

# move

## DATA DEFENSE

HOW DMVs ARE STRIVING  
FOR STRONGER PROTECTION  
OF DIGITAL DATA

### ALSO IN THIS ISSUE

THE STATE-TO-STATE  
PROGRAM GAINS TRACTION

LEADING THE FIGHT AGAINST  
DROWSY DRIVING

CHECKING IN WITH THE  
CCMTA'S PAUL ARSENAULT

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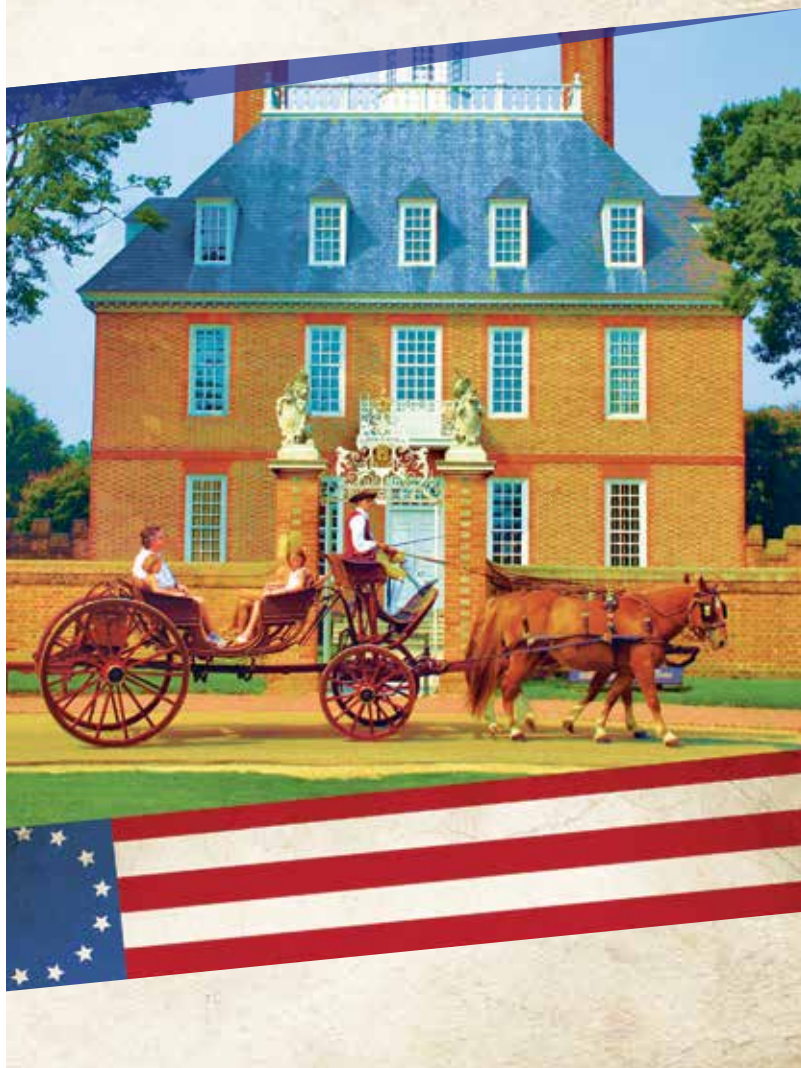




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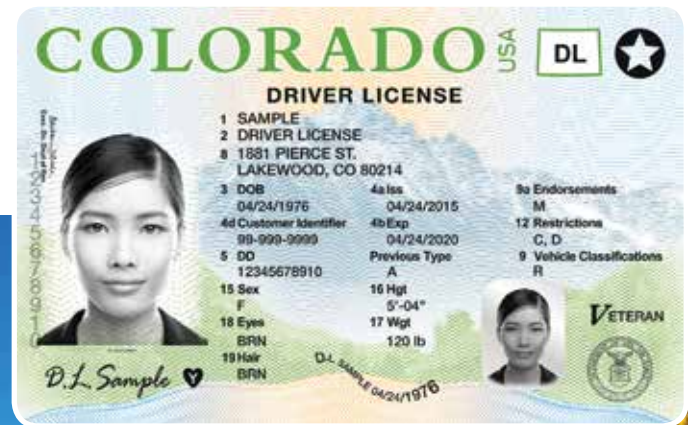
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BY ELIZABETH MILLARD

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BY ANDREW CONNER



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Test your wits and motor vehicle knowledge



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Rick Holcomb provides another update about his time so far as Chair of the Board



### VIDEO: S2S SUCCESS

Pilot jurisdictions share the benefits of using the State-to-State service



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# Partners in Safety

*COLLABORATION AMONG ORGANIZATIONS IN THE MOTOR VEHICLE COMMUNITY LEADS TO SAFER HIGHWAYS AND VEHICLES*

AAMVA strives to provide its members with the tools and information they need to build programs and processes that will help them achieve their highway safety goals. Through partnerships among the AAMVA jurisdictions and other like-minded organizations in the motor vehicle community, we're on the road to achieving safer highways.

AAMVA recently launched a new resource for members: a new Web page featuring all of AAMVA's partnerships for Highway Safety Outreach Services. I encourage you to check it out. You can obtain free safety content (PSAs, Web links, etc.) for your lobbies and driver Web pages. We are privileged to have strong working relationships with these great organizations that also strive to make our highways safer, and reduce highway fatalities and injuries.

**THROUGH PARTNERSHIPS AMONG THE AAMVA JURISDICTIONS AND OTHER LIKE-MINDED ORGANIZATIONS IN THE MOTOR VEHICLE COMMUNITY, WE'RE ON THE ROAD TO ACHIEVING SAFER HIGHWAYS.**

I want to encourage continued collaboration among AAMVA members, as we are able to accomplish more together. A great example of jurisdictions working together can be seen in the feature story about State-to-State (S2S) on page 24 of this issue of *MOVE*. The pilot states have experienced great success already. As more and more jurisdictions sign on and begin to implement S2S, we will improve in our efforts to prevent fraudsters from committing identity theft, limit the risk of a high-risk driver slipping through the cracks by preventing multiple licenses, and improve homeland security and highway safety in general.

Another partnership I'm excited to announce is AAMVA's recent collaboration with the National Safety Council and University of Iowa, creators of the *MyCar DoesWhat* campaign. Many

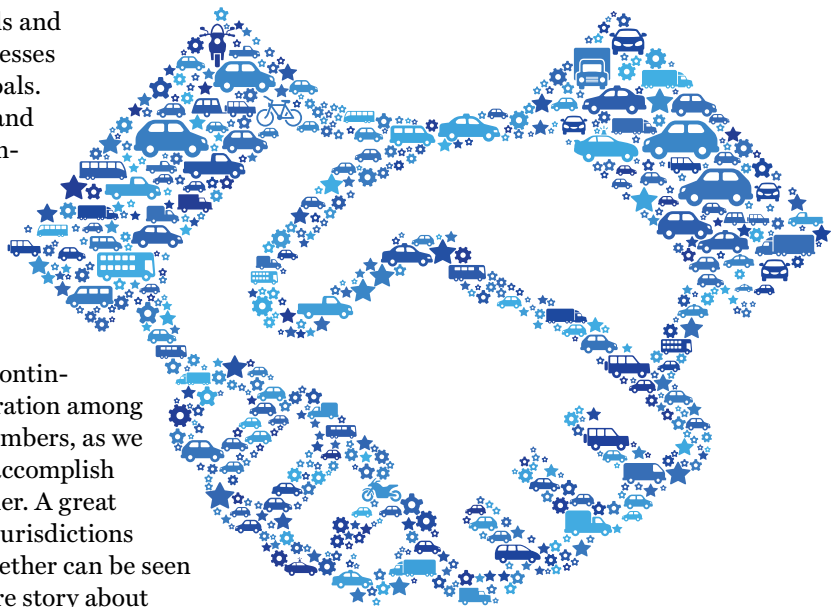
people don't know how to use potentially life-saving vehicle safety features, and this campaign is designed to educate citizens and increase awareness of new vehicle safety features that help prevent crashes, and reduce deaths and injuries.

