGHWAY SAFETY PROGRAMS INVOLVING PASSENGER CARS AND COMMERCIAL MOTOR VEHICLES AT USDOT.



YOU BEGAN YOUR TRANSPORTATION CAREER IN 1979 AS A PRESIDENTIAL MANAGEMENT INTERN FOR THE DEPARTMENT OF TRANSPORTATION. HOW DID YOU LAND THAT GIG?

Presidential Management Intern (PMI) candidates were nominated by the graduate [school] where the nominee matriculated. I attended Rutgers University in New

Jersey and was nominated by the dean of the School of Public Administration. Upon successful completion, the PMI program provided non-competitive appointment to a mid-level federal position.

WHAT SPARKED YOUR INTEREST IN SUCH A CAREER PATH?

My older sister was a claims examiner for the Social Security Administration. She would come home and tell stories about helping people receive benefits or deal with illness or death. I thought getting involved to help people was pretty cool. As a newly nominated PMI, I interviewed with two people at NHTSA who had a lot of passion about safety. I said, 'That's something I'd like to try.' Thank God I did. I've really enjoyed it.

PRIOR TO JOINING NHTSA, YOU WERE PART OF THE FEDERAL HIGHWAY

“ A HIGHLIGHT FOR ME HAS BEEN HELPING TO DEVELOP RELATIONSHIPS WITH STATES TO COME UP WITH AND IMPLEMENT SAFETY COUNTERMEASURES.

ADMINISTRATION AND THE FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION. WHAT HAS BEEN A CAREER HIGHLIGHT?

One thing I have worked hard on is trying to build partnerships between the federal level and states, and with local communities through the states, to try and really understand what would make positive change in highway safety. At the federal level, we have no direct ability to impact safety. That's what states and communities do.

A highlight for me has been helping to develop relationships with



Brian McLaughlin (third from the left) attends a Distracted Driving National Press Event in April 2014 with a few of his NHTSA colleagues.



states to come up with and implement safety countermeasures. We won't always agree on priority or strategy, but the safety dialogue is healthy and robust. That's good for everyone.

HOW HAS THE TRANSPORTATION INDUSTRY CHANGED SINCE YOU STARTED WORKING IN IT?

The reliance on data and analysis has changed. There's been an explosion of information in the last 35 years. NHTSA and many of our state partners have been at the forefront of that in establishing safety data systems and using the data to identify key problems. Thirty years ago, if you did a driver safety program you'd try to get a message out there to not drink when you drive. Now, we know from the data what our high-risk issues and populations are, and we can target them specifically.

IT SOUNDS LIKE THE TRANSPORTATION INDUSTRY HAS COME A LONG WAY IN BECOMING RELEVANT.

Transportation is key to our economy, our mobility as individuals and our quality of life. Working with states, communities and non-governmental partners, we've made highway safety a part of the American societal fabric. No newborn leaves a hospital without being in a properly installed child safety seat. Nearly 90 percent of Americans wear seat belts, up from about 17 percent when I first joined USDOT. MADD led the effort to make drinking and driving unacceptable, and states have responded with a

A

huge volume of legislation addressing impaired driving.

An example of how highway safety has been ingrained into the fabric of American culture is the iconic "Click It or Ticket" (CIOT) national safety belt use enforcement campaign. It has even been used as the correct response question on the TV game show, "Jeopardy!" How great is that?



Brian McLaughlin (right) is pictured here with Jeff Michael (left), Associate Administrator of Research & Program Development at NHTSA, and David Stickland (center), past Administrator of NHTSA.

HOW WILL THE PARTNERSHIP BETWEEN AAMVA AND NHTSA CONTINUE TO IMPROVE SAFETY ON THE ROADS?

As the nature of transportation continues to evolve and change, AAMVA and the states will be key partners in protecting and expanding the safety of roadway users.

Emerging technologies like autonomous vehicles raise new challenges for establishing driver licensing requirements and ensuring safe vehicle operation. AAMVA members are already in the thick of efforts to assess and develop licensing requirements for operators of a new generation of vehicles that will operate in large part, if not entirely, without the constant participation of the driver.

While moving toward implementation of autonomous technologies, the need for the education of new generations of drivers continues. Impaired driving, distracted driving, proper child safety seat use and

WHAT ARE YOUR PLANS FOR RETIREMENT?

My current plans are to relax at home and maybe do some volunteer work. My wife plans to continue to work, so we will be staying in the Washington, D.C. area. A couple of times a year I'll be able to visit our son, who is a freshman at East Carolina University in Greenville, North Carolina, and go to football and basketball games with him.

ANY HOBBIES?

