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Putting New Drivers to the Test

Driver examiners play a crucial role in ensuring new drivers are safe drivers

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AAMVA members can help fight human trafficking and exploitation

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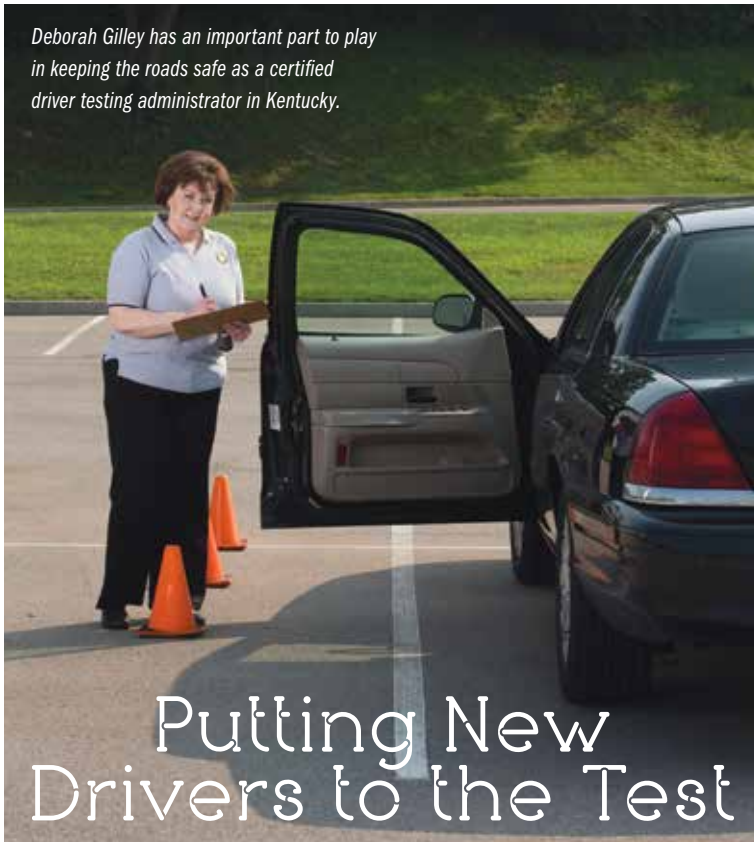


Photo: Pablo Alcala

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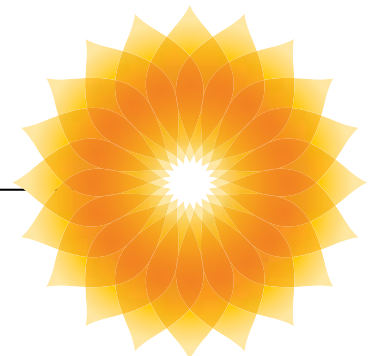
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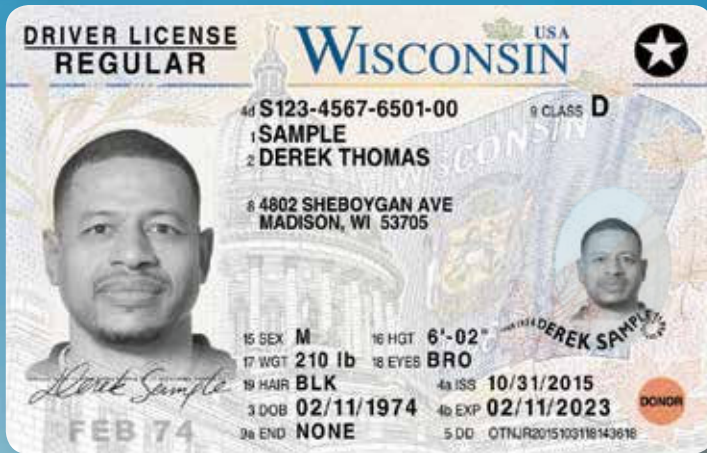
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THE ROAD TO SAVING LIVES



“If you don’t know where you’re going, any road will get you there.”—a paraphrased line from an exchange between the Cheshire Cat and Alice in Lewis Carroll’s *Alice’s Adventures in Wonderland*.

Well, let me tell you that AAMVA’s Board of Directors knows where it wants AAMVA to go, and it knows the road we need to take in order to get there. The Board set that direction

recently when it finalized a strong strategic vision and framework during Mark Lowe’s chairmanship.

The new strategic framework, which started taking shape when Jennifer Cohan (now Secretary of the Delaware DOT) was AAMVA’s Chair, sets saving lives as the ultimate objective, supported by safe drivers, safe vehicles and secure identities. Each of these principles rests on our member jurisdictions’ driving goals of improving highway safety, protecting their customers’ data and ensuring a positive experience for everyone who comes through their doors.

AAMVA’s foundation remains its long-standing mission to serve our members, North American motor vehicle and law enforcement agencies, helping them carry out their missions of safety, service and security. We are fortunate to have clear-eyed leaders sitting on AAMVA’s Board. These leaders come from every region across North America and are nominated through AAMVA’s regional board structure. I am looking forward to supporting AAMVA’s 2015–2016 Board, chaired by Rick Holcomb, in carrying out its strategic governance.

Under this governance model, AAMVA’s staff has begun to operationalize our new strategic framework in a way that moves

the needle for our members. To this end, AAMVA’s senior leadership and I recently brainstormed solutions and set priorities to build into our fiscal year 2016 budget proposal, which will be presented to the Board just prior to the Annual International Conference in Des Moines, Iowa (Aug. 25–27, 2015).

From strong conferences and innovative solutions that support our members’ business needs, to staff who are knowledgeable, engaged and service-driven, AAMVA is proud to provide technology solutions and facilitate best practices that bring the association to its members’ fingertips. We are committed to completing our work within a financial framework that ensures the most responsible use of AAMVA members’ funds and federal grants—these are the strategic priorities that set our direction for the years ahead.

We know what road we’re on here at AAMVA. Thanks to the Board’s strength of vision, it’s a road that will lead us to safe drivers, safe vehicles, secure identities and saving lives! **m**

Anne Ferro
AAMVA President & CEO





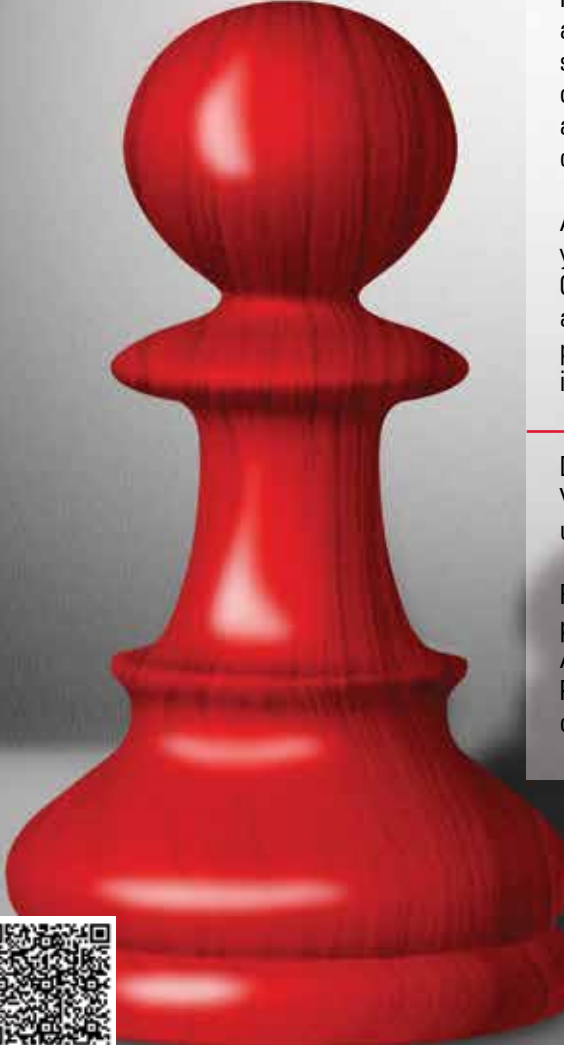
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Q: HOW HAS YOUR JURISDICTION ADOPTED FACIAL RECOGNITION TECHNOLOGY, AND HOW IS IT PLANNING ON USING THIS SOFTWARE IN THE FUTURE?