I hope you'll take advantage of these partnerships through AAMVA and join me on the road that will lead us to safe drivers, safe vehicles, secure identities and saving lives! **m**

Anne Ferro, AAMVA President and CEO

## ***find out more***

VISIT [AAMVA.ORG/HIGHWAY-SAFETY-OUTREACH-RESOURCES](http://AAMVA.ORG/HIGHWAY-SAFETY-OUTREACH-RESOURCES) FOR FREE SAFETY CONTENT TO HELP IN THE QUEST TO MAKE OUR HIGHWAYS SAFER. VISIT [BIT.LY/CarDoesWhat](http://BIT.LY/CarDoesWhat) TO LEARN MORE ABOUT AAMVA'S PARTNERSHIP WITH MYCARDOESWHAT.



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! safety first

# Asleep at The Wheel

*AAMVA IS ACTIVE IN THE  
FIGHT AGAINST DRIVING  
UNDER THE INFLUENCE  
OF FATIGUE*

BY BRITTANY MAGEE





**D**rowsy driving, the hazardous combination of fatigue and operating a motor vehicle, is creating dangerous, and at times deadly, conditions on U.S. roadways, becoming a major threat to public safety. National transportation safety agencies and sleep medicine experts are working together to not only spread awareness and education about this important issue, but to diminish the number of drowsy driving related incidents from our roads altogether.

“Drowsy driving is every bit of a problem as drunk driving,” says Nathaniel Watson, M.D., 2015–2016 president of the American Academy of Sleep Medicine (AASM) and professor of neurology at the University of Washington in Seattle. “We need to get the public to appreciate the fact that it’s a preventable cause of motor vehicle accidents.”

According to the National Highway Traffic Safety Administration (NHTSA), from 2009 to 2013, annually on average, there were more than 72,000 drowsy driving related crashes, as measured by NHTSA’s Fatality Analysis Reporting System (FARS). NHTSA also estimates more than 7,000 people have been killed in such accidents over the last decade.

AAMVA has been participating in numerous national-level forums to discuss the issue with federal policymakers, including NHTSA, according to Cian Cashin, senior manager of government affairs at AAMVA. “We are also working with the AASM and the National Sleep Foundation,” he says.

### AT THE JURISDICTION LEVEL

Dr. Watson and the AASM created the Sleep and Transportation Safety Awareness Task Force. One of its main initiatives is to provide comprehensive

**Nearly ONE  
IN THREE**  
drivers  
report they  
have driven  
within the  
past 30 days  
when they  
were so tired  
they had a  
hard time  
keeping their  
eyes open.

Source: AAA  
Foundation for  
Traffic Safety  
Culture Index

educational material about drowsy driving for inclusion in states’ driver programs, including questions for the driver’s license exam. The goal is to “provide quality information that is consistent nationwide,” says Dr. Watson.

States have responded positively, according to AASM. Some states, such as New York, already have sufficient education material and support the initiative. Other states, including Delaware, Nebraska, Kansas, Pennsylvania, California and Alaska, are interested in either adopting the language recommended by AASM or working with AASM to tailor its recommendations to their specific needs. According to AASM, outreach to the other states is ongoing, and the academy is hopeful it will continue to secure interest from additional states.

Utah and Montana have been very proactive about drowsy driving awareness, says Dr. Watson. Utah established a Teen Driving Safety Task Force that launched the “Don’t Drive Stupid” campaign, addressing drowsy driving as one of the “5 deadly behaviors.” Montana has an extensive drowsy driving module, including a lesson plan, presentations and fact sheets as part of its driver’s education curriculum.

### AN ISSUE OF NATIONAL CONCERN

This past November, NHTSA, led by its administrator, Mark Rosekind, Ph.D., a renowned expert on human fatigue, launched a national forum to address drowsy driving. Called “Asleep at the Wheel: A Nation of Drowsy Drivers,” the program involves many in the traffic safety and sleep communities. NHTSA also recently released its “Drowsy Driving Research and Program Plan,” which includes a total of 10 projects that will begin by late 2016. ▶



## PRIORITIZING SLEEP

As national traffic safety and sleep organizations continue to bring the issue of drowsy driving into the national spotlight and help jurisdictions further educate their citizens

about the issue, they also want to stress the importance of personal responsibility. “There’s no substitute for sleep,” says Nathaniel Watson, M.D., 2015–2016 president of the

American Academy of Sleep Medicine (AASM). “We encourage people to prioritize sleep, which means aiming for at least seven hours per night as an adult.”



One major challenge of eliminating drowsy driving related incidents for both safety and sleep experts is there's no way to accurately measure drowsiness and fatigue; therefore, civil or criminal penalties against it are hard to enforce. "While many policymakers are willing to admit that drowsy driving is an issue, they find it more difficult to hold someone accountable for something that cannot be definitively proven," says Cashin.

While there is currently no biomarker for measuring the impact of drowsy driving, certain forms of technology that both combat and detect drowsy driving have been in the works. "There are corrective technologies that may play a role in mitigating dangerous driving behaviors, such as lane departure warning systems and fatigue detection systems," explains

Cashin. "As these technologies continue to evolve, the ability to minimize human error and dangerous behaviors on the roadways becomes more tangible."

There are countermeasures to drowsy driving, such as caffeine or pulling over for a short nap, but those are just quick fixes. The ultimate goal is to make people not even get to that point in the first place. "There's typically no middle ground in drowsy driving," says Dr. Watson. "It's often not a problem until it's catastrophic." **m**

### find out more

VISIT [BIT.LY/AASMDROWSY](http://BIT.LY/AASMDROWSY) TO LEARN MORE ABOUT THE AMERICAN ACADEMY OF SLEEP MEDICINE'S PERSPECTIVE ON DROWSY DRIVING.

### CAUSES OF DROWSY DRIVING

- › Lack of sleep
- › Untreated sleep disorders
- › Shift work
- › Certain medications
- › Alcohol consumption

### WARNING SIGNS OF DROWSY DRIVING

- › Frequent yawning or blinking
- › Not remembering periods of time/stretches of road
- › Missing directions
- › Drifting from your lane
- › Hitting a rumble strip

## musings

{THIS MONTH'S QUESTION}

## WHAT POSITIVE FEEDBACK ARE JURISDICTIONS RECEIVING FROM THEIR CUSTOMERS?

### 5 STAR RATING FOR SASKATCHEWAN GOVERNMENT INSURANCE

**Diana Ruiz** reviewed *SGI* on March 4, 2016

*I would like to congratulate the team of SGI Regina SK, for the great work they do every day serving hundreds of users from different cultures, accents, moods and even so your attention is the most friendly and efficient. Congratulations! Excellent work! #SGIRegina*

### NEW JERSEY MOTOR VEHICLE COMMISSION

**Maira T Pineda** @maitaiti on Jan. 30, 2016

@NJ\_MVC TY! Efficient, painless, friendly experience 2da in Ringoes. Renewal complete quickly & on time. #customerservedoneright

### SOUTH DAKOTA DRIVER LICENSING PROGRAM

**Colonel Craig Price** @PriceHP1 on Aug. 27, 2015

@SDDriverLicense@SDPublicSafety Great job in Pierre this morning! I received my new license in less than 8 minutes. Door to door.



### OREGON DEPARTMENT OF TRANSPORTATION

**Video:** An aerial view of a massive slide that closed Oregon 42 between Roseburg and Coos Bay at the Coos-Douglas County line on Dec. 23, 2015.

