

# move



THE

# GIFT OF LIFE

AAMVA MEMBERS  
SUPPORT **DONATE  
LIFE AMERICA** IN  
THE EFFORT TO SAVE  
LIVES THROUGH  
ORGAN, EYE AND  
TISSUE DONATION

## ALSO IN THIS ISSUE

**Your 2018 conference schedule is here**

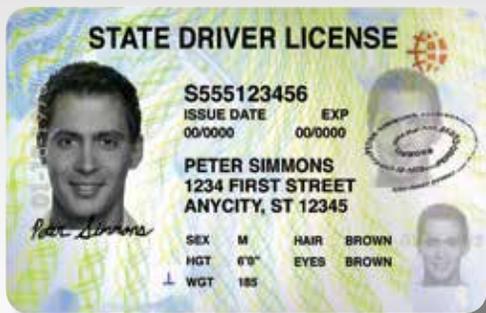
**Catch up with Chief John R. Batiste**

**Paperless voter registration in Virginia**



# DRIVE ENHANCED SECURITY & SERVICES

## CONNECTING CITIZENS & GOVERNMENTS



Entrust Datacard offers the solutions government agencies need to control costs, drive efficiency and mitigate program risk. Our advanced printing and laser-engraving technologies allow issuers to add highly unique Security at Time of Personalization™ (S.T.O.P.) features and personalized data onto a credential — locking in security and transforming a document into a trusted identity. Solutions range from citizen enrollment and credential issuance to technologies for authentication, renewal and revocation of both physical and digital credentials.

Our commitment to understanding industry best practices and standards, along with an open, flexible architecture, helps ensure security and flexibility for governments and the citizens they serve.

### Entrust Datacard provides solutions for:

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

### Empower Security at Time of Personalization (S.T.O.P.)

**in your license program by visiting [entrustdatacard.com/movemag](http://entrustdatacard.com/movemag) or by scanning the QR code to download a FREE brochure.**

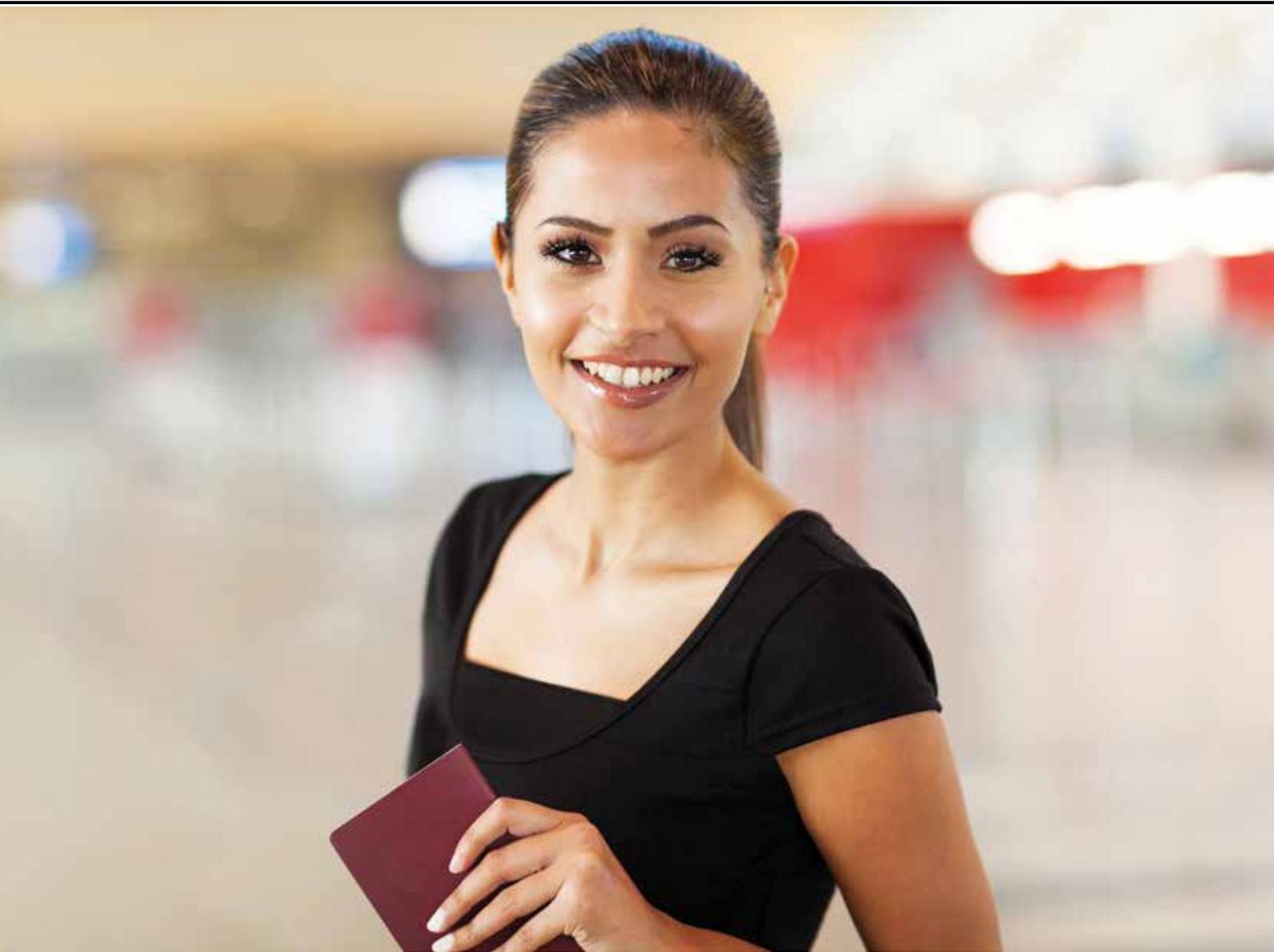


Entrust Datacard and Datacard are trademarks, registered trademarks and/or service marks of Entrust Datacard Corporation in the United States and/or other countries. Names and logos on sample cards are fictitious. Any similarity to actual names, trademarks or tradenames is coincidental. ©2016 Entrust Datacard Corporation. All rights reserved.

# VERIDOS

IDENTITY SOLUTIONS

by Giesecke & Devrient  
and Bundesdruckerei



## Veridos Secures Identities

**Identity Solutions.** Governments are served with highly secure and innovative identity solutions, making Veridos their best choice for protecting and safeguarding their citizens.

Veridos provides the latest technologies for the enhancement of (electronic) driver's licenses into more secure and trustworthy documents. Its solutions inherently include the choice between a wide range of materials, security features and operating systems. To prevent those choices from becoming overwhelming, the company supports its customers through the entire switchover process, from revised enrollment and issuance procedures to the development of mobile services that provide further convenience and better user experience on mobile devices. Find out more about how Veridos can help you make the most secure decision at [www.veridos.com](http://www.veridos.com).



REGISTER AT [AAMVA.ORG](http://AAMVA.ORG)



# WORKSHOP & LAW INSTITUTE

DENVER, CO  
MARCH 13-14

The Workshop provides AAMVA members with an intimate and collaborative environment to network and learn from fellow motor vehicle and law enforcement colleagues across North America.  
**Register today!**

# move

**PRESIDENT & CEO**  
Anne Ferro

**DIRECTOR, MARKETING & COMMUNICATIONS**  
Noemi C. Arthur, MBA

**VICE PRESIDENT, MEMBER SERVICES & PUBLIC AFFAIRS**  
Ian Grossman

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

**MEDIA SERVICES PROVIDED BY GLC**  
[www.glcdelivers.com](http://www.glcdelivers.com)

**MANAGING EDITOR**  
Kathleen Hagan

**SENIOR DIRECTOR, CLIENT STRATEGY**  
Rene Ryan

**ART DIRECTOR**  
Scott Oldham

### EDITORIAL

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

MOVE Magazine is the winner of



2014 APEX Award for Publication Excellence



2014 Pearl Award



2015 & 2016 AM&P Excel Gold Awards



2017 Hermes Creative Award

2015 & 2017 Ozzie Awards for Cover Design

### 2017-2018 BOARD OF DIRECTORS

Chair of the Board | Kurt Myers, Pennsylvania  
Vice Chair | Rhonda Lahm, Nebraska  
Secretary | Whitney Brewster, Texas  
Treasurer | Richard Holcomb, Virginia  
Parliamentarian | Paul Cooney  
John Batiste, Washington; Kristina Boardman, Wisconsin; Jackie Bemboom, Missouri; Brenda Coone, Alabama; Boyd Dickerson-Walden, Florida; Michael Dixon, Colorado; Sarah Garcia, Montana; Pat Kohler, Washington; Raymond Martinez, New Jersey; Thomas McClellan, Oregon; Christine Nizer, Maryland; Jane Schrank, South Dakota; Jean Shimoto, California; Kevin Shwedo, South Carolina; Scott Vien, Delaware

### COPYRIGHT

©2017 by the American Association of Motor Vehicle Administrators. All rights reserved. Materials may not be reproduced without written permission, except for educational purposes where fewer than 100 copies are being reproduced. Email copyright questions to [move@aamva.org](mailto:move@aamva.org).