JOANNA SHANAFELT, Investigator IV/Acting Administrator, Washington State Department of Licensing

The Washington State Department of Licensing (DOL) adopted facial recognition in 2008 as part of our enhanced driver license and ID card program. It was in response to the Western Hemisphere Travel Initiative, and we worked with the Department of Homeland Security and the Department of State to provide our citizens with a means to prove citizenship for entry at border crossings from Canada and Mexico. In June 2012, DOL was granted the authority by the Washington State Legislature to use biometrics (facial recognition technology) on all driver license and identification card issuances. We chose facial recognition over other biometric options for fraud deterrence and detection because it is highly accurate and uses an identifier we already had in our database. It is also transparent to our customers, which was an important factor.

SYDNEY ROBERTS, Director, Illinois Secretary of State Department of Police

Illinois has been a leader in facial recognition programs. The Illinois Secretary of State was among the first in the country to adopt such a program and has become a model for other jurisdictions. The Illinois program has been a huge success, finding over 5,000 cases of identity fraud since implementation. Of those cases, the majority involved applicants with two or more fraudulent identities. In addition to combating fraud and identity theft, the Illinois Secretary of State Department of Police has found facial recognition to be a valuable investigative tool for identifying suspects involved in criminal activity, victims of crime, deceased persons and for locating missing persons.

CATHERINE BROOKS, Project Manager, Fraud Prevention & Business Integrity Office, Ontario Ministry of Transportation

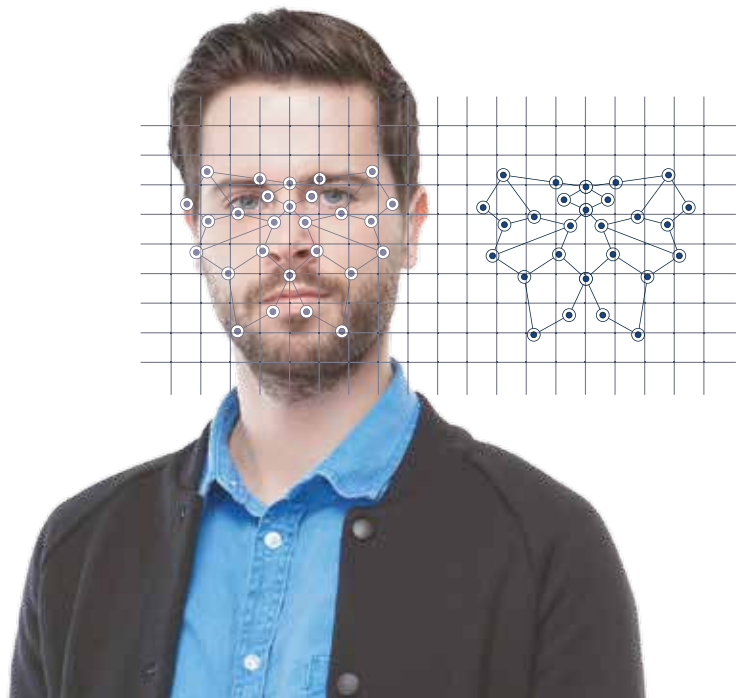
In 2009, the Ontario Ministry of Transportation (MTO) implemented a facial recognition program, known as photo comparison technology (PCT). The PCT program has improved the integrity of the Ministry's driver and Ontario photo card databases—consistent with AAMVA's one person, one record principle—by reducing the propagation of multiple identities for a single individual, identity theft and data/clerical errors. The PCT program has also assisted the law enforcement community, within the parameters set by legislation and MTO policies and procedures, to assist in criminal investigations involving financial crime, criminally suspended drivers and homicides.

GORD BRYANT, Senior Investigator, Alberta Peace Officer, Face and Document Forensic Analysis Team Supervisor, Special Investigations Unit, Service Alberta

In Alberta, we have a registries dedicated law enforcement agency known as the Special Investigations Unit (SIU). Facial recognition (FR) is a key tool used by SIU to identify fraud and other related offenses committed against the registry system. SIU works closely in a variety of areas, including FR, with other law enforcement agencies. One of our new initiatives is the use of electronic comparison chart presentations to assist prosecutors in proving FR-related cases. Looking toward the future, we are working on establishing an interprovincial FR framework to identify criminally suspended drivers who hold driving privileges under fraudulent identities in other provinces. **m**

“ WE CHOSE FACIAL RECOGNITION OVER OTHER BIOMETRIC OPTIONS FOR FRAUD DETERRENCE AND DETECTION BECAUSE IT IS HIGHLY ACCURATE AND USES AN IDENTIFIER WE ALREADY HAD IN OUR DATABASE. IT IS ALSO TRANSPARENT TO OUR CUSTOMERS, WHICH WAS AN IMPORTANT FACTOR.

—JoAnna Shanafelt, Investigator IV/Acting Administrator, Washington State Department of Licensing





For more information about the release of these new best practice guides, visit aamva.org.



In the Canadian province of Alberta, drivers are required to install an ignition interlock device into their vehicle if they have been convicted of an impaired driving offense.

HOT TOPICS

WATCH FOR THE UPCOMING RELEASE OF AAMVA'S IGNITION INTERLOCK AND FACIAL RECOGNITION BEST PRACTICE GUIDES

AAMVA will release two new guides this summer to promote the best practices for administration of ignition interlock and facial recognition programs. AAMVA members developed best practices for these two hot topic areas to fill the need for this type of guidance in the motor vehicle community.

Ignition interlock devices are becoming increasingly popular across North America. In the past five years, the number of U.S. states in which they are required for first-time offenders has increased from 12 to 24. Because of this, many jurisdictions have looked to AAMVA for guidance on incorporating the devices into their programs. While there are three main types of programs—administrative programs in which the legislature directs the DMV to administer the devices, judiciary programs in which courts can mandate their use and hybrid programs that combine the two—the new *Ignition Interlock Program Best Practices Guide* focuses on what is of most concern to AAMVA members: administrative programs.

“The two intended audiences are those that already have a program and want to benchmark their current program against best and promising practices, and those who haven’t yet been charged by the legislature to administer a program but subsequently will be and will need

to build a program from the ground up,” says Brian Ursino, director of law enforcement at AAMVA.

Topic areas covered in the *Ignition Interlock Program Best Practices Guide* include regulatory standards, manufacturer oversight, participant oversight, standardized reporting and model legislation. As an added bonus, AAMVA will also create a training video specifically for law enforcement who encounter ignition interlock devices on traffic stops.

Similarly, the new *Facial Recognition Program Best Practices* zeros in on a new technology that jurisdictions are beginning to adopt more readily. In fact, 43 AAMVA member jurisdictions currently use some type of facial recognition system. This technology helps combat identity fraud and theft, which are continuing problems in the United States and Canada, with estimated economic losses exceeding \$24 billion a year.

“Facial recognition is a fraud prevention, detection and risk mitigation tool,” says Ursino. “It supports the one person, one record principle, and it also enhances the integrity of the driver’s license and non-driver ID cards.”

Topics covered in *Facial Recognition Program Best Practices*, which was written for both those who already use the technology and those who would be building a program from scratch, include program development and enhancement, implementation and operations, technology, training, and access and sharing of images. Additionally, the guide includes some nitty-gritty details relating to facial recognition technology, such as performance metrics, search engine technology and network bandwidth. AAMVA members can expect both new best practice guides to be available in August, coinciding with AAMVA’s Annual International Conference. [m](#)



T3XT U L8R

MANITOBA PUBLIC INSURANCE ASKS: WOULD YOU WANT A TEXT TO BE YOUR LAST WORDS?

BY KATHLEEN HAGAN

Distracted driving is a dangerous and deadly problem. Through its 'Your Last Words' anti-distracted driving campaign, Manitoba Public Insurance (MPI) is raising awareness about the dangers of texting while behind the wheel.

Last September, the MPI took this campaign to the next level when it unveiled a texting and driving simulator that demonstrates just how hard it



Manitoba Public Insurance's texting and driving simulator shows citizens how difficult it is to perform these two tasks simultaneously.

is to perform these two tasks simultaneously. The simulator, produced by Winnipeg-based developer Tactica Interactive, has two versions: an online version, which can be accessed at yourlastwords.ca, and an event version that is held at venues throughout Manitoba.

"We have a vested interest in trying to reduce fatalities and casualties on our roadways," says Brian Smiley, media relations coordinator at MPI. "Many of the people who have tried the simulator admitted that they do text and drive, although most said they do so when stopped at a red light or when traffic is crawling—not at highway speeds. We're focused on trying to raise awareness of how dangerous this is to discourage them from doing it altogether."

The online version of the texting and driving simulator is designed to be like a typical driving experience, with the user controlling an onscreen vehicle from his or her keyboard. The event version of the simulator is a bit more robust, allowing citizens to get into a "cockpit" to sit behind a steering wheel and use gas and brake pedals. To date, it has visited 38 locations and reached almost 6,000 people.