### Brenden Resnick

*How long will that take to fix?*

### OregonDOT

**Brenden Resnick:**

*We may be able to have a lane open in a couple of weeks, but it will be several months before it's completely repaired.*

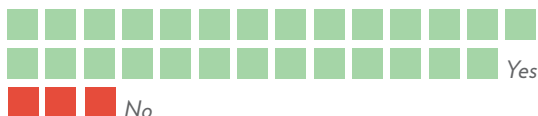
## DETECTING FRAUD

BY AAMVA'S DATA LADY, JANICE DLUZYNSKI

Here are the most recent jurisdiction survey results related to the subject of fraud detection and investigation. The full details of each survey can be viewed in the AAMVA online survey tool at [AAMVA.ORG/SURVEY/USER/SEARCH.ASPX](http://AAMVA.ORG/SURVEY/USER/SEARCH.ASPX).

### FRAUD AND ENFORCEMENT INVESTIGATION SECTIONS [30 RESPONSES]

**DOES YOUR JURISDICTION HAVE AN ENFORCEMENT OR FRAUD INVESTIGATION SECTION?**



### INTERPRETER FRAUD [31 RESPONSES]

**DO YOU ALLOW INTERPRETERS TO TRANSLATE FOR AN INDIVIDUAL (WHO DOES NOT SPEAK ENGLISH) TAKING AN ORAL DRIVER'S LICENSE EXAM?**



**IF YOU ANSWERED YES TO THE PREVIOUS QUESTION, ARE YOU EXPERIENCING DRIVER'S LICENSE INTERPRETER FRAUD?**



Visit AAMVA's website for resources related to fraud prevention and detection. You will find information on the DL/ID Card Design Standard, FDR training, verification systems and the following best practices:

- › Best Practices for the Deterrence and Detection of Fraud
  - › Design Principles and Guidelines for Secure DL/ID Cards
    - › Facial Recognition Program Best Practices
    - › Internal Fraud Detection and Deterrence Best Practice
- Please visit [aamva.org/fraud-prevention-and-detection](http://aamva.org/fraud-prevention-and-detection).



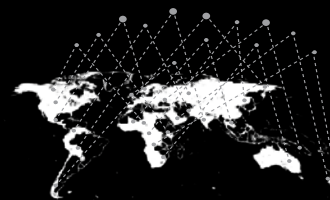
### FRAUD MEASURES [25 RESPONSES]

**DO YOU HAVE ANY MEASURES IN PLACE TO DETECT POTENTIAL FRAUD FOR ONLINE DRIVER'S LICENSE AND IDENTIFICATION CARD RENEWAL TRANSACTIONS?**



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# Smarter Salvage

*VIRGINIA FINDS SUCCESS WITH STUDIES  
AIMED AT IMPROVING ITS SALVAGE PROCESS*

BY ANDREW CONNER

Salvage is often one of the more complex issues that motor vehicle agencies encounter. Salvage laws differ from state to state—there are more than 250 different salvage titles for which citizens can apply in the United States—and there are numerous players involved in the process: from recyclers, builders and demolishers to insurance companies, law enforcement and safety advocates. To make this process smoother, the Virginia Department of Motor Vehicles performed a series of salvage studies that involved bringing all of these disparate stakeholders together to discuss ways to improve efficiency.

“We decided that it was time to look at what the law says to determine what needed to be done to bring the process into today’s world,” says Karen Grim, deputy commissioner for Operations at the Virginia DMV. “We all know that vehicles are becoming more complex, so we decided to bring everyone together and find out if we could come to some sort of consensus.”

Among the participants in Virginia’s salvage studies is Copart, Inc., which manages total-loss claims for insurance companies and is also the largest online salvage auto auction house in the world. Copart’s relationship with the Virginia DMV goes back several years, and it was a natural fit to include the company when the salvage studies began.

“Virginia is really in tune with our industry and the different customers—not just in the public, but also in the private sector,” says Gerry Faries, general manager at Copart. “They promote security, safety and good service with all of their customers. They [really] listen.”

Participation is encouraged in salvage studies, and attendees discuss a wide array of salvage issues such as cosmetically-damaged vehicles or end-of-life reporting for vehicles, both with the full group and in smaller, breakout sessions. This open line of communication between the Virginia DMV and companies like Copart, which extends beyond salvage studies into day-to-day business communications, has allowed businesses and other stakeholders to streamline their salvage processes. For example, as a direct result of these studies, the method of abandonment for vehicles

in Virginia was changed to an interactive online process, making it easier for people to fill out the necessary forms.

“In so many states, they treat the salvage transaction the same as a buyer-to-seller transaction,” says Jerry Sullivan, vice president of Copart. “Virginia is now the role model for streamlining the ability for us and our insurance customers to get salvage titles on every single vehicle so that everybody is protected.”

While it’s clear that Copart and other players in the salvage industry appreciate Virginia’s dedication to a better process, Grim explains that the feeling is mutual. “We have a good working relationship [with Copart], and we appreciate that if they have an issue, they’ll call and come to us directly,” she says. “That doesn’t mean we agree on everything, of course, but we’re always open to talking about it and involving them in that process.” **m**

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**A**lthough necessary, the process of filling out certified medical cards for commercial driver's license (CDL) holders and filing them with state driver licensing agencies is not always efficient for medical examiners, drivers and DMV employees alike. So the Idaho Transportation Department (ITD) looked for a solution to streamline the process, and today it utilizes an innovative approach that makes the entire operation much more convenient.

In partnership with POD, Inc., the ITD developed a program that electronically transfers medical card data for CDL holders from physicians' offices directly to the ITD—at no cost to the state. The electronic medical card reporting program, MedCert, has been so successful that the ITD won a 2015 AAMVA Trailblazer Award for it. This annual award is bestowed upon an individual or jurisdiction agency that implements innovative changes that positively affect the agency and/or community.

"We were pleased with the way the program was envisioned and the way it was rolled out," says Ed Pemble, program manager for the Idaho Transportation Department's Division of Motor Vehicles.

"We had no money at all; we just had the idea. We paid nothing to develop this outside system, and it wasn't a great deal of work."

In 2012, ITD sent out a request for information (RFI) on vendor capabilities to electronically send and post all medical card data securely to its records. POD, Inc. responded to the RFI, and together they developed MedCert, a solution that met—and in some cases exceeded—expectations.

Medical examiners who register with MedCert pay a small fee to either enter medical card data into the system or have POD, Inc. enter the data, and the information is sent directly to ITD and the Federal Motor Carrier Safety Administration (FMCSA). Physicians and CDL holders do not need to worry about personally bringing or sending medical cards to either establishment, which saves everyone time, helps to manage records better and reduces readability errors from manual re-entries.

"We think the fact that we were able to get something like this that doesn't cost the state anything is amazing," Pemble says.

# It's in The Cards

*IDAHO TRANSPORTATION DEPARTMENT DEVELOPED INNOVATIVE ELECTRONIC MEDICAL CARD REPORTING PROGRAM*

BY MEGAN KRAMER



## crossword

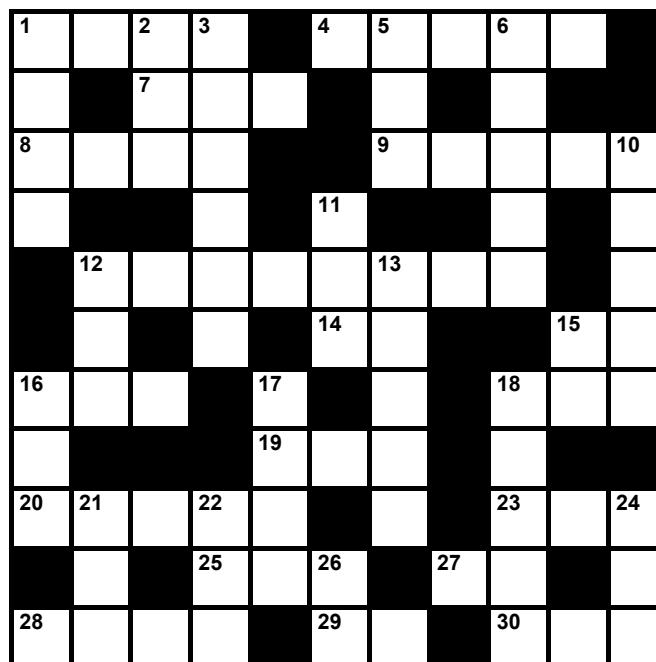
So far, 52 physicians have registered with MedCert, a majority of them from Primary Health Medical Group. Pemble says ITD sent out letters to every physician on the licensed medical examiner list for Idaho, as well as physician assistants and nurse practitioners, so more providers may join in the future. Pemble estimates that ITD receives around 750 electronic medical cards per month.