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

### ADVERTISING SALES

Robert Stershic, Sales Manager,  
Business Solutions  
[rstershic@aamva.org](mailto:rstershic@aamva.org)  
703-908-2825 (work)  
703-839-0647 (cell)

### POSTMASTER

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

Printed in the United States of America.



**SAFE DRIVERS, SAFE VEHICLES,  
SECURE IDENTITIES, SAVING LIVES!**

MOVE is the publication of the American Association of Motor Vehicle Administrators. For more information, visit [www.aamva.org](http://www.aamva.org).



# Proudly shaping the future of the digital identity landscape

**Four jurisdictions - Colorado, District of Columbia, Maryland and Wyoming** - have gone live with their digital driver's license pilot to great success, exploring fundamental use cases such as enrollment, law enforcement, age verification and travel.

[➔ GEMALTO.COM/DDLPILOT](https://gemalto.com/ddlpilot)

ENABLING ORGANIZATIONS TO OFFER TRUSTED AND CONVENIENT DIGITAL SERVICES TO BILLIONS OF INDIVIDUALS. LEARN MORE AT GEMALTO.COM

**gemalto**  
security to be free



# 16

## GIVING THE GIFT OF LIFE

AAMVA members support Donate Life America in the effort to save lives through organ, eye and tissue donation

BY MEGAN KRAMER



# 22

## THE BIG QUESTION

“Would you like to be an organ donor?” isn’t just something that DMV employees Freida Booth-Pitts and Sandy Bloxom ask their customers. It’s something they live out every day.

BY MICHELLE JACKSON

## IN THE HEADLIGHTS



### FROM THE PRESIDENT

**06** As 2017 comes to a close, AAMVA begins to write the story of its new culture

**08**

### EVENTS

Mark your calendar for AAMVA’s 2018 events

**10**

### EVENTS

Highlights from the 2107 AAMVA AIC

**13**

### DASHBOARD

The most recent surveys related to Real ID

**09**

### MUSINGS

What brought you to the 2017 AAMVA Annual International Conference?

**12**

### JURISDICTION SPOTLIGHT

The Virginia DMV and Department of Elections create an electronic voter registration system

**14**

### INDUSTRY INSIGHT

Alabama launches the first electronic ID to combat state tax refund fraud



### BEHIND THE WHEEL

**24** MOVE catches up with the leader of the Washington State Patrol, a past recipient of AAMVA’s Martha Irwin Lifetime Achievement Award.



### CROSSROADS

**26** Two perspectives on lessons learned from Real ID implementation



### TAILLIGHTS

**28** Holding DMV employees to a higher customer experience standard

## ONLINE EXCLUSIVES

Don't forget to visit [MOVEmag.org](http://MOVEmag.org) to read the latest web exclusives.



### CHECKING IN WITH THE CHAIR

Watch a short video interview with AAMVA’s 2017–2018 Chair of the Board, Kurt Myers.



### MORE MUSINGS

Watch the 2017 AIC Wrap Up video to hear why your peers attended the 2017 AIC.

PPG TESLIN® Substrate

Easy to authenticate,  
Difficult to replicate.



**When credential security and durability are paramount, TESLIN® substrate...**

- Allows laser-engraving and prints vivid, high-definition color photos for quick and easy authentication.
- Supports centralized issuance for programs requiring REAL ID compliance.
- Outlasts more rigid card materials while protecting and cushioning embedded electronics.
- Can be customized with embedded security features for program-specific formulations.
- Forms virtually indestructible bonds with overlay and card body substrates to deliver tamper-evident protection by permanently distorting if alteration is attempted.

When you're ready to design a secure and durable credential that's easy to authenticate and difficult to replicate, visit [Teslin.com/Easy](https://www.teslin.com/easy).



*TESLIN® substrate is proven globally for driver's licenses and e-ID cards.*





# Transition Time

*AS 2017 COMES TO A CLOSE, AAMVA BEGINS TO WRITE THE STORY OF ITS NEW CULTURE*

**W**ith the transition of seasons from fall to winter comes the end of AAMVA's 2017 conference cycle. It's a time to put away the suitcase, wrap up travel notes and file the last expense report for the year.

For those of us who travel a lot for AAMVA—including our Chair, AAMVA staff and associate members—it's a time to say goodbye to our conference siblings and traveling partners with whom we share cab rides, airport delays, meetings and meals from January until October each year. The good-byes bring a moment to reflect on the contributions and talent that make so many of AAMVA's events and services possible.

Come January, AAMVA's Board of Directors will meet to check-in on the FY2018 spending plan and provide strategic direction for AAMVA to best serve its members on emerging innovations, regulatory challenges and information technology (IT) systems, to name a few. The board will also talk with association and federal partners like the Industry Advisory Board, Canadian Council of Motor Transport Administrators and International Registration Plan. We expect to hear from our federal partners at the U.S.

*Time to put away the suitcase, wrap up travel notes and file the last expense report for the year.*



Departments of Transportation and Homeland Security.

This coming year is sure to bring advances in self-driving vehicles, digital identification and ID security that we could not have imagined a year ago. With this fast and furious pace of change comes a responsibility to learn as much as possible and sustain the networks that help the public sector serve its citizens. It is as important as ever to be at the table exchanging ideas, recommendations and best

practices. AAMVA offers a host of ways that you and your staff can serve on committees and working groups; attend AAMVA conferences, workshops and meetings; and stay connected.

For AAMVA the organization, 2018 brings a chance to write a new story together about our internal culture and our effort to create a workplace that puts employees' well-being and their ability to contribute their best at the forefront of managers' focus. This organizational culture initiative is awkward at times and sometimes feels uncertain or slow, but it brings with it the reward of replacing old biases and leadership filters with new ones built around the golden rule of serving others as we would like to be served.

In the midst of wrapping up this year's projects and preparing for the next, let's pause and consider why we do what we do: to make our communities better places through safe drivers, safe vehicles, secure identities—saving lives. This higher purpose in our work presents daily opportunities to touch people's hearts. Whether it's a traffic stop that prevents a crash or a DMV employee asking a license applicant if he or she wants to be an organ donor, the difference your staff make with each customer transaction can be profound.

Connecting through AAMVA creates opportunities to do this work better all the time. For AAMVA staff, the opportunity to collaborate in this work is inspiring and rewarding. **m**

Anne Ferro  
AAMVA President and CEO

**go online**

VISIT [AAMVA.ORG](http://AAMVA.ORG) AND WATCH OUR "2017 YEAR IN REVIEW" VIDEO TO GET A SENSE OF WHAT AAMVA'S MANY ACCOMPLISHMENTS OVER THE LAST YEAR LOOK LIKE.

# BECAUSE PEOPLE ALREADY IDENTIFY WITH THEIR PHONES.

As demand grows for more intelligent and secure mobile identification solutions, HID Global is driving innovation through best-in-class technology and convenience. Our HID goID™ platform for government-issued mobile IDs is the most advanced solution of its kind — allowing control over how much personal information is shared — so a citizen's identity is always protected, whether online or off. And because it's powered by secure Seos® technology, you can invest with confidence.

You'll call it customizable convenience. We call it, "your security connected."

YOUR SECURITY. **CONNECTED** | Visit us at [hidglobal.com/solutions/government-mobile-id](http://hidglobal.com/solutions/government-mobile-id)

# in the headlights

-  news
-  statistics
-  events
-  education

 events

# Road to Knowledge

MARK YOUR CALENDAR FOR AAMVA'S 2018 EVENTS

	EVENT		LOCATION	DATE	
	WORKSHOP & LAW INSTITUTE		Denver, Colorado	Mar. 13-14, 2018	
	REGION 1 CONFERENCE		Wilmington, Delaware	May 14-17, 2018	
	REGION 2 CONFERENCE		Myrtle Beach, South Carolina	June 18-21, 2018	
	REGION 4 CONFERENCE		Big Sky, Montana	July 9-12, 2018	
	AAMVA ANNUAL INTERNATIONAL CONFERENCE		Philadelphia, Pennsylvania	Aug. 21-23, 2018	 <small>Photo: Bruce Andersen</small>
	REGION 3 CONFERENCE	 <small>Photo: Robert LaRosa, Jr.</small>	Oak Brook, Illinois	Oct. 23-25, 2018	 <small>Photo: Tomcio77</small>

Every year, AAMVA events offer outstanding opportunities for education, updates and communication among members. The meetings cover legislative news, current jurisdiction practices and industry advances, so members leave armed with knowledge that helps them conduct their business effectively and efficiently.