"In this safe and controlled environment,

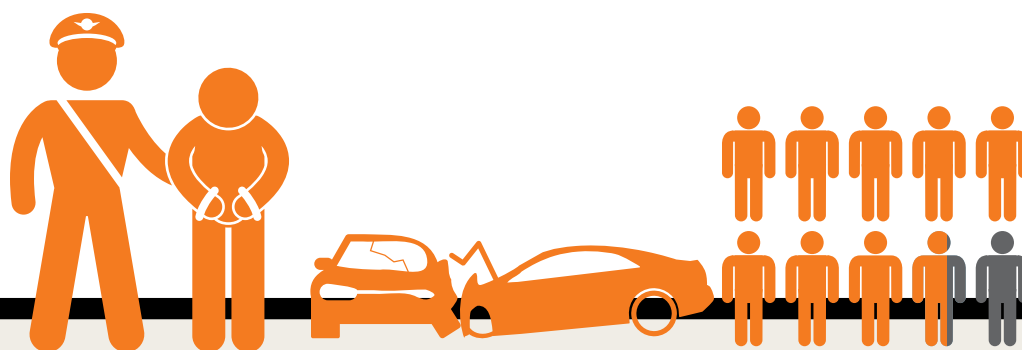
IN THE PROVINCE OF MANITOBA, ON AVERAGE ONE IN FOUR ROAD FATALITIES ARE LINKED TO DISTRACTED DRIVING.

the public is able to get engaged and experience how it's impossible to text and drive safely," Smiley says. "The simulator is designed to be challenging, and it presents users with life-like situations such as a vehicle coming at them head-on or a pedestrian

walking out in front of them. It also simulates traveling at highway speeds up to 100 kph. It could be deadly to be texting in these situations."

In an effort to engage a younger audience, the simulator also has been introduced and incorporated into MPI's high school driver education program. About 12,000 students take the program each year in 170 Manitoba high schools. Students discuss distracted driving in the classroom, and they also participate online under the direction of their instructor. Many students also will utilize the online version of the simulator when at home.

Smiley says he's heard encouraging feedback about the simulator thus far—people have been impressed with the technology, and others have pledged to put their phones to the side while driving. Still, he says, "We know we have a lot of work left to do." **m**



RISKY BEHAVIOR

In Manitoba, it is illegal to use a hand-held electronic device while driving. But that doesn't stop many drivers. Consider these facts:

ALMOST 5,000

Manitobans are convicted each year for using a hand-held electronic device while driving.

EVERY YEAR,

25 people die and more than 800 are injured in

crashes linked to distracted driving in Manitoba.

ALMOST

9 IN 10

Manitobans believe people using hand-held cellphones while driving is a serious problem.

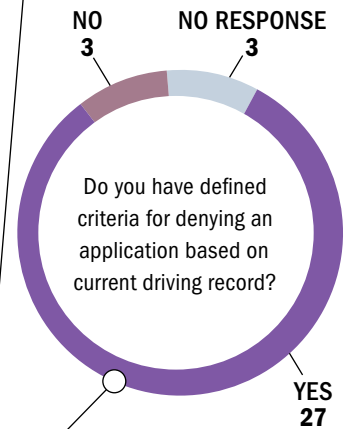
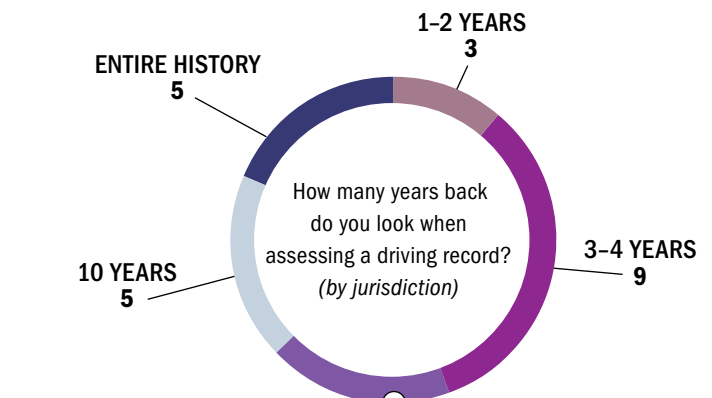
LEARNERS PERMITTED

BY JANICE DLUZYNSKI, AAMVA'S DATA LADY

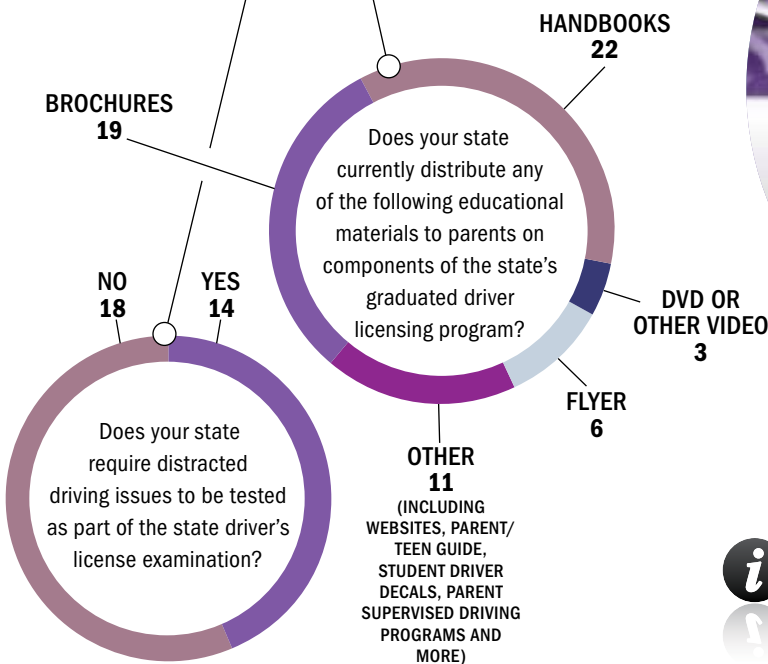
Improving highway safety is a top priority for the DMV community. In recent months, there have been several surveys conducted by the jurisdictions related to the topic of driver safety. Here are two of the most recent examples. The full details of each survey can be viewed in the AAMVA online survey tool at aamva.org/Survey/User/Search.aspx.



DRIVER SAFETY [32 RESPONDENTS]



DRIVING SCHOOL INSTRUCTORS [33 RESPONDENTS]

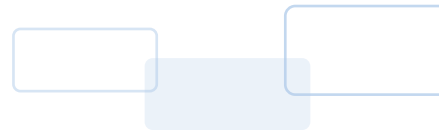


Visit AAMVA's website for resources related to driver safety. You will find information on best practices, AAMVA committees and working groups, driver systems and more at aamva.org/Driver-Licensing-Identification.

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T

TRAFFIC

ALERT

AAMVA MEMBERS CAN HELP FIGHT HUMAN TRAFFICKING AND EXPLOITATION

BY MATT ALDERTON

Sometimes, a phone call isn't just a phone call. Made at the right time, in the right place, it's a lifeline.

Just ask truck driver Kevin Kimmel of Tavares, Florida. On the morning of Jan. 6, 2015, he pulled his rig into the Pilot Travel Center in New Kent County, Virginia, on Rte. 106 near Interstate 64. Fresh from a spate of nighttime deliveries, he was thirsty for sleep. Instead of shuteye, however, what he found was a suspicious RV parked two spots away from him. Its windows were blacked out, and outside was a grisly looking man alternating between the RV and the convenience store that anchored the truck stop.

As he continued watching the vehicle over the course of the next day, Kimmel witnessed numerous men knock on its door, then disappear inside. Things didn't look right. But they didn't necessarily look wrong, either—until he saw a young girl's face framed in one of the RV's windows. It appeared only for a moment, and then disappeared behind a black curtain, as if it had been violently jerked away. Shortly after, the RV began to rock, as if there were a skirmish inside. That's when Kimmel called the police.

"It turns out that this girl—a 20-year-old woman—had been kidnapped and coerced from Clive, Iowa, by a couple who beat

her and starved her," reports Kendis Paris, executive director of Truckers Against Trafficking (TAT), a Denver-based nonprofit that teaches truck drivers like Kimmel to recognize and report instances of human trafficking and exploitation. "This couple had burned her stomach and the soles of her feet and were pimping her out on Craigslist. Those men who were coming to the RV were purchasing her for commercial sex, but thanks to Kevin's call she's now home with her family and that couple has pled guilty to human trafficking in federal court. They face 15 years to life in prison."