Originally, the ITD planned on opening up the program to additional vendors that wanted to provide the service to other jurisdictions. However, with the FMCSA's announcement of National Registry II, which will have new requirements for medical card reporting and a new system, states may be deterred from beginning programs of their own.

"We did see the program as transferable to other states, but conditions do change—in this case FMSCA has a different vision now," Pemble says. "But we still feel happy that we did this. We will definitely keep using the program right up until we turn on that new system with National Registry II. So we're going to get great benefit out of this in the long haul." **m**

### find out more

VISIT **MOVEMAG.ORG**  
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NATIONAL REGISTRY II, THE  
NEW SYSTEM FOR MEDICAL  
CARD REPORTING.



### ACROSS

- 1 System formed to coordinate states' electronic systems to verify IDs, abbr.
- 4 Protection from hacking, unauthorized access or theft of information; goes with 12 across
- 7 Original manufacturer's item
- 8 State that recently started using S2S, the State-to-State verification service
- 9 Cleanse, as data in a computer system
- 12 See 4 across
- 14 \_\_\_\_ 22/26
- 15 Position in government organizations that has an internal ethics function

### 16 Vehicle ID number

- 18 It's \$33 for a California Class C license renewal
- 19 Interface between one piece of software and another, abbr.
- 20 System provided by Social Security Office to verify SSN, abbr.
- 23 Braking system, for short
- 25 Abbreviation on city maps, similar to St.
- 27 Paris, Brussels continent
- 28 Most at risk driver (demographically)
- 29 Roman 6
- 30 Acronym for the AAMVA system for exchange of digital images to reduce driver's license fraud

### DOWN

- 1 Acronym for a system of tracking driver's licenses and ID cards that is interoperable between states
- 2 Solemn promise
- 3 Enter a vehicle (for example) to check for legal infractions
- 5 Agreed!
- 6 \_\_\_\_ adopter, organization or individual that is one of the first to use a new technology
- 10 Symbol of pride for law enforcement officials
- 11 Time units, for short
- 12 Go on snow
- 13 Martha \_\_\_\_ awards for Lifetime Achievement in Highway Safety

### 15 That is, abbr.

- 16 Acronym for a system to immediately verify lawful status, abbr.
- 17 Acronym for the system that verifies voter and ID information with the SSA
- 18 Criminal deception
- 21 Observe
- 22 System that connects computers, abbr.
- 24 Last word of "America the Beautiful"
- 26 Electric vehicle, for short



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*HOW DMVs ARE STRIVING FOR  
STRONGER PROTECTION OF  
DIGITAL DATA*

# DATA DEFENSE

BY ELIZABETH MILLARD

**A**s technology advances, bringing more users and devices into the mix, cybersecurity will continue to be a top concern for everyone—from major corporations battening down their intellectual property to individuals attempting to thwart identity theft.

According to the Department of Homeland Security (DHS), cyberspace and its underlying infrastructure are vulnerable to a wide range of risk, including threats in both the physical and digital realms. Cyber-based criminals and nation-states have been exploiting vulnerabilities to steal information and money, and are continually developing new capabilities that can disrupt and threaten essential services.

All manner of traditional crimes are being perpetrated through cyberspace now. This includes

  
Cyber-attacks on government websites increased by 12-fold from 2006 to 2014, from 5,503 to 67,168.

Source: Government Accounting Office

financial fraud, child exploitation, extortion and holding information “hostage” until a payment is received to release it. Compounding the problem, criminals can operate from anywhere in the world, creating difficulties for law enforcement when it comes to tracking them down.

For AAMVA members, these cybersecurity threats can be particularly toxic. Not only do agencies face the threat of losing highly valuable data, but they also may be

vulnerable to multiple attacks that can spread throughout an entire system.

“Cybersecurity isn’t new, but it’s getting more attention—for good reason,” says Philippe Guiot, chief information officer at AAMVA. “DMVs are critical when it comes to protecting information because criminals realize that their databases hold sensitive data. Jurisdictions are realizing that they need to step up protection, and they need to do it now.”



*“DMVs are critical when it comes to protecting information because criminals realize that their databases hold sensitive data. Jurisdictions are realizing that they need to step up protection, and they need to do it now.”*

**PHILIPPE GUIOT**

Chief Information Officer, AAMVA



## SEEING THE CHALLENGES

Although cybersecurity safeguards are vital, many AAMVA members face a unique set of challenges when it comes to digital security practices. Many are attempting to integrate technology resources with training strategies, but they also need to deal with legacy systems; follow state, provincial and federal mandates; handle extremely sensitive user data; and hope for enough funding from legislatures.

One of the most pressing needs for many DMVs is the replacement of older equipment. “To do things right, you need money for more modern technology,” Guiot notes. “Some agencies are still trying to work with 40-year-old systems that don’t work with encryption and newer security controls. Even some [systems] that are only a decade old present challenges.”

Older machines may not have proper encryption, sophisticated access controls or up-to-date software with the latest security patches. Washington State has an array of legacy systems, says Ann Bruner, chief information officer, Washington State Department of Licensing. But IT and the security leadership team have been doing regular reviews to determine what needs to be swapped out. “At least once a year, we look at all technology pieces with an intention to upgrade or replace what needs to be changed for better security,” she says.

Even if a DMV recognizes the need for newer, more secure equipment and services, financial resources may be lacking. “Unfortunately, funding is always an issue,” Guiot says. “Part of the problem is that financial resources for cybersecurity vary from jurisdiction to jurisdiction. But if you have uneven protection, we’re all made more vulnerable.”

Many jurisdictions have been successful in working together with legislatures to highlight cybersecurity concerns and garner funding, based on recognition that security at the DMV contributes to more protection across all state and provincial agencies. For example, the California Department of Motor Vehicles received \$1.7 million from its legislature in late 2015 to establish a data security center, and with those funds, it is refining processes and adding more training that wouldn’t have been possible before.

## SECURITY STRATEGIES

Even with significant challenges like legacy equipment and funding, many DMVs are working to expand their resources and put systems that lower their cybersecurity risks in place.



*“We have over 10,000 employees, and they all need to recognize that the information we hold for our citizens could be misused.”*

### BERNARD SORIANO

Deputy Director of Risk Management for the California Department of Motor Vehicles

In addition to tactics like creating an asset map and centralizing information (see sidebar on page 22), DMVs are finding they can lower vulnerability with approaches that stack up security controls and put proactive measures in place. One particularly effective strategy is to view employees as gatekeepers instead of security risks.

When a breach occurs, it’s just as likely to be human error as a technology stumble,

which underscores the importance of training, according to Bernard Soriano, deputy director of Risk Management for the California Department of Motor Vehicles. Security training should include aspects of technology usage, but it also should emphasize safe information handling in other ways, he notes.

For instance, training in California includes proper procedures for filing paper, or for what should be handed to customers. All employees also learn about identity theft risks. “We have over 10,000 employees, and they all need to recognize that the information we hold for our citizens could be misused,” says Soriano. “They also learn that they have a responsibility to protect that data—it’s not just up to the technology to keep it safe.”