Take advantage of AAMVA events in 2018. Learn from members, share successes and capitalize on large- and small-group settings.



 musings

{THIS MONTH'S QUESTION}

## WHAT BROUGHT YOU TO THE 2017 AAMVA ANNUAL INTERNATIONAL CONFERENCE?

**Matt Dingbaum, Iowa Department of Transportation**

*This is the place where you're going to find out best practices. This is the place where you're going to find what's up and coming in the industries that we work in. I can't think of anything else that compares to AAMVA.*

**Dawn Lietz, Nevada Department of Motor Vehicles**

*Some of my closest friends have come from networking at these meetings.*

**Frank Mannarino, Covestro, LLC Specialty Films**

*It's a great opportunity to meet key decision-makers.*

**Sharon Madison, South Carolina Department of Motor Vehicles**

*Being able to talk to folks who are in similar job duties to what you have in your state, and talking about their experiences—getting some fresh ideas. We steal and steal [those ideas] shamelessly.*

**Kurt Myers, Pennsylvania Department of Transportation**

*When we go through our daily lives, and we think about the individuals who we may touch and may talk to, we need to remember that it's sometimes not apparent, but it does impact people, and it is so important to what we do every day, and how we measure ourselves as human beings.*

Visit **MOVEmag.org** to watch the 2017 AIC Wrap Up video.

### TOURIST TIP

**IF IT'S YOUR FIRST TIME IN DENVER, YOU MUST...** visit Union Station. The historic landmark is a transportation, dining, shopping and entertainment hub.

**IF IT'S YOUR FIRST TIME IN WILMINGTON, YOU MUST...** go to a Wilmington Blue Rocks game. This Kansas City Royals' minor league team will be playing the Cleveland Indians' farm team, the Lynchburg Hillcats, during the Region 1 Conference.

**IF IT'S YOUR FIRST TIME IN MYRTLE BEACH, YOU MUST...** ride the SkyWheel for its stunning views. This observation wheel is 187 feet tall and has 42 glass-enclosed gondolas.

**IF IT'S YOUR FIRST TIME IN BIG SKY, YOU MUST...** visit Yellowstone National Park. The west entrance of the world's first national park is only a short drive away, giving you the chance to explore its unique ecosystem.

**IF IT'S YOUR FIRST TIME IN PHILADELPHIA, YOU MUST...** visit the Reading Terminal Market, America's oldest continuously operating farmers' market. More than 80 merchants sell a wide variety of food, drinks and other products there.

**IF IT'S YOUR FIRST TIME IN OAK BROOK, YOU MUST...** visit the nearby Brookfield Zoo. It is home to more than 2,000 animals and is also an accredited arboretum.

FOR MORE INFORMATION ABOUT THESE EVENTS, VISIT **AAMVA.ORG.**



1

 events

# Golden Gate Gala

*HIGHLIGHTS FROM THE 2017 AAMVA AIC*

Hosted by AAMVA's immediate past Chair of the Board Jean Shiomoto and the California Department of Motor Vehicles, AAMVA's 2017 Annual International Conference (AIC) was an all-out success. It provided attendees with a combination of informative sessions and fun events. Session topics included the latest advances in automated vehicle

technology, the Real ID Act, the future of dealers and drivers, the Road to Zero initiative and regulating transportation network companies, among others.

Along with these educational meetings and concurrent sessions, conference attendees had the chance to witness the 2017 solar eclipse during a quick break in the opening general session. **m**

1 Jean and David Shiomoto look carefully into the sky along with fellow AIC attendees to catch a glimpse of the solar eclipse. 2 Members of the California Highway Patrol - Golden Gate Division present the colors at AIC. 3 Anne Ferro welcomes attendees to the 2017 AIC. 4 Kurt Myers gave remarks at the end of the opening general session.



2



3



4



5

5 Anne Ferro and Jean Shiomoto present a donation to the CAHP Widows and Orphans' Trust Fund.

6 Jean Shiomoto presents Cathie Curtis with the Chair's Award of Excellence and Achievement.

7 Members of the California DMV staff celebrate their hard work with planning this year's AIC.

8 Jean Shiomoto poses with two California Highway Patrol officers during the Chair's Welcome Reception. 9 The closing banquet included a live band.



8



6



7



9

# Voter Vehicle

*THE VIRGINIA DMV AND DEPARTMENT OF ELECTIONS CREATE AN ELECTRONIC VOTER REGISTRATION SYSTEM* BY BRITTANY MAGEE

**REGION** For the past two decades, the Virginia Department of Motor Vehicles has handled voter registration applications, and the process has been entirely paper-based. In July 2016, the DMV and the Department of Elections (ELECT) released their electronic “Motor Voter” (EMV) system in order to reduce paper voter registration applications.

Not only is it a greener process, but the new EMV system has the potential to improve efficiencies, customer experiences and data integrity. “It has really benefited everyone—the customers, both the DMV and ELECT, and the entire voter registration process,” says Sandy Jack, director of Data Management Services at the Virginia DMV.

## HOW DOES IT WORK?

If a Virginia resident is completing a qualifying transaction—such as updating his or her driver’s license or ID card information—either on the DMV’s website, [www.dmvNOW.com](http://www.dmvNOW.com), or in-person at a DMV customer service center using a payment card terminal touchscreen, his or her voter registration status will be determined.

If they have not yet registered to vote, they will be offered the opportunity to apply by confirming their personal information and answering relevant questions. If they’ve already registered, they can choose to update their voter information.

Once they have confirmed their personal information and completed the voter registration questions, the responses will be sent as a package to ELECT and then to local registrars to be processed electronically.

Customers may complete simple updates to their existing voter registration address on either digital

platform as well. Or if they don’t want to register to vote, they don’t need to.

## A REAL TIME-SAVER

The biggest benefit overall is the efficiency of the process for customers and both the DMV and ELECT. “Everything is now immediate and in real-time,” says Jack.

Residents no longer need to fill out a paper application nor complete the registration through the mail, which is a huge time-saver and will only enhance the customer experience. (However, they may still opt for a paper-based application if they prefer.)

For the DMV, the decreased number of paper applications to sort and mail has significantly reduced the amount of staff time spent on auditing applications each day. Now each electronic transaction is logged automatically, making it easier to process and track.

It will also be easier for ELECT to check voters’ information with the touch of a button should any questions arise.

## HOW TO GET STARTED

Overall, it was a team effort between the DMV and ELECT to conceptualize the EMV. “It has really reimaged the entire concept of the transfer of data between the DMV and ELECT,” says Jack.

Her advice to other jurisdictions interested in building a similar electronic voter registration system: “Start early, meet frequently and really think it through with your partner, and make sure it’s something you both agree on.” **m**

### find out more

FOR MORE INFORMATION ABOUT THE VIRGINIA “E-MOTOR VOTER” (EMV) SYSTEM, CONTACT SANDY JACK, DIRECTOR OF DATA MANAGEMENT SERVICES AT THE VIRGINIA DMV, AT [SAUNDRA.JACK@DMV.VIRGINIA.GOV](mailto:SAUNDRA.JACK@DMV.VIRGINIA.GOV).

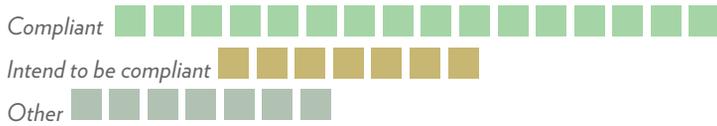


# THE REAL DEAL BY AAMVA'S DATA LADY, JANICE DLUZYNSKI

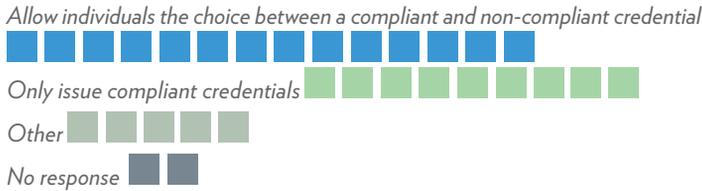
Here are the most recent jurisdiction surveys related to Real ID. All of these surveys have additional questions that provide more information.