Paris established TAT in 2009 because in addition to hotels, motels, malls and other venues of opportunity, human traffickers often find and sell victims at truck stops and rest areas, which puts truck drivers in a good position to stop human trafficking—if only they knew what to look for.

"The trucking industry is basically the eyes and ears of the nation's highways," Paris explains. "Because they way outnumber law enforcement, we recognized that they could be a really valuable source of intelligence if they understood what they were looking at."

Their relationship with commercial drivers and transportation companies across the United States and Canada makes

departments of transportation and motor vehicle agencies ideal partners through which to spread the message.

“Wherever there is an overlap between trucking and law enforcement, there is an opportunity to educate drivers about human trafficking,” Paris says.

‘TRULY REPREHENSIBLE’

U.S. Immigration and Customs Enforcement (ICE) defines human trafficking as the “recruitment, harboring, transportation, provision or obtaining of a person for labor or services, through the use of force, fraud or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage or slavery.”

Because human trafficking is underreported, reliable numbers are hard to come by. The International Labour Organization (ILO), however, says nearly 21 million people worldwide—three out of every 1,000 people—exist in forced labor. Of these, 4.5 million (22 percent) are victims of forced sexual exploitation and 14.2 million (68 percent) are victims of forced labor exploitation in economic activities such as agriculture, construction, domestic work or manufacturing.

“To coerce someone into prostitution or involuntary servitude is truly reprehensible,” says Peter T. Edge, executive associate director for ICE’s Homeland Security Investigations, the Department of Homeland Security (DHS) team that investigates and prosecutes human trafficking crimes. “It is among the most base of actions to strip another person of their humanity, and that is essentially what these criminals ... are doing: dehumanizing their victims.”

Although dehumanization is big business—the global human trafficking industry is valued at \$32 billion a year, according to ILO—the cost isn’t just financial. “The average life expectancy for a victim [of sex trafficking] is seven years,” Paris says. “For those who come out on the other side, there are physical injuries, neurological problems, reproductive health issues, substance



“ THE AVERAGE LIFE EXPECTANCY FOR A VICTIM [OF SEX TRAFFICKING] IS SEVEN YEARS. FOR THOSE WHO COME OUT ON THE OTHER SIDE, THERE ARE PHYSICAL INJURIES, NEUROLOGICAL PROBLEMS, REPRODUCTIVE HEALTH ISSUES, SUBSTANCE ABUSE ISSUES ... THE AMOUNT OF ASSISTANCE REQUIRED BY WOMEN, GIRLS AND BOYS WHO EXPERIENCE THIS LEVEL OF TRAUMA IS INCREDIBLE.

—Kendis Paris, executive director of Truckers Against Trafficking

abuse issues ... The amount of assistance required by women, girls and boys who experience this level of trauma is incredible.”

THE IOWA MODEL

When he learned the heartbreaking realities of human trafficking, Iowa Department of Transportation Chief of Motor Vehicle Enforcement David Lorenzen contacted TAT to inquire as to how he could help.

“The Motor Vehicle Enforcement unit that I oversee has a real tight connection with the commercial vehicle industry. We conduct about 50,000 commercial vehicle inspections annually and interact with thousands of commercial vehicle drivers on a yearly basis,” Lorenzen says. “Because truck drivers are such a mobile group—they’re constantly moving throughout the state and throughout the country, 365 days a year, 24 hours a day—the Iowa attorney general’s office thought we would be a good agency to partner with to raise awareness around human trafficking in our state. One of the ways they suggested we do that was through Truckers Against Trafficking.”

Two years later, the Iowa DOT isn’t just fighting human trafficking in the Hawkeye State; the program it created is serving as a model for how to do so across North America. Co-created by TAT with Lorenzen

and his colleague, 2014–2015 AAMVA Chair of the Board Mark Lowe, director of Iowa DOT’s Motor Vehicle Division, the “Iowa Motor Vehicle Enforcement Model” has been fully adopted in two states—Iowa and Michigan—and partially adopted in 13 others: Arizona, California, Colorado, Connecticut, Illinois, Indiana, Maryland, Minnesota, Mississippi, New Mexico, Ohio, South Carolina and Virginia. Its key ingredients are:

- Training motor vehicle enforcement and law enforcement officers to recognize human trafficking.
- Stocking weigh stations, ports of entry and rest areas with human trafficking literature.

- Visiting truck stops with human trafficking literature that can be distributed to truckers and used to train truck stop employees.
- Including human trafficking training in mandatory safety compliance meetings within trucking companies.
- Spreading awareness about human trafficking via multiple channels, including Iowa DOT's website and the Iowa State Fair, among others.
- Using influence to spread the word about human trafficking to industry partners, including AAMVA.
- Distributing educational DVDs and wallet cards as part of all motor vehicle enforcement programs for law enforcement, service clubs, motor carriers, etc.
- Using asset forfeiture funds to pay for human trafficking training materials.
- Joining the National Human Trafficking Resource Center (NHTRC) law enforcement network.
- Introducing TAT to state trucking associations.
- Ensuring that every commercial driver's license issued or renewed is accompanied with an educational wallet card.
- Collecting data of interdiction stops that lead to human trafficking investigations.

"Deep down, no matter what occupation you're in, everybody wants to do something that's for the good of mankind," reflects Lorenzen, who says Iowa DOT leverages official TAT training materials to educate officers, truckers, DMV staff and truck stop personnel on human trafficking identification and reporting, the latter of which is accomplished nationwide through a 24-hour toll-free NHTRC hotline. "This is an opportunity for our people to make a difference because it doesn't require a ton of equipment and a ton of training; it's just teaching people to be alert, to look for certain things and to make a phone call when they see those things."

TRAFFICKING JAM

If it can happen in Iowa, human trafficking can happen anywhere—and does, according to Lorenzen. "When you're in the middle of the country in a small rural area, like we are, you tend to think, 'That isn't happening here.' In fact, it is," he says.

"Human trafficking knows no geographic boundaries. It happens everywhere."

Human trafficking may be everywhere. But so are commercial motor vehicles, points out Paris, who says every facet of AAMVA membership—law enforcement, driver services and vehicle services—is well-positioned to help victims of human trafficking.

"Whatever your office and whatever your organization, if you work with

commercial vehicles or motor vehicle enforcement you have a role to play utilizing your specific sphere to get information about human trafficking into the right hands," she says.

Lowe agrees and offers the following insights about AAMVA members' potential contributions:

Law enforcement: Law enforcement is on the front lines of motor vehicle enforcement, according to Lowe, who says officers can leverage their authority on roads to both enforce and educate. "Law enforcement may be encountering vehicles that have victims in them, so their own internal training is really important," he explains, emphasizing that officers can positively impact human trafficking by treating prostitutes as victims instead of criminals, by being visible at rest areas and truck stops, and by honing their investigative skills to recognize human trafficking when they see it—for instance, when a passenger in a stopped vehicle has missing or false identification. "Identity investigations frequently uncover other criminal activities because traffickers often control their victims' identities."

Driver services: If drivers are the eyes and ears of the nation's highways, then those who work in driver services are the voice, telling them where to look and listen. "On the driver services side, we know who the commercial drivers are and we interact with them closely, which makes it easy for us to contact them with information to raise their awareness and generate more leads for law enforcement," Lowe says.

Vehicle services: Their oversight of license plates, vehicle registrations, routing and permitting makes those who handle vehicle services ideal ambassadors to work with motor carriers on group training and education for their drivers. In fact, that's how Kimmel received his training: His employer, Con-way Truckload of Joplin, Missouri, provided it. "With vehicle services we have a lot of reasons and opportunities to interact with motor carriers through our newsletters, carrier meetings, etc.," Lowe says. "That's yet another avenue for us to get the message out."

The famous Russian stage director Konstantin Stanislavsky said it best with his famous quip: "There are no small parts; only small actors." Although he was talking about acting, he could have easily been talking about action, instead.