Along with training, security policies are vital for better cybersecurity protection—as long as the language isn’t vague or confusing. Also, the policies need to be updated



regularly and must be specific when it comes to what employees can and cannot do.

For example, Washington State specifically prohibits the use of non-encrypted flash drives, Bruner says. This prevents employees from taking work home and potentially exposing data through loss or theft of the drive. The policy also sets rules about what devices can connect to the network, information about regular software scans, email best practices and mandatory security training.

Another strategy that's growing in popularity in the corporate sector is managed services, an approach that

involves outsourcing numerous—and sometimes all—technology functions, such as data management, cloud-based data storage, information recovery, intrusion detection and even employee training.

One implementation worth keeping an eye on will be the Florida Department of Highway Safety's move toward a managed services model, made possible by a recent legislative action. According to Boyd Dickerson-Walden, chief information officer of the department, about \$700,000 will go toward implementing a managed security service that includes monitoring traffic and firewalls, incident

  
The international cybersecurity market will increase to **\$170 BILLION** by 2020, up from **\$75.4 BILLION** in 2015.

Source: Gartner, Inc.


response and security advisory services.

"We're not just handing them the keys and saying, 'Let us know when there's a problem,'" he says. "We will have a stringent reporting structure and multiple controls in place. This is more about forming a partnership than simply outsourcing everything."

Dickerson-Walden adds there are multiple benefits in pursuing managed security, such as reducing the need for a larger, in-house IT staff—an important consideration when data security professionals are in high demand—and gaining more robust intrusion detection and prevention services than they would have been able to afford otherwise. "We think this is a great step toward keeping up with emerging threats and getting what we need in place," he says.

## LOOKING AHEAD

One major factor for developing more cybersecurity is a mandate at the federal level for better digital protection. Guiot notes there are ongoing efforts in Congress to assess what should be done with



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# VALID

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technology

cybersecurity for government agencies, as well as for the private sector.

According to ISACA, an organization focusing on IT governance professionals, there are currently 22 federal bills related to cybersecurity that are deemed “worth watching” as they make their way through the legislative process. “There are already good regulations at the federal level around data, privacy and reporting, but we’re going to see more ongoing efforts in Congress around cybersecurity,” Guiot says.

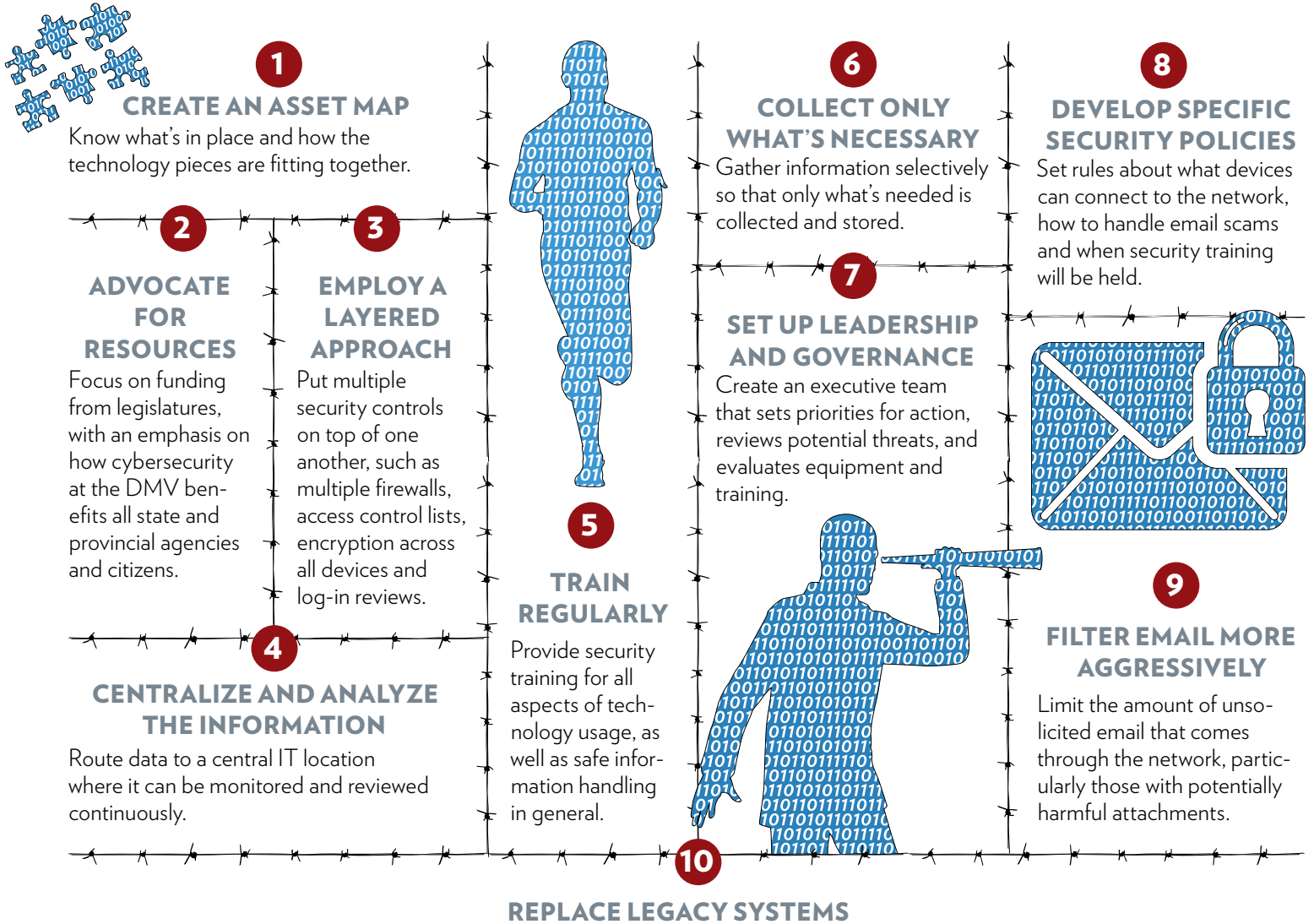
Other technology and policy advances, such as mobile driver’s licenses and online access to DMV

databases by consumers and employees, likely will create more concern over data security. With initiatives and changes like these, Guiot suggests that AAMVA members make cybersecurity a priority now, rather than waiting for more federal mandates. “Every jurisdiction needs to see this as a call to action,” he says.

A good first step for any DMV is simply to start talking

about cybersecurity, suggests Sjon Woodlyn, infrastructure branch chief at the California Department of Motor Vehicles. “So many of us operate under assumptions of what security might be, or what risks look like,” he says. “There’s a paradigm shift around cybersecurity that needs to occur, and that begins with understanding what we’re facing and how we can protect ourselves.” **m**

## 10 STRATEGIES FOR BETTER CYBERSECURITY



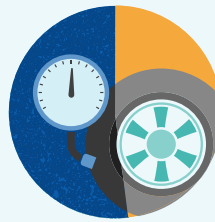
# A SIMPLE ADDITION TO YOUR DRIVER'S ED CURRICULUM COULD SAVE A TEEN'S LIFE

JOIN MICHELIN AND FIA IN THE FIGHT TO HELP REDUCE CRASHES AMONG TEEN DRIVERS



## #1

Automobile crashes are the #1 killer of teens in America\*



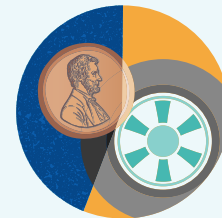
## 55%

of teens don't know the proper tire inflation level for their car\*



## 12%

of crashes among inexperienced drivers can be attributed to tire-related issues, such as insufficient tread or pressure\*



## 44%

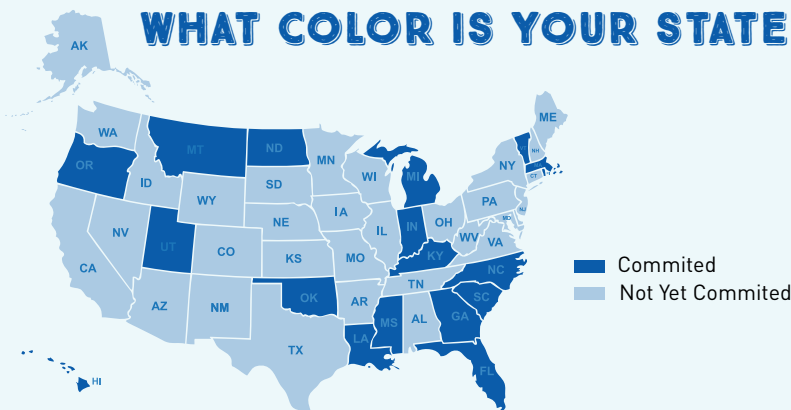
of teens don't know how to check tire tread\*

Teens are taking the wheel in record numbers, but not many can turn to state-issued driver's ed materials or even their parents to learn tire safety basics, according to research by Michelin and the Fédération Internationale de l'Automobile (FIA).