## REAL ID ISSUANCE REQUIREMENTS [30 RESPONSES]

### WHAT IS YOUR JURISDICTION'S REAL ID COMPLIANCE POSITION?



### WHAT DOES YOUR JURISDICTION REQUIRE OR PLAN TO REQUIRE REGARDING ISSUANCE?



## REAL ID STATISTICS [32 RESPONSES]

### DOES YOUR JURISDICTION CURRENTLY OFFER REAL ID COMPLIANT DRIVER'S LICENSES AND IDENTIFICATION CARDS?



### IN THE YEAR AFTER YOUR JURISDICTION BEGAN ISSUING REAL ID COMPLIANT DOCUMENTS, DID YOUR JURISDICTION EXPERIENCE AN INFLUX OF INDIVIDUALS SEEKING TO UPGRADE THEIR CARDS SOONER THAN THEIR SCHEDULED RENEWAL DATE?

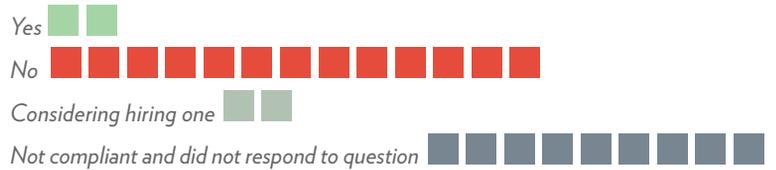


### IF YES TO THE PREVIOUS QUESTION, APPROXIMATELY HOW MANY MORE CUSTOMERS ON A MONTHLY BASIS DID YOUR AGENCY ASSIST?



## REAL ID COMMUNICATIONS SUPPORT [26 RESPONSES]

### IF YOUR JURISDICTION IS CURRENTLY REAL ID COMPLIANT, DID YOU HIRE EXTERNAL MARKETING OR PUBLIC RELATIONS SUPPORT TO COMMUNICATE REAL ID IN YOUR JURISDICTION?



## REAL ID OUTREACH [26 RESPONSES]

### WHAT TYPES OF OUTREACH ARE YOU USING, OR DO YOU INTEND TO USE, TO NOTIFY YOUR CUSTOMERS OF THE UPCOMING AIRPORT REQUIREMENTS REGARDING REAL ID?

Sample of responses:

- ▶ Multi-channel approach that will include, [but] not be limited to, website updates (including FAQs), social media blasts, mailing inserts (supplementing DMV mailed correspondence) and printed publications/handouts. Additional outreach may include email blasts to external governmental agencies, community informational sessions and email notification to other partners/stakeholders.
- ▶ Press release, radio/local news interviews, newspaper ads, social media notices, mass mailing to all drivers and targeted follow-up mail notification.
- ▶ Office signage, website, call center automated message, renewal notices and direct mail. In addition, DMV will use news media, op/eds, social media, stakeholder outreach (emails/talking points) and paid media, depending on budget.
- ▶ Statewide public information campaign managed by a contracted advertising agency. The details of this campaign have not been decided, but they will include, at a minimum, updated information on the agency's website, paid and unpaid social media messaging, inclusion of key messages on or within driver's license renewal notices and paid advertising.

Full details of these surveys can be found at [aamva.org/Survey/User/Search.aspx](http://aamva.org/Survey/User/Search.aspx).

# Secured with a Selfie

*ALABAMA LAUNCHES ELECTRONIC ID TO COMBAT STATE TAX REFUND FRAUD* BY BRITTANY MAGEE

Identity theft and data hacks are ongoing problems nationwide. According to the Internal Revenue Service (IRS), tax-related identity theft continues to be among the top scams, with hundreds of thousands of taxpayers reporting stolen returns each year—even with certain safeguards and precautions in place.

Criminals will file a fake tax return in advance of the actual taxpayer, usually as tax filing opens, and steal the refund. By the time the IRS or state government discovers a return is fraudulent, the refund has already been issued to the fraudster and the taxpayer still needs to be paid. This results in the loss of billions of government dollars each year.

## eID TAX PILOT

As the tax refund theft continued to increase, IDEMIA

(formerly MorphoTrust USA) saw the need to offer taxpayers a more secure and resilient means of protecting themselves from this type of identity crime, says Mark DiFraia, senior director of digital credentials and ecosystems at IDEMIA.

Funded by a grant from the National Institute of Standards and Technology (NIST), IDEMIA defined a pilot initiative to demonstrate how a trusted electronic ID (eID) would empower taxpayers to

prevent state personal income tax refund theft from happening to them.

To join in the efforts of combating tax fraud, the Alabama Department of Revenue partnered with IDEMIA in 2016 for their own pilot. “We wanted to be a part of it,” says Brenda Coone, deputy commissioner of the Alabama Department of Revenue. “We’re constantly trying to find ways to retool our initiatives to combat tax fraud, and IDEMIA’s eID is a revolutionary technology.”

The Alabama Department of Revenue worked with IDEMIA to test the security features of the eID process to make sure it couldn’t be easily spoofed or hacked. In April 2017, the eID tax pilot was launched in Alabama.

## WHAT IS IT?

The eID app is a service allowing consumers to create a personal online credential that is authenticated by driver’s license issuing agencies—in this case, Alabama’s Law Enforcement Agency (ALEA).

“IDEMIA’s eID enables users to verify their identity with commercial and government entities online—a process that previously happened in-person using secure government documents,” DiFraia says. “With

## FACE VALUE

Registering an eID is a simple four-step process:



an eID, users have a secure tool to present themselves online in a way nobody else can.”

The eID app uses biometric technology as a key layer of security. No logins or passwords are necessary. Instead, users unlock the app using facial recognition to access their eID. The built-in liveness verification technology ensures that that a “live person” is in control of their eID, and no one can use the app fraudulently using a photograph or video.

### THE INNER WORKINGS

To complete the eID setup, individuals must:

- › Download the free IDEMIA eID app from the Apple App Store.
- › Once inside the app, take a photo of the front and back of their driver’s license or state ID.
- › Take a self-photo, or “selfie.”

At this point, ALEA validates the driver’s license data through its system and verifies the self-photo matches the person in the driver’s license system. In parallel, another service determines if the user’s driver license is an authentic document.

Once the app is set up, users register the eID with the Alabama Department of Revenue at [MYALABAMATAXES.ALABAMA.GOV](http://MYALABAMATAXES.ALABAMA.GOV). A QR code is generated so the user can scan the code using the IDEMIA eID app on their smartphone.

From then on, whenever a state tax return is filed for the eID holder, the Department of Revenue will send a notification through the app to confirm that the correct individual filed that return. If the transaction is not confirmed, the Department of Revenue will treat the filed return as fraudulent and will not process it.

“This app empowers taxpayers to secure their state income tax refund,” says Coone. “It’s simple, it’s secure, and it’s an excellent tool to help give you peace of mind.”

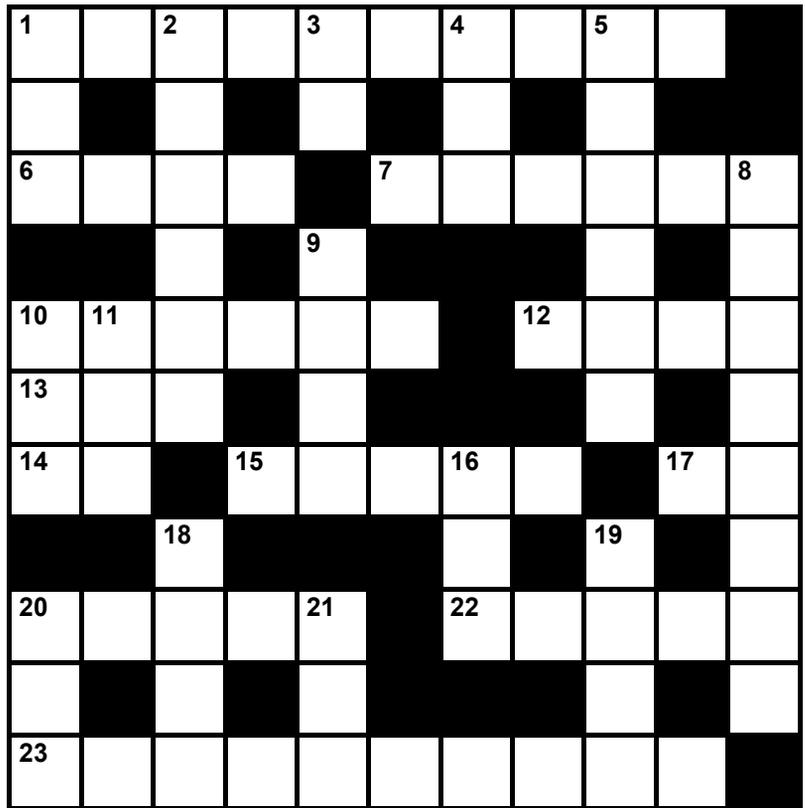
### NEXT STEPS

Currently, only the iOS version of the app is available, but the Android version is in development for the 2017 tax season, says Coone.