I'm a golfer and a sports fan—a particularly rabid baseball fan. I'm a fan of the Washington Nationals and go to about 30 games a year. I also like to read, mostly mysteries and biographies.

WHAT WILL YOU MISS MOST ABOUT THE TRANSPORTATION COMMUNITY?

I'll miss the passion and cooperative nature of this community. It's been a privilege for me to be involved with the folks I work with throughout the transportation community. People working in highway safety are remarkably dedicated and passionate about what they do. That passion, expertise and persistence has led to really remarkable results over the years.

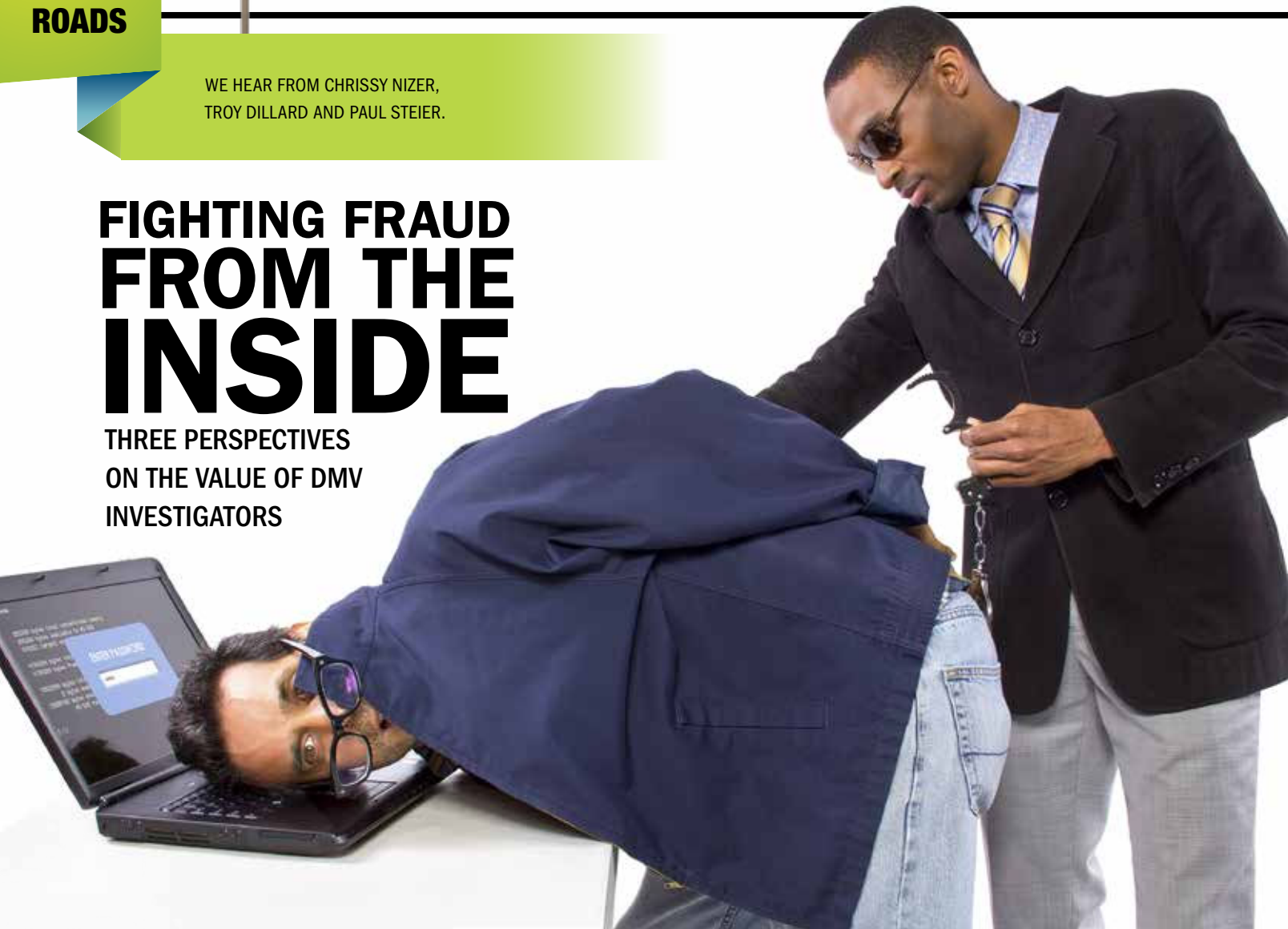
In 1980, there were over 51,000 highway fatalities. In 2012, there were approximately 33,000. The numbers are still appallingly high, but this reduction is extremely significant to the 18,000 families each year that aren't forced to deal with the tragedy of losing a loved one to a crash. That kind of success is pretty special. **m**



WE HEAR FROM CHRISSY NIZER,
TROY DILLARD AND PAUL STEIER.