Michelin and FIA are teaming to close this gap. In 2014 we launched *Beyond the Driving Test*, an awareness and advocacy program aimed at educating teens and urging all 50 states to include tire safety information in their driver's education materials by 2020. Seventeen states are now compliant or committed to getting there. Michelin worked with the American Driver and Traffic Safety Education Association (ADTSEA) to develop curriculum materials that states can use in whole or in part at no cost, and is working actively to share the program at AAMVA national and regional conferences.

The campaign is achieving major traction, but we have miles to go.

## WHAT COLOR IS YOUR STATE?



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\*Sources: 2012 NHTSA study focused on tire problems as experienced by light vehicles in the pre-crash phase; Centers for Disease Control and Prevention. Web-based Injury Statistics Query and Reporting System: 2012; Michelin/FIA Road Safety Perception Survey 2014.





operations

-  States currently using S2S
-  States implementing S2S in 2016



# Stately Success

*A FLEXIBLE,  
STATE-DRIVEN  
DEVELOPMENT  
PROCESS PROVES  
SUCCESSFUL  
FOR THE STATE-  
TO-STATE  
PROGRAM*

BY ANDREW  
CONNER

Administrators and employees of motor vehicle departments across the United States have long discussed the ideal of ‘one driver, one license.’ However, until recently, there was no systematic way for states to enforce this vision.

For the past four years, the DL/ID Verification Service, Inc. (DIVS)—a short-term governance organization created to tackle this issue, comprising members from state DMVs, private-sector vendors and AAMVA—has been working to change this. In August 2015, Wisconsin became the first state to implement the State-to-State (S2S) service. Since then, Indiana, Maryland and North Dakota have joined Wisconsin, and at least 11 more states are confirmed to implement the service in 2016.

“Given the flexibility of the [service], I can’t imagine ultimately that a state wouldn’t want to have this capability,” says Stephen Leak, executive director of Credential Programs at the Indiana Bureau of Motor Vehicles. “I’ve been around [the motor vehicle industry] since 2005, and ‘one license, one person’ is all I’ve heard since I’ve been here. This gives us the ability to reach that.”

Brad Schaffer, IT manager for Driver’s License and Motor Vehicle Systems at the North Dakota Department of Transportation, agrees with Leak’s assessment, saying it will take some time, but he fully expects S2S to be a nationwide program in the future.

“I don’t see how every state wouldn’t want to join eventually,” he says. “Once we start showing the results and fraud cases—we already have one confirmed fraud case we found—I don’t see how a state could sit there and not want to be a part of that. Especially as governors and higher-ups in the states start seeing that.”

## MAKING MATCHES

‘One driver, one license’ is an important goal in the fight against fraud. As driver’s licenses have become the de facto form of identification for Americans, the opportunity for their misuse in fraudulent transactions has increased.

“Security is at the forefront of everything we do,” says Christine Nizer, administrator for the Maryland Motor Vehicle Administration. “Everyone is concerned about identity theft, and we want to do anything we can to prevent it. State-to-State is a [service] that allows us to implement that secure vision.” ▶

## JOINING THE TEAM

### STATES UTILIZING S2S

Arkansas (as of June 2016)  
Indiana  
Iowa (as of May 2016)  
Maryland  
North Dakota  
Wisconsin

### STATES PLANNING TO IMPLEMENT S2S IN 2016

|             |              |
|-------------|--------------|
| Alaska      | Nebraska     |
| Arizona     | South Dakota |
| Delaware    | Virginia     |
| Idaho       | Wyoming      |
| Mississippi |              |





This secure vision includes the ability to determine quickly whether a driver is licensed in another state when he or she comes into a motor vehicle department for a new license. In addition, the service can determine which currently licensed drivers also hold licenses in other participating states. In fact, as each new state joins the program, they are finding more and more license matches among the states.

“When we went live we got a list of potential duplicates, and that’s something we would have never known about,” says Nizer. “It truly speaks to the benefits of the service—preventing individuals [from having multiple licenses].”

Leak had a similar experience when Indiana joined S2S earlier this year. “Our findings are supporting what everybody thought about this [issue], which is that people aren’t necessarily forthright about saying ‘I have a credential somewhere else,’” he says. “And we’re figuring

*“As more and more states participate in the service, there is more information to be dealt with.”*

#### KRISTINA BOARDMAN

DMV Administrator at the Wisconsin Department of Transportation

out we can detect fraud.”

Leak says the Indiana BMV found a few cases that had already been on the state’s radar as possible fraud, and when they popped up as matches in the S2S service, that only strengthened their suspicions. The number of matches each state finds will only increase as more states adopt S2S.

“As more and more states participate in the service, there is more information to be dealt with,” says Kristina Boardman, DMV administrator at the Wisconsin Department

of Transportation. “It can be a little scary, and we know we can’t take care of every issue right away, but it’s really valuable information and it’s important that we have it. [In the end] our records will be much more accurate. It’s a marathon, not a sprint.”

#### GETTING GOING

While the launches of S2S in the first four pilot jurisdictions occurred with minimal issues, getting the service to work smoothly required a lot of effort pre-deployment from the jurisdictions, AAMVA and Clerus Solutions.

“The number of use cases increased substantially from CDLIS to S2S,” says Tom Osterbind, president and CEO of Clerus Solutions, “which means the decision logic for a state is more complex. This also means the states have a more complex testing procedure to complete prior to implementation.”

Part of this complexity is due to the different rules surrounding the issuance

## SOUND ADVICE

Implementing a service like State-to-State is a large task. Fortunately, as more states join the program, they can learn from the experience of the pilot jurisdictions. Here is some advice the pilot program administrators offer for new states implementing S2S.

MD

“Figure out what you want your business process to look like first. In other words, how will you handle customers? When someone comes into your jurisdiction and says they don’t have a license [in another jurisdiction], but you do a query and find out they do, how do you want to handle that situation?”

— Christine Nizer, administrator for the Maryland Motor Vehicle Administration

“One of the best practices we would use if we could do it over is have two test environments that are unique. In your day-to-day work, if you have anything that needs to be tested, you need to have CDLIS in your test environment. But as you complete development [of the new system], you need to switch over and test against the new system specs, and each time you do that it causes delays. With two test environments you can avoid those delays.”

— Stephen Leak, executive director of Credential Programs at the Indiana Bureau of Motor Vehicles

WI

“We did a lot of prep work to make sure our records were up-to-date. We now maintain an internal record of which pointers are held by Wisconsin and what information is held on the pointer. This helps with reconciliation of errors. Doing that IT work on the back end to make sure the records are really clean is something a lot of states are interested in.”

— Kristina Boardman, DMV administrator at the Wisconsin Department of Transportation

“Make sure you have the CDL experts of your state involved in the implementation of State-to-State. And also be prepared for the increased workload you’ll have with the duplicates [when you go live]. When we hopped on, we were the second state, but we were still surprised at the number of duplicates we found.”