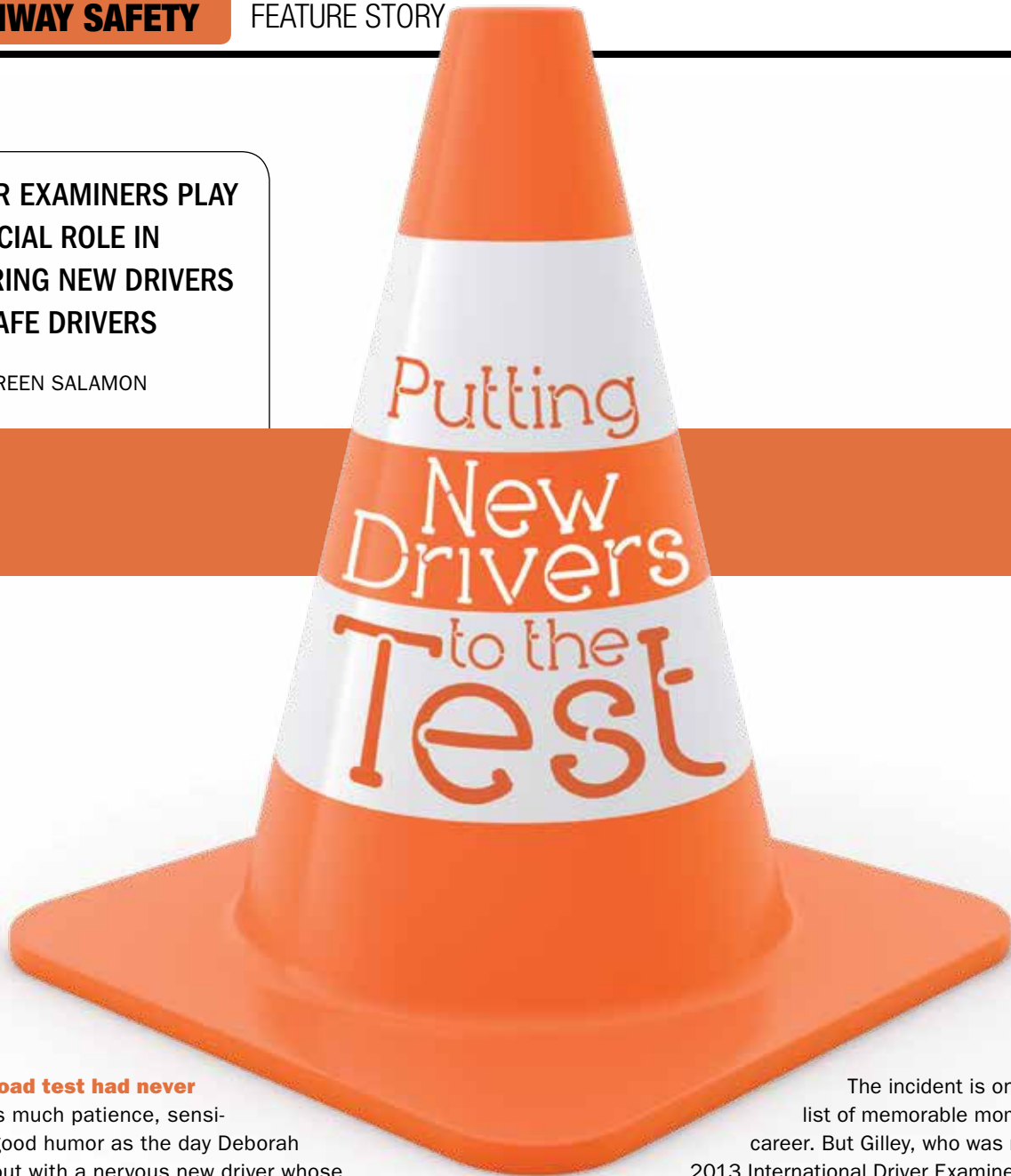
"We're basically talking about slavery here, and that's not something any of us wants to tolerate," Lowe concludes. "When you realize that, it becomes easy to make the case that somebody should do something about this. The question becomes: Who? Because so much of human trafficking goes on in and around vehicles and roads, the AAMVA membership is an obvious answer." **m**

WHO YOU GONNA CALL?

The National Human Trafficking Resource Center (NHTRC) is a national, toll-free hotline that answers calls in more than 200 languages from anywhere in the country, 24 hours a day, 7 days a week, 365 days a year. To report a tip, connect with local anti-trafficking resources or request training and technical assistance, call 1-888-373-7888 or text "HELP" to BeFree (233733).

DRIVER EXAMINERS PLAY A CRUCIAL ROLE IN ENSURING NEW DRIVERS ARE SAFE DRIVERS

BY MAUREEN SALAMON



18

Giving a road test had never

required as much patience, sensitivity and good humor as the day Deborah Gilley set out with a nervous new driver whose family had pressured her into getting her license. When Gilley, a certified driver testing administrator in Kentucky, told the young woman to back up while staying in her lane, the driver confused the gas and brake pedals, ramming the car into a telephone pole.

Gilley would spend the next six weeks with no feeling on one side of her face, the result of a pinched nerve from the accident. But in the moments after impact, she nevertheless handled the candidate—who, predictably, failed the test—with aplomb.

“I told her to go home and practice for a long time,” recalls Gilley, a 26-year examiner and designated “rover” who administers driving tests in 16 counties in her region. “I tried to laugh about it and put her at ease. I always tell these kids that if anyone in this car should be nervous, it shouldn’t be them.”

The incident is one on a long list of memorable moments in her career. But Gilley, who was named the 2013 International Driver Examiner Certification (IDEC) Outstanding Examiner of the Year, epitomizes the group of workers at the core of what AAMVA seeks to accomplish: safe drivers and saving lives.

Indeed, driver examiners are increasingly crucial at brick-and-mortar DMV facilities, because driving tests must still take place in person despite more services and transactions taking place online or via mail. As the employees providing the final verdict on whether new drivers should be granted a driver’s license, driver examiners help ensure that all new drivers are safe drivers.

But actually making that happen is far more complicated than it sounds. “Driver examiners are really the backbone and foundation of what DMVs do,” says Denise Hanchulak, AAMVA’s program director for Certification and Standards. “They’re the first people that applicants see when they walk through the doors. But sometimes what they do goes unnoticed by many, especially the public.”



Deborah Gilley, a certified driver testing administrator in Kentucky, was recognized as the 2013 International Driver Examiner Certification (IDEC) Examiner of the Year.



Visit MOVEmag.org to watch a video about driver examiners.

A DAY IN THE LIFE

Giving road tests may be the most obvious part of driver examiners' jobs, but it's hardly their only duty in most jurisdictions. A typical day involves a blend of inspecting drivers' vehicles and documents as well as administering written knowledge tests and eye tests, and all must be accomplished before new drivers even get behind the wheel for the all-important road exam. If applicants mishandle any of those steps, driver examiners are the ones who inevitably deal with the fallout.

"Unfortunately, not everyone is prepared, and driver examiners get the brunt of these people who don't come in with the right paperwork," Hanchulak explains. "[Examiners] play a huge part in determining fraud as well, because they have to make sure those documents are legitimate. Their goal is to pass you; they're not there to flunk you. It gives them great pleasure when someone passes. It's a hard job."

While Gilley and her colleagues don't claim the role of teacher, they recognize that their duties often overlap with instructing new drivers who are less-than-proficient behind the wheel. The most frequent mistakes Gilley observes are drivers who don't stay in their lanes or look both ways when making a turn.

"You'd be surprised to know that by the time they get to us, many still don't know how to check their blind spots," she says. "I'm always amazed by that. It's a little unnerving."

"But we really drill that into them, and we go over every point they lost and make sure they understand how and why they need to do it correctly," Gilley adds. "Sometimes we may see individuals two or three times before it sinks in that they have to do it this way in order to pass. But it might be something that saves their life down the road, or another person's [life]."



“ EXAMINERS CAN AFFECT DRIVER SAFETY THROUGH THIS STANDARDIZED TRAINING AND TESTING. IT'S NOT SUBJECTIVE—IF I TOOK A DRIVING TEST TODAY, AND THEN THE NEXT DAY I TOOK IT SOMEWHERE ELSE, THE RULES WOULD BE THE SAME. IF THERE WERE NO TRAINING OF DRIVER EXAMINERS, THIS WOULD BE OPINION-BASED.

—Linda Dunstall, chair of the IDEC Board and director of the Modernization Project for the Ontario Ministry of Transportation

2014 IDEC EXAMINER OF THE YEAR LEAVES LASTING IMPACT

Her kind and friendly demeanor may have been the first thing people noticed about Renee Devine, but her rock-solid sense of teamwork and commitment to safety have made a lasting impact on colleagues. Sadly, the 18-year veteran of the Iowa Department of Transportation passed away after a hard-fought

battle with cancer in June 2014. Devine was recognized posthumously as the 2014 International Driver Examiner Certification (IDEC) Outstanding Examiner of the Year, garnering resounding praise from her co-workers who also counted themselves as cherished friends. Each year, the IDEC Board and

AAMVA, after considering nominations from each member jurisdiction, choose to honor one examiner who has gone above and beyond the call of duty. Devine was simply a shoo-in. "When her husband and family accepted the award on her behalf, there was an amazing response from our driver examiners," says



Renee Devine

CONSISTENT TESTING

A heavy dose of training by AAMVA, which runs “Train the Trainer” courses for examiners at centralized facilities, enables driver examiners from all jurisdictions to apply their skills with a uniformity that leaves them ready for anything a new driver can dish out during a road test.