FIGHTING FRAUD FROM THE INSIDE

THREE PERSPECTIVES
ON THE VALUE OF DMV
INVESTIGATORS



The Integral Role of Investigators

CHRISSY NIZER

CHIEF DEPUTY ADMINISTRATOR, MARYLAND MOTOR VEHICLE
ADMINISTRATION

The Office of Investigations and Internal Affairs at the Maryland Motor Vehicle Administration is an integral part of what we do every day. They are involved in all aspects of the MVA business because, unfortunately, our products are very desirable for people who want to commit bad acts.

We have a fairly large investigative unit—with 35 investigators—and we make sure to include them at the beginning of the process when we are working to implement new legislation and new policies. Our investigators are proactive and always try to stay one step ahead of what the criminals are trying to do. They help us make sure that we include certain protections in our policies and procedures to reduce the opportunity for fraud to occur.

Additionally, the unit has discovered instances of internal fraud, and we take that very seriously as well. We have a code

of ethics, and we conduct ethics training with our new and current employees. It is critical that we uphold the public trust. People provide us with their sensitive, personal information, and it is our obligation to protect that. We take whatever action is appropriate—internally and from a criminal standpoint—when that trust is violated.

Our investigators are not sworn officers, but are former law enforcement, and they conduct their investigations and regularly update us [administrators] if internal or external fraud is being committed. Agency leadership must take these issues seriously and be personally committed to fraud detection and prevention. They also look at the big picture to see if there is a larger issue that we're missing that is contributing to instances of fraud.

Our Investigations and Internal Affairs Division helps hold us accountable to the high standard of integrity that we want to meet. Without them, we would fail to recognize the fraud that is happening, both internally and externally, and what we can do to address it.

Fighting Fraud in Nevada

TROY DILLARD

DIRECTOR, NEVADA DEPARTMENT OF MOTOR VEHICLES

The Nevada Department of Motor Vehicles, Compliance Enforcement Division (CED), is comprised of approximately 94 full-time staff. The duties of the CED fall into three primary areas:

1. Automotive industry licensing, regulation and enforcement;
2. Identity theft/fraud detection and enforcement; and
3. Oversight of the state's motor vehicle emissions program.

The CED has both commissioned and non-commissioned investigators, with the commissioned investigators focusing primarily on identity theft and automotive-related criminal conduct, while the non-commissioned investigators focus on the regulatory compliance aspect of the motor vehicle industries over which the DMV has oversight.

During my tenure within the CED, I was chief of the division. One of the most significant improvements that occurred during that time was the implementation of facial recognition technology. With the assistance of the new technology, Nevada residents—almost overnight—became significantly more secure from identity theft taking place.

Nevada deployed a 'one to one' match at the time of driver's license or identification card issuance and a 'one to many' match through a batch process at night. The amount of fraud that was discovered was significant. Most importantly, however, the DMV now has tools to not only help prevent identity theft, but to also pursue those who had committed the crime in previous transactions with the DMV.

In addition to the external fraud component now being easier to identify, facial recognition technology also contributes to a new capability of helping to identify internal fraud. Technicians who make the choice to violate the public trust and use their positions to commit criminal acts now have additional safeguards that need to be bypassed. The technology provides investigators with additional evidence to investigate and help discern the level of involvement in any criminal conduct by DMV employees.

In my current role as director of the Nevada DMV, I continue to support the role of investigators who are DMV employees. The unique understanding of both the traditional DMV business as well as the automotive industry processes is something that is not typical of investigators who are in traditional peace officer roles. Nor is that type of knowledge common in prosecutors who are responsible for making the decision to move forward in taking cases to trial. In my opinion, the specific knowledge necessary to first understand the conduct and the crime being committed, and then the ability to educate the prosecutorial body, is best served by having the investigative units located within the motor vehicle department's structure.

The Changing Nature of Fraud

PAUL STEIER

DIRECTOR, BUREAU OF INVESTIGATION & IDENTITY PROTECTION,
IOWA DEPARTMENT OF TRANSPORTATION

When you look at what's going on in society in terms of the movement toward electronic communications and the recent data breaches, we need to make sure that the data that the DMV has is protected because of its high value.

Who is watching to make sure DMV internal fraud isn't taking place? We are. There's a push to look inside, not just externally, to see what the risks and internal threats are, and how we are prepared to handle them.

Our staff is comprised of 19 sworn law enforcement officers—located throughout the state—who all carry guns and badges. The Iowa DMV is fortunate to have a team of sworn investigators within the Department of Transportation. Otherwise, we would need to rely on local or state law enforcement officers who have other priorities, which makes it more difficult to get results.