The Alabama Department of Revenue also hopes to have the ability to validate out-of-state driver’s licenses as well, since many residents do not have an Alabama driver’s license or ID card. [m](#)

### find out more

FOR MORE INFORMATION ABOUT THE ALABAMA eID, VISIT [ALABAMAEID.COM](http://ALABAMAEID.COM).



### ACROSS

- 1 Charity dedicated to organ donation to help save lives, a partner of DMVs across America, 2 words
- 6 Intentions and goals
- 7 Important 2005 Act creating minimum standards for state driver’s licenses, 2 words
- 10 Salem is the capital of this West Coast state
- 12 Ask for opinions
- 13 Golf score
- 14 Trademark, abbreviation

- 15 Hotel where the AAMVA 2017 International Conference was hosted
- 17 Washington to the USA, abbr.
- 20 AAMVA president and CEO, Anne \_\_\_\_\_
- 22 Kurt Myers, for AAMVA
- 23 National Safety Council initiative discussed at the 2017 AAMVA International Conference, 3 words

- 3 Lone star state that has completed its Real ID rules compliance
- 4 Commit perjury
- 5 Obey, as regulations
- 8 East Coast state in full compliance with the Real ID Act rules
- 9 \_\_\_\_\_ Express
- 10 Choose
- 11 Rear-end for example
- 16 Affection, briefly
- 18 SeaWorld whale

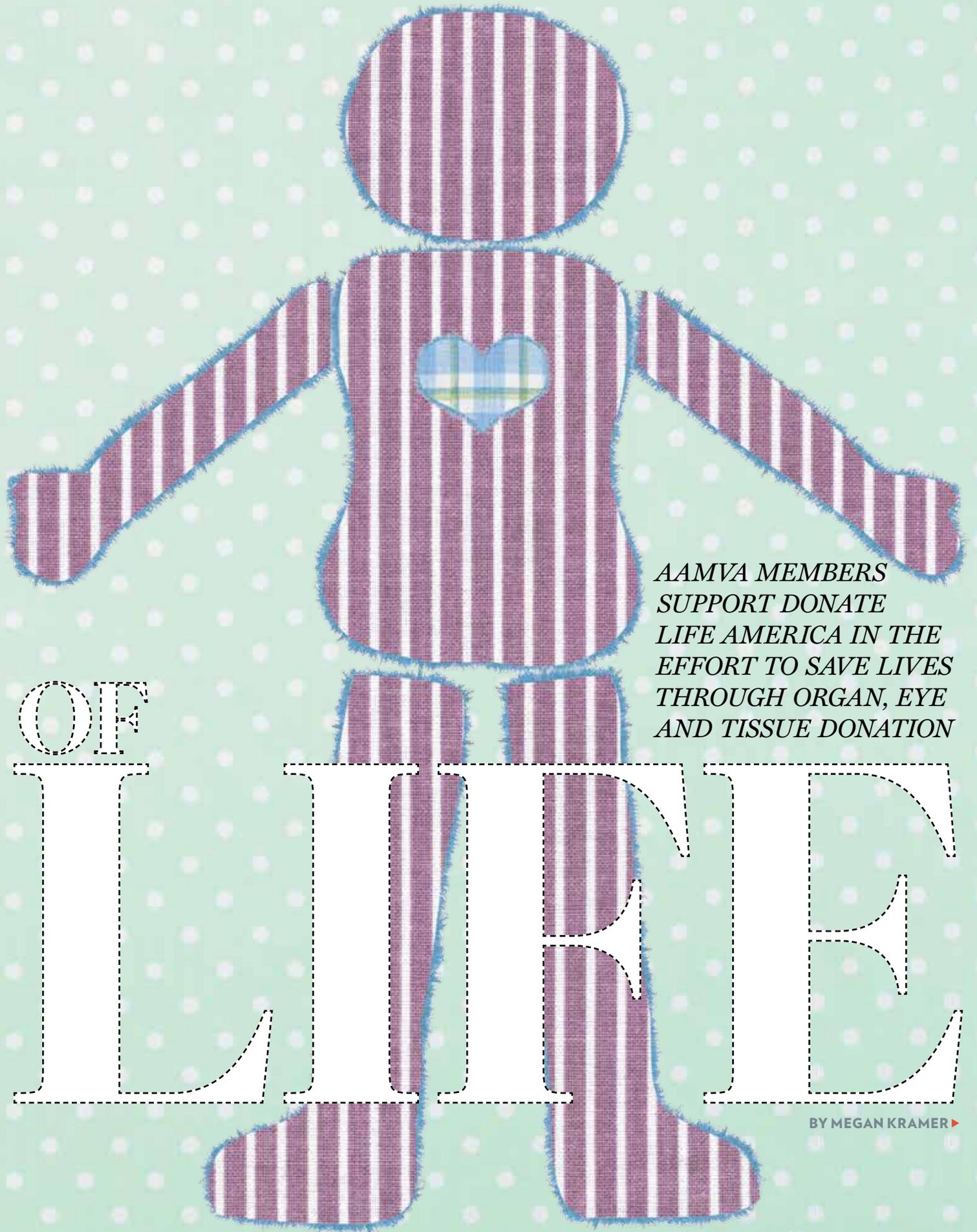
### DOWN

- 1 Type of evidence
- 2 The N in SSN
- 20 In favor of
- 21 Published



philanthropy





*AAMVA MEMBERS  
SUPPORT DONATE  
LIFE AMERICA IN THE  
EFFORT TO SAVE LIVES  
THROUGH ORGAN, EYE  
AND TISSUE DONATION*

OF

LIFE

BY MEGAN KRAMER ▶

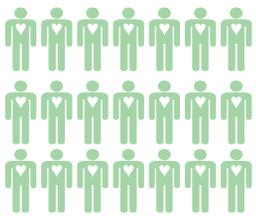


**120,000**  
men, women and children  
await lifesaving organ  
transplants

**8,000**  
deaths occur every year  
in the United States  
because organs are not  
donated in time



Another person is added  
to the waiting list every  
**10 minutes**



**22 people**  
die each day  
waiting for an organ



South Carolina DMV employees participated in National Donate Life Blue & Green Day in September 2017.

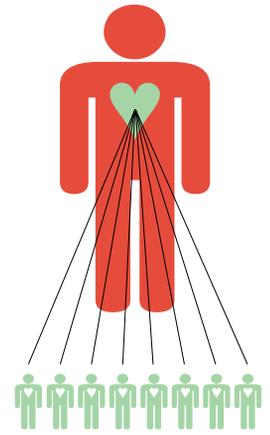
As more than 120,000 men, women and children are currently on the national transplant waiting list, organ donation is more important than ever. From hearts and kidneys to corneas and tissue, one person's living and/or deceased donations can improve and save many lives. Donate Life America, a national nonprofit organization, is dedicated to spreading the word about the importance of being a registered donor in order to increase the number of organs, eyes and tissue available to patients on the transplant list.

"It's a national health care crisis in the United States," says David Fleming, president and CEO of Donate Life America. "In a world of big numbers, 120,000 may not seem like much, but it's important for us because these are preventable deaths. Not everyone is a registered organ donor, but if they were, we could save twice as many people per year."

As a partner with Donate Life America, AAMVA and DMVs across the country help to register donors when they receive new driver's licenses. DMVs are responsible for thousands of new donor registrations every year, and

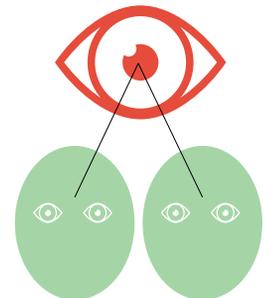
to recognize these lifesaving transactions, Donate Life America initiated National DMV Appreciation Week, which occurs every year at the end of September.