— Brad Schaffer, IT manager for Driver’s License and Motor Vehicle Systems at the North Dakota Department of Transportation

IN

ND



of driver's licenses in each state. S2S is built to handle these differences and is customizable for each state's set of rules. For example, states, such as pilot program member North Dakota, don't need to be REAL ID compliant to take advantage of S2S.

"One of the unique things [about S2S] is that it was truly a state-driven exercise," says Nizer. "In other words, the rules for the jurisdictions were developed by the jurisdictions."

Ensuring that each state's rules were properly implemented—and that the new program worked on top of the existing CDLIS infrastructure when it went live—was an important part of AAMVA's involvement in the process.

"The states give us their high-level business requirements, and we take those and ask, 'what does that mean for State-to-State?'" says Pamela Dsa, senior project director for Driver Systems at AAMVA. "We had to make sure current

users [of CDLIS] weren't impacted. The rearranging of the whole system was not just a Band-Aid—we had to re-engineer the whole thing. [When we went live], we hit the switch and everything had to work like it did before."

And so far, the new S2S service has gone live in four states without issues, working seamlessly on top of CDLIS in each of the pilot jurisdictions. The transition also has worked out well for motor vehicle department employees.

"At the front counters not a lot has changed," says Schaffer. "We were used to dealing with CDL records, so we built all the State-to-State messages the same way. The learning curve is not that steep for them."

### LOOKING FORWARD

With the success of the first four pilot states—and at least 11 more states set to join the program this year—it seems likely that S2S will be adopted by a majority of

jurisdictions in the coming years.

"The value of the service, the self-sustainability of the service through reasonable fees and the support of federal grants to states come together to provide an environment for nationwide adoption without federal mandates," says Osterbind.

Boardman agrees and, like Leak and Schaffer, explains that as states see the success of current members, they will be more and more likely to join the program.

"The concept of communicating among other states is something jurisdictions have been talking about for almost 20 years," says Boardman. "I hope people are seeing the benefits and making the decision to get on board. I really look forward to it being a nationwide [program] that we all take advantage of." **m**

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JUN 12-15

**2016 Region I CONFERENCE**  
BURLINGTON, VT • JULY 17-20  
JUL 17-20

**ANNUAL INTERNATIONAL CONFERENCE**  
AAMVA  
Williamsburg, VIRGINIA  
2016  
AUG 16-18

**ONCE IN A WHILE,  
YOU HAVE TO CHANGE  
YOUR CAREER AND TRY  
DIFFERENT THINGS.**

**Q & A WITH**

# Paul Arsenault



*MOVE CATCHES UP WITH PAUL ARSENAULT, CCMTA CHAIR AND DEPUTY REGISTRAR OF MOTOR VEHICLES AND DIRECTOR OF SPECIAL PROJECTS WITH NOVA SCOTIA'S TRANSPORTATION AND INFRASTRUCTURE RENEWAL*

INTERVIEW BY BRITTANY MAGEE

**Q HOW DID YOU GET INTO THE MOTOR VEHICLE INDUSTRY?**

After I graduated from engineering school, I began working for the government in the lab for highway materials. I worked there for about 15–20 years. I also was involved in some organizational transformations and change management work. When a director's position in highway safety opened up, I applied—because once in a while you have to change your career and try different things—and I got the job. I've been a part of the motor vehicle industry ever since.

**Q TELL ME ABOUT SOME OF THE WORK YOU'VE DONE IN THE MOTOR VEHICLE INDUSTRY.**

Nova Scotia is a very small jurisdiction, and over the past 20 years we put forward a lot of legislation regarding road safety, including impaired driving and the graduated driver's license system (GDLS). We have some of the best practices for those programs implemented in our province, so we're pleased with that.

Another thing that comes to mind is our collaboration with AAMVA, and the implementation of post-9/11 driver's licenses and identification cards. A joint CCMTA/AAMVA group worked on the new standards, which subsequently were adopted by both organizations. I always look back at that as a great example of our two countries working together to create a standard set of rules,

and it is something we need to keep doing.

**Q WHAT ARE SOME IMPORTANT ISSUES YOU'RE FOCUSING ON IN YOUR JURISDICTION?**

One thing is driver's license reciprocity. We certainly want to make sure that when Canadians move to U.S. jurisdictions, or vice versa, that it's a seamless process of exchanging a driver's license (DL). We need to be responsible to our citizens and be able to make sure they don't need to go through unnecessary hoops. When you look at the eligibility standards for a DL, most states and provinces have similar requirements, so we can share information with each other and make getting a new DL as simple as possible.

**Q YOU PRESENTED AT AAMVA'S 2015 ANNUAL INTERNATIONAL**

## FAST FACTS

### Paul Arsenault



#### HOMETOWN

Dartmouth,  
Nova Scotia,  
Canada



#### EDUCATION

Bachelor of Science from Saint Mary's University  
in Halifax, and Bachelor of Engineering from  
the Technical University of Nova Scotia



#### FAVORITE MOVIE

The Blues Brothers



#### ON THE ROAD

Paul drives a Toyota Highlander Hybrid



Paul Arsenault (right) and Yuriy Shelkovyy (left), a researcher with CCMTA, at the 2015 CCMTA Annual Meeting in Whitehorse, Yukon.

### CONFERENCE. COULD YOU TELL ME MORE ABOUT THAT?

The presentation focused on CCMTA. It was important to share with AAMVA what the structure of CCMTA is, how we operate, what the

key issues we're dealing with are—which are very similar to AAMVA's. It was a great way for us to get out in front of AAMVA members, and I think that helped people understand a little more about our organization.

## THE BIG QUESTION

### WHAT WERE SOME OF YOUR GOALS COMING IN AS CHAIR OF CCMTA LAST YEAR?

When I became Chair last May, we had been going through a fairly large reorganization of the structure of CCMTA, so I wanted to make sure we implemented all of the identified changes. Another thing I wanted to advance within CCMTA was working cooperatively with others in the motor carrier industry, such as AAMVA, International Registration Plan, Inc. (IRP) and Commercial Vehicle Safety Alliance (CVSA). I wanted to look at those relationships and see how we could continue to better work together.

### Q I HEAR YOU ALSO COACH BASEBALL.

I started coaching many years ago when a good friend asked me to take over his team as he was going to a hockey camp, and I've been in baseball ever since. Baseball in Canada is obviously not as popular as hockey, but with the Toronto Blue Jays' success, it is growing day by day. I coach a U-21 team that is coming down to Connecticut later this year—I'm excited that we'll get to play some good competition. I also coach the Saint Mary's University team in Halifax.

I grew up a Boston Red Sox fan because we have a lot of relatives in the United States, and we would go down every summer and see games at Fenway Park. My allegiance has shifted, though, because the Blue Jays are building themselves as Canada's team. **m**



# Secure Locations

*DMVs SHOULD PREPARE FOR IMPENDING CYBERATTACKS*



## CHALLENGES IN CYBERSECURITY RISK REDUCTION

**DOUG ROBINSON**, EXECUTIVE DIRECTOR, NATIONAL ASSOCIATION OF STATE CHIEF INFORMATION OFFICERS

**S**tate governments are at risk! Today's headlines are filled with stories of cybersecurity incidents and their disturbing impact on both public and private sector organizations. No organization is immune from the consequences of a cybersecurity event. Cybersecurity protection, response, resiliency and recovery dominate the agendas of state chief information officers (CIOs), and it remains a top priority for the state CIOs and the National Association of State Chief Information Officers (NASCIO).

Because of the massive amount of personal information held in trust by state government agencies, including DMVs, states are attractive targets for hackers, cybercriminals and foreign entities. In the last three years, states have experienced a significant increase in cybersecurity incidents. Attacks from activist groups or "hacktivists" with political agendas also have become more prevalent. The latest twist is ransomware—criminals infiltrating government computer systems and holding agency data hostage until a ransom is paid.