We investigate what the DOT regulates: driver's license fraud, title and registration fraud, odometer fraud, vehicle taxes, and rebuilt or reconstructed vehicles. We also audit car dealerships and take complaints from dealers.

The Iowa DOT uses an image verification system, and our staff looks at any hits daily to decide whether an individual should be issued a license or if we will investigate further. Ten to 15 years ago, it wasn't unusual for us to have



“ WE INVESTIGATE WHAT THE DOT REGULATES: DRIVER'S LICENSE FRAUD, TITLE AND REGISTRATION FRAUD, ODOMETER FRAUD, VEHICLE TAXES, AND REBUILT OR RECONSTRUCTED VEHICLES. WE ALSO AUDIT CAR DEALERSHIPS AND TAKE COMPLAINTS FROM DEALERS.

—Paul Steier, director, Bureau of Investigation & Identity Protection, Iowa Department of Transportation

1,000 cases of driver's license fraud per year. Now, that number is significantly down to about 300–400 per year. It's not that fraud has gone away—it's just that it's changed. Technology has improved, and fraud investigation has needed to adapt to these changes and keep up with the times.

Today, we need to keep up with the type of fraud that can happen online. Additionally, we now deal with vehicle sales across the country, so there's the need to reach out to other states. Networking through AAMVA has become much more crucial because you rely on other states to help your investigation. You need to get to know folks from across the country in order to do your job. **m**

FOSTERING LEADERSHIP



As you may recall, my predecessor, the inimitable (and I use that adjective with utmost sincerity, regard and affection) Jennifer Cohan of Delaware made leadership development a key objective of her tenure as chair. Jennifer's efforts resulted in AAMVA's inaugural Leadership Academy, which was held Nov. 17–21, 2014, at AAMVA's headquarters in Arlington.

I had the opportunity to attend the entire week, and I'm pleased to report that AAMVA staff delivered Jennifer's vision to near perfection. The inaugural class included 23 attendees who represented a terrific cross section of the AAMVA community, not only in terms of geography, but in experience and program responsibility as well.

I admit that I approached the first day with a bit of apprehension. Would we deliver content that was fresh and valuable? Would participants be engaged or bored? Once the academy started, however, my apprehensions were quickly erased. The courses presented adeptly blended practical and theoretical leadership concepts, and did so in a dynamic, engaging manner that integrated universal leadership concepts with concepts and roles specific to motor vehicle administration and the AAMVA community.

These topics included leadership in a state government agency, team building through collaboration and innovation, leading conflict, industry partnership and ethics, customer service principles, working with state legislators, understanding emotional intelligence in leadership, performance management, AAMVA 101, and public speaking and media relations. A special thanks to all who presented these great sessions.

Participants also visited the USDOT headquarters and visited with FMCSA and NHTSA staff. Along the way, they got a chance to stop at the Capitol

building and tour a variety of famous monuments and sites.

As well done as the program was, the best part of the academy was the class members. They demonstrated great focus, energy, participation and interaction, and were a daily example of what I have consistently maintained—that the power of AAMVA is not in the relative few that have the honor and privilege of serving on the Board or as an officer, but in the collective talent, experience, intelligence and dedication of the remarkable and diverse people that daily pursue the AAMVA vision of safe drivers, safe vehicles, secure identities and saving lives.

The "Class of 2014" ably represents a leadership principle (attributable to *Leading Change* by John Kotter) that I place great stock in: Leadership is not the work of a single charismatic individual, but the collective work of many people throughout our community, each having a positive influence on his or her own sphere of activity.

I had the privilege of addressing our inaugural graduates, and when I did I challenged them to use the concepts and tools they learned during the week not only within their own jurisdictions and agencies, but within AAMVA, too. I also asked them to remember that leadership properly resides in all levels of an organization.

So, to my fellow administrators, I make a similar challenge: Remember that as leaders, the best thing we can do is to build our organization and AAMVA by developing leadership at all levels of our organization, and commit to sending members of our staff to an upcoming Leadership Academy. The next academy will be in May 2015. We hope to see someone from your jurisdiction there.

As always, stay safe in all that you do! **m**

Mark Lowe
AAMVA Chair of the Board

REMEMBER
THAT
LEADERSHIP
PROPERLY RESIDES
IN ALL LEVELS OF
AN ORGANIZATION.





Complete Proven Solutions for Motor Vehicle Agencies

- Efficient and technology enabled processes to better meet motorist needs
- Next generation license plate technology
- Streamline operations through new manufacturing and distribution models

Learn more about 3M solutions at www.3m.com/MVA

When the destination changes,
how are you going to get there?

The journey continues...

MorphoTrust USA