This year's Appreciation Week took place Sept. 25-29, and DMV employees participated in a variety of ways, including social media sharing and wearing T-shirts sporting the Donate Life America logo. But since Appreciation Week is really Donate Life America's opportunity to express gratitude to DMV employees for going out of their way to save lives, the main celebrations occurred when volunteers of



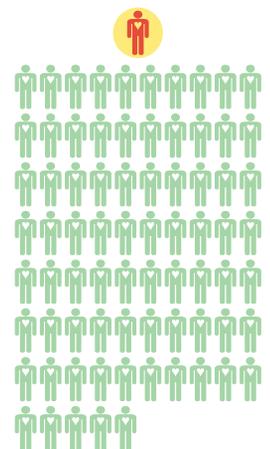
One organ donor  
can save up to

**8 lives**



One cornea donor  
can restore sight to

**2 people**



One tissue donor can heal

**75 people**

*“The key is to have a good relationship with the Donate Life executive director for your state. They can do amazing things to help us bring attention to the cause.”*

**KEVIN SHWEDO**

Executive director of the South Carolina Department of Motor Vehicles

national and state Donate Life teams visited DMVs nationwide.

“If they were allowed, volunteers brought in doughnuts or pizza to have a little party for DMV employees and to recognize that they’re doing a great job,” says Fleming.

Donate Life America also recognizes jurisdictions with high or increasing donor designation rates with awards, and Alaska, Montana and Washington won the Gold, Silver and Bronze awards for Highest Donor Designation Rate in 2016, and California won the award for Largest Increase in Donor Designation Rate, with a 13.7 percent increase in 2016.

**TEAM SPIRIT**

Outside of National DMV Appreciation Week, DMVs also participate in National Blue & Green Day, which takes place every April. Employees wear the Donate Life America colors—blue and green—along with decorating their offices and sharing photos.

“Blue & Green Day is where DMV employees really take it to the extreme,” says Kevin Shwedo, executive director of the South Carolina Department of Motor Vehicles. “My employees throughout the state hold competitions to bring greater awareness to Donate Life America in their own communities. They love the spirit of competition, but they also know that what they’re doing makes a difference and gives us the opportunity to change and save lives.”

“Since April is Donor Awareness Month, that’s when we make the biggest splash,” adds Jean Shiomoto, director of the California Department of Motor Vehicles. “We participate in Blue & Green Day, and have a big decorating contest with our field offices and call centers. They submit photos to Donate Life California, and then they judge who has the best decorated office and gives them an award, so it’s gotten pretty competitive over the last few years.”



Jim Martin, CEO of Donate Life California (left), presented AAMVA President and CEO Anne Ferro (center) and 2016–2017 AAMVA Chair of the Board Jean Shiomoto (right) with the Quiet Giant Award at the 2017 AIC.

**QUIET GIANT AWARD**

For the past several years, Donate Life America’s Quiet Giant Award has been given to individuals who have made a significant contribution to increasing organ, eye and tissue donation in the United States, specifically to those “looking for opportunities to serve, not for praise.”

This year, Donate Life America recognized AAMVA and DMV employees’ dedication to serving their communities in a variety of ways, including collecting and donating used eyeglasses, helping premature babies, conducting food drives, helping in natural disasters, providing education to stop human trafficking and, of course, registering organ, eye and tissue donors.

“AAMVA and DMV partners are not out ringing a gong or buying advertising talking about how they’re saving lives—it’s really just become an integral part of what they do every day as part of their jobs, and they take it very seriously,” says David Fleming, president and CEO of Donate Life America. “So we thought this was a unique opportunity to give the Quiet Giant Award for the first time to an organization, as opposed to an individual, that is doing incredible work very humbly behind the scenes. We knew we wanted to recognize AAMVA for that.”

**NATIONWIDE PARTICIPATION**

To get more involved with Donate Life America, jurisdictions can meet and work directly with their Donate Life state teams, as well as state organ procurement

agencies, to discuss things like what DMVs and Donate Life can do better, what resources Donate Life can provide for DMVs, how to impact state legislation and more.

“The key is to have a good relationship with the Donate ▶



Life executive director for your state,” says Shwedo. “They can do amazing things to help us bring attention to the cause.”

In South Carolina, Shwedo says they hold press conferences at the beginning of every legislative session with the governor and some of the legislators to bring attention to what they’re trying to accomplish—doubling the state’s donor registration rate in five years. DMV employees also wear Donate Life America polo shirts every Friday, which Shwedo says sparks conversation about organ donation both inside and outside of DMV offices.

In Florida, field offices nominate “Organ Donor Champions,” who attend quarterly meetings with their state team in Miami to share their thoughts and answer questions about organ donation in order to share with their offices.

Messaging is also an important way for jurisdictions to advocate Donate Life America and increase organ donor registration. While many jurisdictions are required to ask people coming through their DMVs if they would like to become an organ donor and include the question on forms, some states go out of their way to frame the question in a more strategic or personal way. For example, the Florida Department of Highway Safety and Motor Vehicles ask customers: “Would you like to save a life today?” And the South Carolina DMV asks: “Would it be worth it to you if a family member was going to be saved by checking yes in that block?”

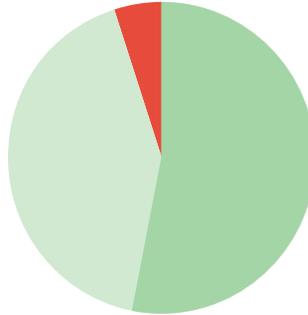
Donate Life state teams offer resources and conduct in-office training for DMV locations interested in learning more about the importance and how to effectively ask the question.

### A SUCCESSFUL PARTNERSHIP

While it’s difficult to track the exact impact of National DMV Appreciation Week and other events all over the country, the success of the partnership

95%

of Americans are in favor of being a donor, but only



56%

are registered



683,000

transplants have taken place since 1988

Information via Donate Life America



Not every organ donor registration needs to wait until the next DMV visit. Anyone can register to be a donor at [RegisterMe.org](http://RegisterMe.org).

*“When we started back in 2006, approximately 40 million Americans were registered as organ, eye and tissue donors ... Here we are 11 years later, and we now have 140 million Americans registered as donors.”*

**DAVID FLEMING**

President and CEO of Donate Life America

between Donate Life America and AAMVA is apparent.

“When we started back in 2006, approximately 40 million Americans were registered as organ, eye and tissue donors,” says Fleming. “We set out that year to improve our relationship with DMV partners at the national level, and to provide accurate information and to focus our outreach efforts. Here we are 11 years later, and we now have 140 million Americans registered as donors, and roughly 95 percent of [the people who have been added to the donor list] have come through DMV transactions. I think that’s really good evidence of how DMVs have helped us.” [m](#)

**find out more**

LEARN MORE ABOUT DONATE LIFE AMERICA’S WORK AND ORGAN, EYE AND TISSUE DONATION AT [DONATELIFE.NET](http://DONATELIFE.NET).

# 2018 AWARDS PROGRAM CALL FOR ENTRIES!

Don't miss this opportunity to be recognized for the great work your jurisdiction does every day. Improving day-to-day business, reaching out to the community, and saving lives. The AAMVA Awards Program recognizes members of the motor vehicle and law enforcement community by honoring individuals, teams, and organizations who have committed their time and resources to:

Safety | Service | Security | Public Affairs & Consumer Education

Get your submission  
and nomination packet online at  
[AAMVA.ORG/AAMVA-AWARDS](http://AAMVA.ORG/AAMVA-AWARDS)

## SUBMISSION DEADLINE

**DECEMBER 22, 2017**

Includes Martha Irwin nominations

## ENTRIES IMPLEMENTED BETWEEN:

**OCTOBER 1, 2016 - SEPTEMBER 30, 2017**

Does not apply to Martha Irwin Awards

safe drivers  
safe vehicles  
secure identities  
saving lives!





# THE BIG QUESTION

*“WOULD YOU LIKE TO BE AN ORGAN DONOR?” ISN’T JUST SOMETHING THAT DMV EMPLOYEES FREIDA BOOTH-PITTS AND SANDY BLOXOM ASK THEIR CUSTOMERS. IT’S SOMETHING THEY LIVE OUT EVERY DAY.* BY MICHELLE JACKSON

**W**ould you like to be an organ donor? It’s a question on repeat at any department of motor vehicles across North America.

For years, longtime Virginia DMV employee Freida Booth-Pitts repeated that question to countless customers without thinking twice. These days, though, it’s more than a routine question.

“I ask it in a different way now,” says the assistant manager at Virginia’s North Henrico Customer Service Center. “Today when I ask it, I think, ‘Is this person going to be the next to save a life?’”

That’s because in June 2017, Booth-Pitts received a lifesaving kidney from her co-worker Sandy Bloxom, assistant manager at the East Henrico Customer Service Center.