Beyond that, driver examiners in 33 states and Canada benefit from IDEC certification, which is voluntary in each jurisdiction. AAMVA teamed up with the National Highway Traffic Safety Administration (NHTSA) in the 1980s to develop the IDEC examiner certification program to increase examiners’ knowledge and competence, providing lesson plans, quizzes, videos, workbooks and activities toward this formal training.

To become IDEC-certified, examiners in participating jurisdictions must complete a minimum of 40 hours of initial training and undergo refresher training at least once every four years. “Examiners can affect driver safety through this standardized training and testing,” explains Linda Dunstall, chair of the IDEC Board and director of the Modernization Project for the Ontario Ministry of Transportation. “It’s not subjective—if I took a driving test today, and then the next day I took it somewhere else, the rules would be the same. If there were no training of driver examiners, this would be opinion-based.

“Even things like how far in advance they give directions to make a turn are scripted,” adds Dunstall. “You realize that one word could throw someone off completely, but how to speak to the applicant is part of the training. Across Canada and the U.S., I see a lot of consistency in how to deliver the test.”

WORKING TOWARD ZERO DEATHS

Gilley never underestimates the value of the IDEC program, which is easy for jurisdictions to adopt if they haven’t already because it’s closely aligned with AAMVA standards currently in place. “IDEC certification provides a uniformity across the [jurisdictions] that indicates we’re all on the same page,” Gilley says. “And it sets us apart. With the certification, you’re recognized as being a professional.”

Kim Snook, director of the Office of Driver Services at the Iowa Department of Transportation. “She was just a role model for all of them.”

Devine’s accomplishments on the job were many, including collaborating to create an audio version of Iowa’s driver’s manual for people with reading disabilities—a recording still used routinely. Her deep knowledge of policy and

procedures fueled her ability to train new employees at the Ames driver’s license station, where she worked for 15 years, as well as many county employees when they began issuing driver’s licenses.

Devine had a particular gift for helping both young and older drivers who needed remedial driver improvement interviews to understand their less-than-safe behaviors.



AAMVA offers “Train the Trainer” classes for CDL examiners to help ensure the drivers of these larger vehicles know the rules of the road.

Seeing as not all new drivers are teenagers, driver examiners may also be tasked with giving commercial driver license (CDL) tests to applicants hoping to operate buses, trucks and other big rigs. Again, AAMVA steps in with a Train the Trainer program—carried out with the help of members in several jurisdictions—to make sure these drivers, with such heavy loads and responsibilities, take to the roads safely.

“Although they’re not 17 and a brand-new driver in that sense, if they’ve never operated a commercial vehicle and suddenly they want to drive a tractor-trailer, they’re new drivers,” notes Karen Morton, AAMVA’s program director of Driver Licensing, who runs the commercial Train the Trainer classes. “We’re making sure we have the right people on the road.”

No matter which new drivers they’re testing, the mission of all examiners is inextricably linked with AAMVA’s vision of safe drivers, safe vehicles and saving lives. Additionally, driver examiners play a part in the Toward Zero Deaths initiative, a collaborative effort by many national organizations—including AAMVA—committed to reducing annual U.S. traffic deaths from more than 33,000 per year to zero.

“The examiners play a huge part in this because they’re our first line of defense,” Hanchulak says. “They’re the ones out there testing people and handing over licenses to those who meet the minimum skills. They’re a huge part of the DMV and its role of reducing fatalities and crashes.” **m**



For more information about driver examiners and the IDEC program, visit aamva.org/IDEC.

“Her communication skills were fantastic,” Snook says. “She was never degrading to anyone. She would work with them and give everyone the same wonderful customer service.”

In his letter recommending Devine for the Examiner of the Year award, her supervisor, Mark Voss, notes that Devine’s “willingness to take on new projects was above reproach.”

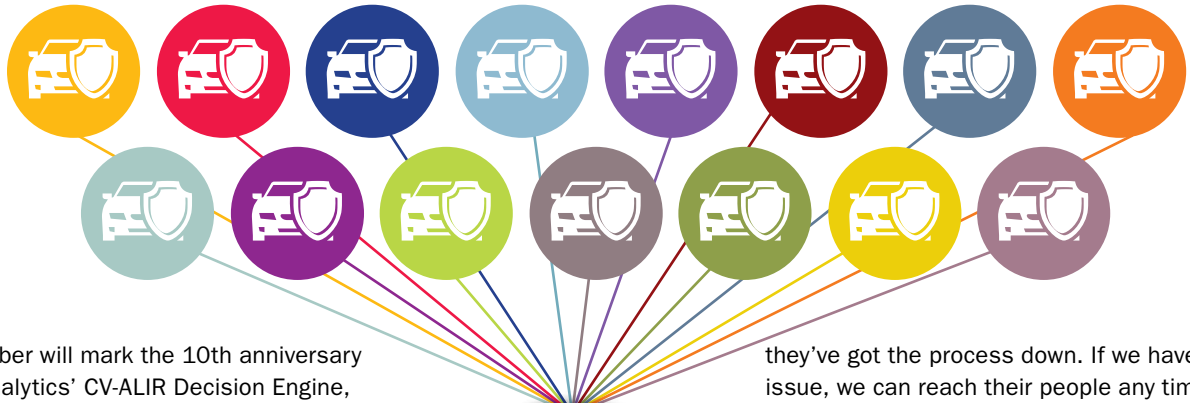
Beyond that, she had a heart that embraced others even when her own circumstances were dire. Voss and Snook remember how Devine, nearing the end of her life, brought her co-workers flowers in a final visit to her “driver license family.”

“Teamwork was such a priority for her,” Snook says. “We’ve never had anyone else quite like her.”

ONE-STOP SHOP

VERISK ANALYTICS WORKS WITH THE VIRGINIA DMV TO PROVIDE BETTER INSURANCE REPORTING

BY ANDREW CONNER



This December will mark the 10th anniversary of Verisk Analytics' CV-ALIR Decision Engine, which helps insurance companies comply with Automobile Liability Insurance Reporting (ALIR) requirements across the country. As of May 2015, 38 states have ALIR requirements, many of which are unique, creating compliance issues for insurance companies that do business in multiple states. Verisk's CV-ALIR Decision Engine takes that burden off of insurance companies and provides motor vehicle departments with better, cleaner data.

"For insurance carriers, instead of having to program 38 connections, they send us the data. We then aggregate it, stabilize it and deliver it based on state requirements," says Stacy Howard, CV-ALIR/CV-Exchange product manager for Verisk's Insurance Solutions group. "The advantage for DMVs is that we're streamlining a lot of their IT. The system maintains connections with many different companies, and the DMV has one point of contact."

Carol Brown, IT project manager for the Virginia Department of Motor Vehicles, works with Verisk on Virginia's ALIR requirements and explains what these advantages mean for DMV employees: "Because they report for so many companies, I have a Verisk contact who will come to me when they have a question, instead of hearing from 80 different companies," she says. "They make life easier, because they do a lot of editing in their system, so what we get is very clean data. They've been doing it for many years, so

they've got the process down. If we have an issue, we can reach their people any time."

Brown also explains that while Virginia has not seen too many changes in its ALIR requirements since the commonwealth started working with Verisk, Verisk is still very adaptive to any changes that crop up.

"For example, if a state makes a programming change and changes its reporting format, instead of testing the change with 50 different connections, the state can test just the one connection with us and it is done [for any carriers that work with Verisk]," says Howard. "So that's really beneficial to the state."

Both Brown and Howard agree that the working relationship between Verisk and the Virginia DMV is a strong one. "There can be a lot of turnover at insurance carriers," says Howard. "So having this long-term relationship—we've been working with Carol for a number of years—is good because there's more consistency."