For DMVs, the question of a cybersecurity incident is not if, but when. They are becoming more vulnerable to attacks because of the increasing severity, volume and sophistication of cyberthreats. Cybersecurity events now have the potential to significantly disrupt the business of government. State governments must view cyberattacks as more than incidents and must prepare for events with significant consequences beyond the loss of data. These can be termed cyber disruptions, disasters or even catastrophes. As a result, governors and other elected officials must be prepared to respond quickly to restore public trust.

Jurisdictions are facing persistent challenges in cybersecurity risk reduction because of several factors, but most importantly these

four key issues: inadequate strategic direction and organizational structure; constrained security budgets; increasing sophistication of the threats; and lack of cybersecurity professionals. What should be the priorities for states? First and foremost, NASCIO recommends states organize for success with a clear and authoritative governance structure that includes all appropriate stakeholders (and not just technology leaders). Cybersecurity presents 'business' risks to the states and must be understood in this context.

Cybersecurity should be addressed as a significant risk to state government and funded at a level commensurate with the risk. Based on NASCIO data, the percentage of information technology spending on security is much lower than recommended

benchmarks. This would include investments in continuous diagnostics and mitigation (CDM) tools for constantly monitoring cybersecurity risks and providing alerts. In addition, NASCIO recommends states plan for the consequences of a cyberincident or data breach with a robust response and recovery protocol, including a crisis communications plan.

And finally, make no mistake—there is a cybersecurity workforce crisis in

state government. Because state government agencies can't compete with private sector compensation, it's imperative they develop innovative approaches to recruitment, develop university partnerships and find creative ways to build their cybersecurity teams. States should cast a wide net and work to identify and recruit minorities, veterans and candidates that would benefit from flexible work programs.

Cybersecurity risks must not be relegated to a 'technology only' discussion. Only by making cybersecurity a policy priority for state leaders, organizing for success, and embarking on innovative collaborations with public and private sector entities, will states be in a position to address the continuing onslaught of cybersecurity risks.

## A SECURITY-FOCUSED MINDSET

ANDRE EDMOND, SENIOR SECURITY ENGINEER, LEXISNEXIS

As a senior security engineer at LexisNexis, an emerging trend I'm seeing in cybersecurity is phishing or malicious emails. Cybercriminals are using very personalized emails that appear to come from legitimate sources—such as the user's bank or from the IRS, for example—to get an unsuspecting user to click on the link, or download the attachment and unwittingly add a piece of malware to his or her computer. These types of email attacks have been on the rise, and many people have been falling into that trap.

Another cybersecurity trend I've noticed is Distributed Denial of Service (DDoS) attacks, which are carried out by automated bots or programs. As stated earlier, when people click on the links in phishing emails or download attachments, they unwittingly infect their computers with malware, which then can be used in a bot farm to conduct a DDoS attack. A DDoS attack works by overloading

Denial of Service attacks last an average of 14.95 HOURS and target gaming websites in the United States most frequently. The majority originate in China or Turkey.

Source: Akamai

a website or an online resource with useless traffic. This way, the resources become unavailable for the authorized users.

The private sector has more tools in its arsenal to fight these threats. Although funding is often an issue with public entities' information technology, such as DMVs, that doesn't mean there's nothing they can do to fight back. DMV employees should be educated about various cybersecurity threats and risks. Having employees with security-focused mindsets can prevent them from clicking on links in phishing emails or going to suspicious websites that could download malware onto a DMV computer or network. It is important to have annual training and regular communication—such as a

newsletter that covers security topics—to help ensure employees stay security conscious. In addition, DMVs should ensure that their computer systems have anti-virus and anti-malware running and up-to-date. They also should have Internet filtering to prevent employees from accessing dangerous websites.

Additionally, jurisdictions should have policies in place regarding the use of personal devices by employees, such as a disclaimer that would allow the DMV to wipe the device to remove confidential data. Before a device is allowed on the network, it should be checked to make sure it is up-to-date with the latest security patches, is encrypted and is password protected.

## PRIORITIZING EMPLOYEE EDUCATION

BONNIE FOGDALL, BUSINESS OPERATIONS MANAGER, DIVISION OF MOTOR VEHICLES, IDAHO TRANSPORTATION DEPARTMENT

The subject of cybersecurity is extremely important to the Idaho Transportation Department's Division of Motor Vehicles. One of the things Idaho has done to help ensure staff know and understand the importance of good cybersecurity is provide mandatory training modules for every employee on the subject. The training is a good way to reinforce ITD's emphasis on data integrity and protection of personally

identifiable information. The partnership the DMV has with Idaho's IT organization has proven to be very helpful in identifying phishing attempts, as well as ensuring good cybersecurity practices are in place throughout the organization. Ensuring that the staff know how to respond to a potential breach or cybersecurity threat is high on the Idaho DMV's priority list of training initiatives. **m**



# Pack Your Bags

## JOIN THE AAMVA COMMUNITY IN VIRGINIA FOR THE 2016 AIC

I'm wearing many hats these days—Virginia DMV Commissioner, AAMVA International Board of Directors Chair and now add tour guide to that list. Because I have the trip for you this summer!

Virginia is honored to be hosting this year's AAMVA Annual International Conference (AIC) from Aug. 16–18. We've selected Colonial Williamsburg as the backdrop for the festivities, the perfect setting for your visit to Virginia, the Old Dominion and birthplace of eight American presidents.



We've got a great agenda in the works for AIC-goers. Expect to learn from great speakers and share best practices with colleagues from all over North America. If you'd like to make a vacation out of it, gather up the family and come early or stay late. Or both.

You've probably heard the slogan "Virginia is for lovers." I can guarantee there's something here that everyone will love. Do you love history? Virginia played a pivotal role in the founding of America, and the war that nearly divided it. See the early English settlement at Jamestown. In Yorktown, tour the house where negotiations occurred for the surrender of British troops to General George Washington's army. Less than an hour away is Richmond, Virginia's capital city and onetime capital

Colonial Williamsburg allows tourists to experience a reenactment of life there in the 18th century. Also known as "the Revolutionary City," this 301-acre historic area features hundreds of restored, reconstructed and historically furnished buildings.

of the Confederacy; there you can visit St. John's Church, where Patrick Henry delivered his stirring "Give me liberty or give me death" speech, or stand on preserved battlefields from the Civil War. Love the beach? Take a dip in the Atlantic Ocean in nearby Virginia Beach. Thrill seekers can test out high-climbing rollercoasters at top theme parks in and around Williamsburg. Are you a foodie? Virginia is home to a plethora of highly praised restaurants and has a vibrant craft brewery scene.

We've done a lot of important work in the past several months. AAMVA changed the bylaws to add a seat on the board for our Canadian contingency, filled by Susan Lucas of British Columbia. We reestablished a Motor Carrier Working Group and created an electronic balloting process to make bylaw amendment votes more transparent and informative. New administrators took advantage of our AAMVA orientation in full force, and up-and-coming AAMVA leaders continued their education at our leadership academy. Virginia, Maryland

and Pennsylvania hosted AAMVA administrative staff for a behind-the-scenes look at DMV operations.

AIC Williamsburg will be a great opportunity to reflect and expand upon all of our accomplishments this year—and have a little fun while we're at it. One of my goals as chair has been to make sure AAMVA members get the most out of their membership. I can say with certainty that you will get a lot out of your trip to Virginia this summer. In Williamsburg, let's seize the spirit of those leaders who came before us. Let's challenge the present. And together, let's make history. **m**

Safe travels,



*Rick Holcomb, AAMVA Chair of the Board*

### find out more

FOR MORE INFORMATION ON THE 2016 AIC IN WILLIAMSBURG, VISIT **AAMVA.ORG/2016-AIC-HOME**.



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