## **A LONG AND WINDING ROAD TO HOPE**

In 2015, Booth-Pitts began suffering from a growing list of medical issues, from severe fatigue to pneumonia to gout. “Every time someone [around me] would get a common cold, I would end up in the hospital,” she says.

Then came the life-altering news from her doctor: She was experiencing kidney

failure and needed immediate dialysis or a kidney transplant.

Family members were tested right away, and a perfect match was identified in Booth-Pitts’ sister. “I went a year thinking she would donate. But when it came time, she backed out,” Booth-Pitts recalls. “But I couldn’t give up, because this is my life.”

The search then extended beyond her blood family—to her work family. “We put my photo and story up at work to see if anyone would be willing to be tested to see if they were a match,” Booth-Pitts says. “One day, I happened to be in a managers meeting with Sandy. She told me she would get tested.”

To everyone’s surprise, Bloxom was the perfect match. And she was more than willing to donate a kidney to her friend and colleague of more than a decade.

But Booth-Pitts hit another roadblock: A breathing test revealed that Bloxom’s lungs weren’t healthy enough as a result of her long-term smoking, and surgery would be too risky.

*Freida Booth-Pitts (left) and Sandy Bloxom shared their story with Virginia Governor Terry McAuliffe.*

“I was totally devastated,” Bloxom says. “I was just as disappointed as Freida. I was determined to help my friend.”

Bloxom watched her friend’s health decline. Booth-Pitts had begun dialysis but was growing weak to the point that she could only work half days. She was set back even further in July 2016 when doctors found an aneurysm in the aortic valve of her heart that required emergency surgery.

Bloxom, in the meantime, was on a mission. She stopped smoking immediately after the breathing test. Eight months later, she called the transplant



clinic and asked to be retested. “On May 26, 2017, the clinic called me in for my last test and told me I could donate. My lungs had gone from 49 percent to 89 percent,” Bloxom says. “They asked me when I wanted to schedule the transplant, and I said, ‘How about today?’”

### A RIPPLE EFFECT

The successful transplant surgery took place June 5, 2017. Both women recovered beautifully and say they feel incredible today.

“After our surgeries, Freida was the first one to come see me in my room,” says Bloxom.

Today they have found a closer-than-ever connection to each other. “I tell Freida that she can never get rid of me now,” jokes Bloxom. “We were close before, but this definitely brought us closer.”

Adds Booth-Pitts: “Sandy might be in another office location, but technically she’s here with me. When Sandy asks

how I’m feeling, I tell her, ‘Little Sandy and I are doing fine.’” That shared sense of humor helped the women stay strong through the whole ordeal.

The inspirational women have affected numerous employees and customers—none more than two customers who saw Booth-Pitts’ story on the wall at the North Henrico Customer Service Center. “They saw my story and decided to

donate,” Booth-Pitts says. “They each felt like they wanted to help, and they saved two lives.”

The women hope to inspire even more people to become living donors. “I would have never imagined myself as an organ donor,” Bloxom says. “But it’s not just a question [you’re asked at the DMV]. It means something. It can save someone’s life.” **m**

## DEBUNKING DONATION MYTHS

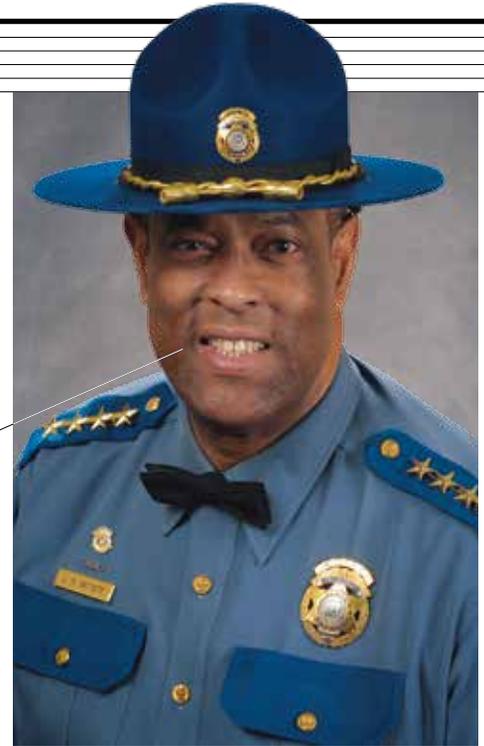
Today, Sandy Bloxom and Freida Booth-Pitts have made it their mission to help clear up common misconceptions of organ donation. Specifically:

- Living organ donations are needed just as often as cadaveric donations.
- A person must be healthy to be a living donor; doctors won’t put a donor at risk to help someone else.
- Donors don’t pay medical bills; typically the person receiving the donation and his or her insurance pay for it.
- Employers might offer organ donor leave separate from medical leave—like Bloxom’s employer did.

“We want to get the word out that you can do this,” Bloxom says. “Don’t let something you haven’t looked into hold you back.”

The graphic features a dark blue background with a geometric pattern of triangles. Several white lightbulbs are hanging from the top, with one in the center glowing yellow and radiating light. The AAMVA logo is on the glowing bulb. Below the lightbulbs, the text "Solutions & Best Practices" is written in a large, yellow, cursive font. To the right, there is a thumbnail image of a document cover titled "System Modernization Best Practices" with the date "May 2012". At the bottom right, the text "GET YOUR FREE COPIES AT AAMVA.ORG" is displayed in white, bold, uppercase letters.

**THE GREATEST BENEFIT OF AAMVA IS NETWORKING AND SHARING INFORMATION ... WE SEE THAT OTHER PEOPLE HAVE THE SAME PROBLEMS.**



**Q & A WITH**

## Chief John R. Batiste

*MOVE CATCHES UP WITH THE LEADER OF THE WASHINGTON STATE PATROL, WHO IS ALSO A PAST RECIPIENT OF AAMVA'S MARTHA IRWIN LIFETIME ACHIEVEMENT AWARD.*

INTERVIEW BY MYRNA TRAYLOR

**Q WHY DID YOU DECIDE TO WORK IN LAW ENFORCEMENT?**

There is a long tradition of working in law enforcement in my family. Growing up, I had two uncles in law enforcement. In addition, my parents and grandparents showed tremendous respect for the profession, particularly for state troopers.

**Q ARE YOU WORKING ON ANY KEY INITIATIVES IN WASHINGTON?**

Target Zero is a program that grew out of our governor's Strategic State Highway Safety Plan. The focus of the program came from our belief that deaths from vehicle collisions should not be acceptable. So we have developed goals and a data-driven strategy to move us consistently toward zero fatalities by 2030.

**Q HOW ARE YOU IMPLEMENTING THE PROGRAM?**

We are taking a hard look at what the leading causes of highway fatalities are, and developing enforcement and education programs to bring those numbers down. The responsibility for accomplishing reduction goals is set for each captain and district commander, and down through the ranks to the troopers.

**Q HOW HAVE TROOPERS AND THE PUBLIC BEEN BROUGHT ON BOARD WITH THE PROGRAM?**

I continually encourage our troopers to share their ideas and to get involved in the decision-making process at their detachment and district levels of the agency. We also have a very robust media outreach program run through the state government's media office. We use mass media and

social media to continually engage our troopers and show them the data that reinforces how we can protect people on roadways.

**Q WHAT ARE SOME OTHER CHALLENGES YOU ARE FACING IN YOUR JURISDICTION?**

We are experiencing such rapid growth in the state—the population has more than doubled since I was trooper—which means there is a lot more congestion, more development and more cars on the road. At the same time, our force has seen heavy retirement among troopers. It is difficult to fill that void, and many troopers need a pay raise. Attrition has slowed down thanks to the governor and legislature approving a better budget that gives us the ability to get more boots on the ground.

This population growth contributes to the economy,

## FAST FACTS

### Chief John R. Batiste



**PLACE OF RESIDENCE**  
Olympia, Washington,  
since 1973



**EDUCATION**  
Bachelor's degree in law enforcement administration from City University of Seattle. Chief Batiste also has studied at Northwestern University School of Police Staff and Command, as well as the FBI National Executive Institute Program.



**ON THE ROAD**  
Chief Batiste drives a  
Lincoln Navigator



**AGENCY MOTTO**  
"Service with Humility"



Chief John R. Batiste poses with little chief Carlos Callejas, with Captain Ron Mead in the background. Carlos and his brother, Angel, had just arrived at the ceremony in a motorcade.



Chief John R. Batiste, Tacoma Laboratory Manager Kim Hefton, Forensic Scientist Deb Price and Assistant Chief Marc Lamoreaux talk during the May 4, 2017, Chief Tour in Tacoma.