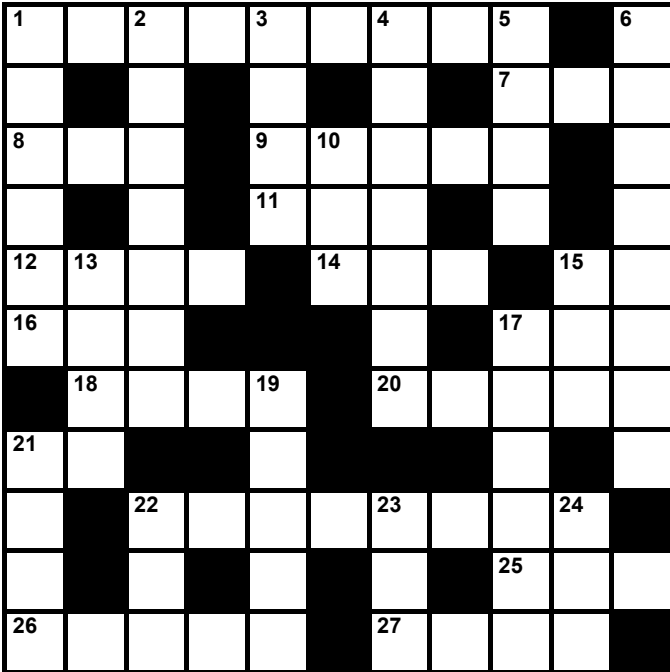
For her part, Brown has been impressed with Verisk's ability to adapt and even go above and beyond what is required by law.

"Verisk is the biggest third party vendor with whom we work," says Brown, "and they're very easy to work with. They even handle our acknowledgements [that go out to drivers when their insurance information doesn't match], which is not covered by law so some third party vendors won't do it. Verisk has been awesome." **m**

“ THE SYSTEM MAINTAINS CONNECTIONS WITH MANY DIFFERENT COMPANIES, AND THE DMV HAS ONE POINT OF CONTACT. —Stacy Howard, Verisk



CROSSWORD



- 11 Establish as policy, for example
- 12 Drivers should get them tested routinely to ensure safe driving
- 14 _____-owned
- 15 Pittsburgh's state
- 16 CD-_____
- 17 Demographic segment
- 18 Means the same as 14 across
- 20 Being deceptive
- 21 Press handler
- 22 _____ interlock device: preventing a driver who has been drinking from driving
- 25 Stop signal color
- 26 18-wheelers—commercial licenses are required to drive them
- 27 Front of a truck, for example

- Down**
- 1 One _____, one license
 - 2 Methods of implementation and execution
 - 3 Auto pioneer
 - 4 Type of expression required for effective facial recognition technology
 - 5 For the _____ of other drivers...
 - 6 Trade, as in information between agencies
 - 10 Political figure, for short
 - 13 FYI part
 - 15 Writing implement
 - 17 Demographic who are victims of human trafficking
 - 19 Marks on a car
 - 21 Public-private partnerships, abbr.
 - 22 Philosophy
 - 23 Truck weight measurement
 - 24 Formerly known as

Across

- 1 Location of the 2015 AAMVA conference
- 7 Auxiliary, abbr.
- 8 One of AAMVA's major concerns, abbr.
- 9 This type of driver will fail a DUI test

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

AAMVA SOLUTIONS & BEST PRACTICES



Q&A WITH **RICK HOLCOMB**

INTERVIEW BY KATHLEEN HAGAN



MOVE MAGAZINE CATCHES UP WITH THE COMMISSIONER OF THE VIRGINIA DEPARTMENT OF MOTOR VEHICLES AND INCOMING AAMVA CHAIR OF THE BOARD.

CONGRATULATIONS ON BEING SELECTED AS THE 2015-2016 AAMVA CHAIR OF THE BOARD! CAN YOU BRIEFLY INTRODUCE YOURSELF TO THE AAMVA COMMUNITY?

Thank you! I'm Rick Holcomb, and I'm currently serving my fourth term as the Commissioner of the Virginia Department of Motor Vehicles. I served under two governors

from 1994-2001, and then I left and went back to work in the private sector as the general counsel and senior vice president for the American Trucking Associations. I returned to the Virginia DMV in January of 2010 to resume the best job I've ever had. To be able to be a part of an agency that can make a difference in people's lives on a day-to-day basis is amazing. When given the opportunity to come back and do it a second time, it was hard to say no.

HOW DID YOU GET YOUR START IN THE TRANSPORTATION INDUSTRY?

When I assumed this position in 1994, all I knew about the DMV was how to spell it. My background had been in mostly legal and political work. While I was working as chief of staff for Virginia Congressman D. French Slaughter, I helped set up an office for incoming Congressman George Allen. When [Allen]

was elected governor of Virginia a couple of years later, he asked me to be a part of his administration and run the DMV. This was my first true entry into transportation.

ANY FAVORITE MEMORIES FROM WORKING AT THE DMV?

In the late '90s, Virginia became the first DMV to allow citizens to renew their driver's licenses over the Internet. And our first customer was a Virginian stationed at Fort Benning, Georgia (over 600 miles from Virginia) who renewed his driver's license from the state of Georgia at 7 a.m. the Sunday morning we launched the service.

A more recent experience was seeing how one of our mobile units helped a citizen get a new driver's license and title and registration for her vehicle after her house had been picked up by a tornado and deposited in the Chesapeake Bay. But the best memories are those to come, when we will do something else innovative that will benefit our customers.



Jennifer Cohan presents Rick Holcomb with a PACE Award for the Virginia DMV's mobile applications at the 2014 AAMVA Annual International Conference in Dover, Delaware.



WHAT ARE YOUR GOALS AND PLANS FOR YOUR YEAR AS AAMVA CHAIR OF THE BOARD?

I want to make sure all AAMVA members see the value of the association and recognize that the subject matter experts at AAMVA can help move them forward. I also want to work with AAMVA to do more outreach and promote more partnerships with the federal government. For example, data exchange with the U.S. Passport Office to assist in establishing legal presence would be incredibly valuable. There's also been discussion as to whether we could partner with the Department of Homeland Security in issuing the Transportation Worker Identification Credential (TWIC®).

Additionally, I want to work with our jurisdictional members north of the border to make sure we're serving them and helping them with their needs. It's important to me that Canadians see value in AAMVA.

WHAT'S THE MOST PRESSING TOPIC IN THE MOTOR VEHICLE COMMUNITY RIGHT NOW?

I would say that the biggest issue DMVs across North America are facing right now is keeping up with the needs of customers. Back in the '90s, we started to revolutionize our customer flow by adding information, lobby chairs and queuing systems. But the office of the future may look very different because customers may be demanding different things.

A

Figuring out what services millennials want and require is big.

At the Virginia DMV, the new philosophy we've had over the last five to six years is that DMVs should be government centers. We've asked ourselves, what other government services could we provide to our customers that would be helpful to them? Today, we title boats; sell hunting and fishing licenses; electronically confirm legal presence through EVVE; and, as of March 2014, we can sell customers certified copies of their Virginia birth



In 2012, Rick Holcomb (center) received a Customer Service Excellence Award for his commitment to furthering online migration of DMV services in Virginia.

“ I WANT TO MAKE SURE ALL AAMVA MEMBERS SEE THE VALUE OF THE ASSOCIATION AND RECOGNIZE THAT THE SUBJECT MATTER EXPERTS AT AAMVA CAN HELP MOVE THEM FORWARD.



Rick Holcomb presents at the AAMVA Leadership Academy in November 2014.

certificates, which they need to prove legal residence when applying for ID cards.

DO YOU HAVE ANY ROLE MODELS?

A big role model of mine was a federal district judge, James H. Michael Jr., for whom I worked as a law clerk. He was the kind of person who commanded respect rather than demanded it. You wanted to respect him for the person he was, not the position

he held. I learned a lot from him about the nobility of being a public servant. He devoted a lot of his time to serving his fellow citizens.

My father, who worked as a federal employee for 32 years, was another role model. He was a dedicated public servant and certainly influenced me in so many regards.

WHAT DO YOU LIKE TO DO IN YOUR FREE TIME?

My staff would tell you I have no free time. But when I do have some time, I like to do yard work and go on long walks. I also enjoy spending time with my three beagles: Bradley, Buddy and Bristol. As I travel and visit various service outlets across Virginia, I like to listen to books on tape. I'm currently working my way through a lot of my favorite authors. I am also an avid University of North Carolina fan, and during the fall you will see me attending all of the home football games. **m**



WE HEAR FROM NANCY PRESCOTT,
STEPHANIE DAVIS AND SGT. MIKE ROSS.