### THE BIG QUESTION

## MARIJUANA IS LEGAL IN WASHINGTON. HOW ARE YOU HANDLING SUSPECTED DRUGGED DRIVING STOPS?

We have had to adapt. Since there is no noninvasive test for marijuana, we have to get a warrant to get a blood draw from a suspect. We had to educate troopers about the legal requirement of going this extra step if they suspect a driver is impaired because of marijuana.

but it stretches the capabilities of our highway system. There are efforts to improve capacity and find ways to pay for growing demands. As we become greener, there is less gas burned, and revenue from gas taxes has gone down. That's not just a Washington problem; it's a national problem.

### Q WHAT DO YOU THINK ABOUT THE OTHER TREND IN VEHICLES—AUTONOMOUS OPERATION?

I think autonomous vehicles will be a plus for safety,

because you are taking vehicles out of the hands of people who might use them in an unsafe manner.

### Q WHAT'S THE BEST PART ABOUT BEING PART OF THE AAMVA COMMUNITY?

I am an active member and member of the International Board. I was invited to join AAMVA by my chief in 1993, and I've been actively involved in the association ever since. The greatest benefit of AAMVA is networking and sharing information.

Sometimes we can feel isolated [dealing with problems] until we engage others. Then we see that other people have the same problems, just with differences in scale.

### Q HOW DID YOU FEEL ABOUT WINNING THE MARTHA IRWIN LIFETIME ACHIEVEMENT AWARD?

I was very humbled and appreciative that someone had recognized years of hard work and dedication. Not that I was looking for it, mind you—it's my calling. I've done this for four decades.

### Q WHAT TRANSPORTATION ISSUE ARE YOU MOST PASSIONATE ABOUT?

I feel strongly about trying to do everything we can about people who behave in a reckless fashion and cause injury or death to others.

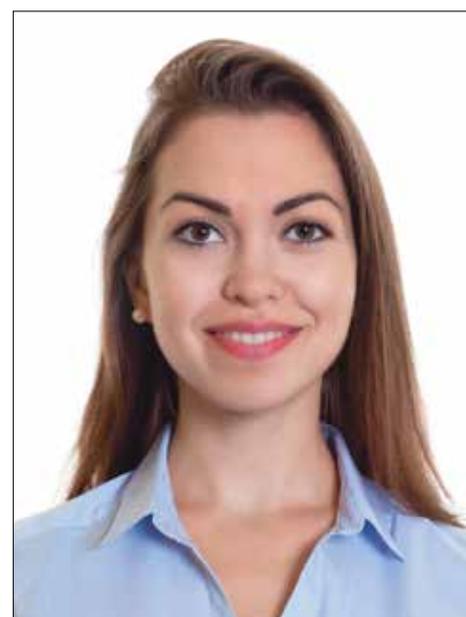
### Q WHAT DO YOU DO IN YOUR FREE TIME?

Now that I'm a grandfather, I love to spend time with my grandkids. Otherwise, I'm golfing. My goal is to teach my granddaughter to play just the way I taught her mother. **m**



# It's Time to Get Real

*LESSONS LEARNED FROM REAL ID IMPLEMENTATION*



## STAYING THE COURSE

**KRISTINA BOARDMAN,**  
ADMINISTRATOR, WISCONSIN  
DIVISION OF MOTOR VEHICLES

I began my career with Wisconsin DMV in May 2007. More than 10 years later, I can honestly say that Real ID has always been part of the job.

The primary sponsor of the Real ID Act was Wisconsin Congressman James Sensenbrenner. When President George W. Bush signed this legislation in May 2005, the state of Wisconsin quickly got to work reviewing the act, providing comments on draft rules and enacting the legislative changes necessary to be a compliant state.

Real ID provided Wisconsin the opportunity to reengineer the issuance process for driver's licenses and identification cards by incorporating modern, efficient and secure technologies. Updated hardware and verification checks are relatively easy to plan for. The biggest challenge Wisconsin needed to overcome was capturing a customer photo for each person applying for a Real ID, even if no card is issued (§37.11). This language required an amended intake process, changing the flow of information to the camera workstation, and integrating photos with the issuance process to allow for 1:1 facial recognition at the processing counter once applicant information is confirmed.

To incorporate all federal requirements, Wisconsin DMV needed to rely on multivendor integration and an increased use of web service calls throughout each customer transaction. After several months of development, testing and service center reconfigurations, Wisconsin DMV began issuing Real ID compliant credentials on Jan. 14, 2013.

Despite uncertainty regarding compliance deadlines, I am pleased that Wisconsin stayed the course to implement its solution in 2013. In doing so, nearly all Wisconsin cardholders will be provided an opportunity to enroll during renewal in advance of the Oct. 1, 2020, compliance date, negating the need for a return trip and a duplicate fee.



*Real ID-compliant licenses are identified by a gold star whose design is consistent from state to state.*

## THE ROAD TO NORTH CAROLINA'S REAL ID

**TORRE J. JESSUP,** COMMISSIONER, NORTH CAROLINA DIVISION  
OF MOTOR VEHICLES

The North Carolina Division of Motor Vehicles' journey toward Real ID compliance spanned nearly four years and ended on Oct. 10, 2017. In 2015, we improved the Division's technology infrastructure to meet Real ID guidelines. On May 1, 2017, North Carolina issued its first Real ID compliant credential and surpassed the 100,000 milestone in August 2017.

The Real ID Act provided an array of detailed requirements, and one of our biggest challenges has been interpreting the language for implementation and explaining it to North Carolinians. Issuing licenses and ID cards already required specific criteria; however, Real ID compliance set into motion a vast amount of research. In communicating with the public, NCDMV had to refine the Real ID messaging so it would not confuse residents. Overcoming this challenge was a team effort involving IT, DMV and our vendors. This core team met weekly to discuss the impact of Real ID on our call centers, communications, technology, examiners, training and development.

In North Carolina, obtaining a Real ID is optional; however, we see the greatest benefit of Real ID compliance as having a single form of identification that is acceptable everywhere. With a Real ID, residents can continue to fly and visit federal facilities as they always have.

Looking back on our journey, here are a few recommendations for states working toward compliance: test for every possible scenario; involve staff from different aspects of your organization; seek feedback from compliant states; and begin communicating Real ID with your residents early. [m](#)



# How Can We Help?

## HOLDING DMV EMPLOYEES TO A HIGHER CUSTOMER EXPERIENCE STANDARD

In our collective jurisdictions, we complete millions of transactions every day. Our customers rely on us to perform these transactions accurately and efficiently—that is at the center of our business. But what if, by simply doing what we do, we can make a difference in other ways?

We live in a fast-paced world, and we are in a people-focused business. Every piece of paper we handle represents more than just a transaction—it represents a person. Each of our employees may perform hundreds of transactions in a day, but each transaction is connected to a person. Each of these individuals, whether they are working through a

*We are positively affecting the lives of customers in our jurisdiction and beyond.*

suspension or medical recall, or simply renewing a driver's license or vehicle registration, deserves our respect and empathy. We expect to be treated with respect, integrity and honesty at the local appliance, grocery or club store we frequent, and our customers have the same expectation at the DMV.

We can choose where to shop for most products. But our DMV customers have little choice if they have a negative customer experience. As DMV professionals, we must never allow ourselves to

become complacent. We have an incredible responsibility, and we must hold ourselves to a higher standard and ensure the best possible customer experience.

As DMV professionals, we know that “what we do” is more than simply registering vehicles and licensing drivers. We are positively affecting the lives of customers in our jurisdiction and beyond, making a difference one transaction at a time. **m**

*Kurt Myers*  
2017-2018 AAMVA Chair of the Board

**3M** Science.  
Applied to Life.™

3M Traffic Safety and Security

# Micro-Replication. Applied to license plate clarity around the clock.

## 3M™ High Definition License Plate Sheeting

Time never slows down, even when vehicles should. While you're working to keep roadways regulated and safe, drivers need license plates that convey instant clarity and visibility. High Definition License Plate Sheeting Series 6700 uses micro-replicated optical elements to improve license plate visibility and legibility day or night, rain or shine.

For more information visit us at [www.3M.com/HDLP](http://www.3M.com/HDLP)

© 3M 2017. All rights reserved.



# MorphoTrust is now IDEMIA,

the global leader in trusted identities

 **2.8B**  
in sales

 **14,000+ employees**  
including 2,000+ in R&D

**#1**

in DL  
& ID issuance  
in the U.S.

**#1**

in U.S.  
for automated  
biometric services

**5+ M**

citizens enrolled  
in the TSA  
Pre✓<sup>®</sup> program

Join us on



[www.idemia.com](http://www.idemia.com)