26

IN THE DRIVER'S SEAT

THREE PERSPECTIVES ON DRIVER EXAMINERS

Proud to Participate in the IDEC Program

NANCY PRESCOTT

MOTOR VEHICLE BRANCH OPERATIONS MANAGER,
VERMONT DEPARTMENT OF MOTOR VEHICLES

The Vermont Department of Motor Vehicles is deeply committed to the proper training and continued growth of motor vehicle examiners. We recognize there is a responsibility not only to the applicant being examined, but also to those drivers in the oncoming lane. We have proudly participated in the AAMVA International Driver Certification (IDEC) program since 2001. We are extremely proud to be a board member of the IDEC committee helping to create, standardize, implement and

publicize new examiner training techniques.

The role of a motor vehicle examiner is multifaceted and one that touches individual lives in many ways. Examiners are generally among the first governmental employees to interact with our youth. By virtue of this interaction, they set the tone for young adults' perception of state government. It is imperative that the examiner has the skills necessary not only to assess the applicant's ability to safely operate a motor vehicle, but also to have above-average communication skills so he or she can interact with the test applicants and their parents—and not to mention, in some cases, nerves of steel!

Motor vehicle examiner duties range widely, and many examiners not only conduct the standard motor vehicle exam, but also complete motorcycle, school bus, commercial vehicle and special re-examinations for drivers who may have lost

some of their cognitive abilities due to age, medical issues and, in some cases, assessing the needs and abilities for altered vehicle controls.

The span of knowledge for an examiner is immense, and the ability for the examiners and the state to keep their knowledge sharp and current is imperative. Participating in the IDEC program allows us to train our examiners through an approved examiner course. This course is reviewed and updated annually, and is a nationally recognized program. It meets the examiners requirements defined by 49 CFR 384.228, higher continuing education standards, reduces liability issues and offers professional development for our trainers. Program participation provides states with instructor guides, student workbooks, training videos, driver handbooks and award recognition to our examiners.

As the Vermont DMV continues its commitment to highway safety, we will be participating in all programs offered through IDEC. We have seen the value it offers in reducing examiner and state liability and the increase in public safety.

Focused on the Customer

STEPHANIE DAVIS

DRIVER EXAMINER, DRIVER SERVICES DIVISION,
TENNESSEE DEPARTMENT OF SAFETY AND HOMELAND SECURITY

Helping customers and seeing that they're satisfied is the best part about my job. If I can please the customer, then I'm happy.

Another great part about my job as a driver examiner in Tennessee is that it's a very hands-on role. I process customers, perform road tests and do whatever I can to keep the office going.

On days when I perform road tests, I typically do about 15 in a day. If I can squeeze in a road test for which there is no appointment but the person needs a license, I will, and that makes both the customer and me happy.

The first thing I try to do when beginning road tests is make sure that the applicants aren't nervous. If they're nervous, they can make a lot of mistakes on the road. I try to make them feel as comfortable as possible. I let them know I'm grading them, but I tell them to treat me like a family member in the car. If they follow the rules of the road, don't do anything illegal, make full stops and get us back safely, then all will be well.

I've been in four wrecks in my 12½ years as a driver examiner. Not all applicants are perfect, and they all have something they can learn from. If they do something illegal, like break the speed limit, they will fail. If it's something like not coming to a complete stop or not using turn signals properly, we will just take a point off.

A lot of people look at the DMV and don't want to come in because it has a bad name. We focus on making sure

they want to come back, that they don't have any problems, and are pleased and satisfied. If customers come in mad and then leave with smiles on their faces, I know I've done my job.

Collaboration is Key in Kentucky

SGT. MICHAEL ROSS

CDL COORDINATOR, KENTUCKY STATE POLICE

Kentucky doesn't have a DMV per se. The Kentucky Transportation Cabinet oversees driver background, driver history records, self-certification and anything medical; the Kentucky State Police performs the knowledge and skills testing; and the Administrative Office of the Courts (AOC) administers and issues the actual driver's license.

People don't always understand how we operate with three separate agencies involved in the licensing process. It's similar to DMVs that have separate branches with expertise in certain areas. We interact all the time and use the same computer system to share information. For example, we [on the state police side] can see the date when drivers receive their permits as well as all the knowledge tests they have successfully taken. Seeing this helps in the scheduling process and in ensuring that the applicant has held the permit for the minimum 14 days prior to his or her road test. When we enter the scores from the road tests [into the software], the clerks at AOC can then issue a license.

Kentucky does not utilize third-party testers. Every commercial driver license examiner is either a sworn commercial vehicle enforcement officer or a retired trooper. All of our examiners are current or previously CVSA-certified commercial motor vehicle inspectors, which makes it easier for them to determine if there's a problem with a vehicle or if it's safe to drive. That makes it easier to have everyone on the same page. If you go to eastern Kentucky, the test will be administered in the exact same way as in western Kentucky.

Kentucky also participates in the International Driver Examiner Certification (IDEC) program, which acknowledges each examiner with a certification. Additionally, the IDEC program makes everybody competitive. We take the program and turn it into a competition in our eight regions. This competition challenges and encourages everyone to keep up with all updates in order to stay proficient in their work. This friendly, internal competition makes the entire process safer, not only for the applicant, but for the examiner as well. It's a win-win situation for knowledge testers and examiners, and for the Kentucky State Police as an agency. The real beneficiaries of the IDEC program are our citizens and all who visit the Commonwealth of Kentucky in a motor vehicle. **m**

“HELPING CUSTOMERS AND SEEING THAT THEY'RE SATISFIED IS THE BEST PART ABOUT MY JOB. IF I CAN PLEASE THE CUSTOMER, THEN I'M HAPPY.”

—Stephanie Davis



TAKE CARE

This is my last Taillights column. It's really been an honor to share my thoughts with you here, and even more so, to visit with and learn from all of you as I have traveled throughout the AAMVA community as Chair. My time with all of you this year confirmed the assertion I made at the outset of my time as Chair—that the strength of AAMVA is in the people of AAMVA.

To my observation, the people of AAMVA are smart, resourceful, creative, innovative, hardworking and dedicated to service, often to the point of putting service above self. It's to this last point that I address this column. As I discussed at AAMVA's Leadership Academy in May, our work often requires that we put our organization and its mission first, and that laudable sense of service above self can often translate into a sense of self-sacrifice that at times can be detrimental to our physical and mental well-being.

I advocate that it's not selfish, and that in fact it's to the benefit of our community and your organization, to take and make time for your own well-being. Our work requires great

energy and perseverance, and we're best able to deliver that when we're mentally and physically well.

This isn't an exhortation to start running marathons or take up kickboxing, but it is an encouragement to remember to think of yourself, and to do the things that are right for you to make you healthy and happy. You'll be better for it, and your organization will be as well.

It's been my honor to serve as Chair during this past year, and I look forward to continuing to serve the AAMVA community with all of you for many years to come. I also look forward to Rick Holcomb's upcoming year as Chair. I congratulate him and know it will be superb.

People often say "take care" as they depart, and I think that's appropriate here as well. I would just add: "of yourself!" Oh, and drink plenty of water every day.



Best,
Mark Lowe

Mark Lowe
2014-2015 AAMVA Chair of the Board



MY GAME PLAN

I am excited to be AAMVA's 2015-2016 Chair of the Board. Mark Lowe set the bar high in his tenure, and I look forward to building on his many successes.

The two biggest goals of my term as Chair are to improve communication and enhance relationships with our federal partners, which are so vital to the work we do every day.

CEO Anne Ferro and I will stay connected with the heads of each member

agency; we want to hear from you and learn how we can better serve you. This especially includes our Canadian members who I want to ensure are represented on our board and get value from their participation in AAMVA.

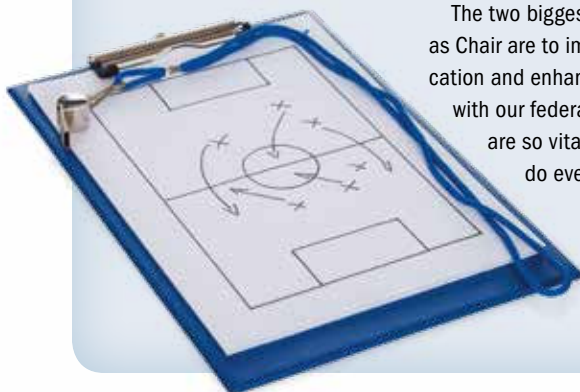
I plan to further explore new federal partnerships to help us better document legal presence for driver's license applicants and to improve service outlets for active military members, among other possibilities. I'd also like to re-establish a forum within AAMVA to discuss important

motor carrier issues, in addition to CDLs.

I have long valued how AAMVA members work together to accomplish any goal, big or small. I am in awe of all we've achieved and am looking forward to an action-packed year of meaningful and measurable results.

Rick Holcomb

Rick Holcomb
2015-2016 AAMVA Chair of the Board





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