

move

IT'S SCREEN TIME

Mobile driver's licenses
move identity from the
wallet to the smartphone

ALSO IN THIS ISSUE

Managing the huge increase
in imported vehicles

Strategies, trends and
statistics for driver examiners

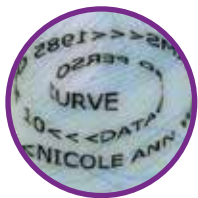
The self-service DMV
launches in Indiana



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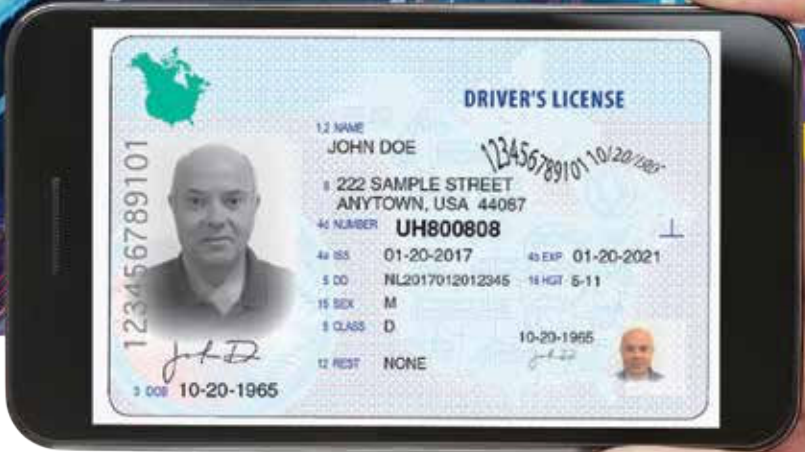


Enable citizens to **access e-gov services using their mobile phone** with customized color labels

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WILMINGTON, DE
MAY 14-17



**REGION 2
CONFERENCE**
MYRTLE BEACH, SC
JUNE 18-21



**REGION 4
CONFERENCE**
BIG SKY, MT
JULY 10-12



**INTERNATIONAL
CONFERENCE**
PHILADELPHIA, PA
AUGUST 21-23



**REGION 3
CONFERENCE**
OAK BROOK, IL
OCTOBER 23-25

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- > And document verification with mobile Know Your Customer applications



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IT'S SCREEN TIME

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BY BRAD CAUSEY

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BY BRITTANY MAGEE



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Test your wits and motor vehicle knowledge



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ONLINE EXCLUSIVES

Don't forget to visit MOVEmag.org to read the latest web exclusives.



MOBILE MINDED

Visit MOVEmag.org to watch a video on the latest advances in mDL technology and learn more about how AAMVA members are working to leverage the technology's full potential.

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Eyes on the Road

DRIVER EDUCATION PROVIDES THE FOUNDATION FOR SAFE DRIVING PRACTICES

I have a great job with AAMVA. It's exciting, too, thanks to energized employees, enthusiastic members, a strong Board of Directors and an inspiring mission/vision. One aspect of my job that may not be considered exciting is the most high-risk part of my day: my 40-mile commute (one way) to the office. Today, for example, a truck sat on my bumper at 65 mph, and a morning narcissist blew past me at the speed of light (an exaggeration, but at that time of day, 80 mph breaks the sound barrier). Other days I'm likely to feel the blow back from a motorcyclist ready to pop a wheelie and at least one red-light runner.

At this point, I'm halfway through my drive ...

Thus far, patience and muscle memory built up from years of driving help me survive these encounters. It makes me wonder, how does that same ability—to respond safely, instinctively—work for new drivers? Does it fade as we age? Does an inexperienced driver over-correct when something happens around her at high speed? Will cognitive decline in an aging driver make it harder for him to process a red-light runner? These two groups on are my mind a lot these days. Is it because at 60, I'm in that aging group and “them is me”? As for young people, my children may be adults, but I never stop worrying about them on the road. My godchildren who are 17 (yes, a brand-new driver), 13, 11, 8 and 7 years old remind me



that the young will inherit the earth. Cognitive decline for one and inexperience for the other require us to keep them in focus. And AAMVA members are doing just that.

At AAMVA's 2018 Workshop & Law Institute, attendees discussed the complexities of aging and driving and shared their jurisdictions' strategies. The AAA Research Foundation's longitudinal studies on aging drivers also offer important insights for driver and traffic safety agencies to consider to protect these vulnerable road users

and those around them (AAAFUNDATION.ORG/CATEGORY/VULNERABLE-ROAD-USERS).

Making sure young drivers start out with a foundation of safety-based muscle memory is core to graduated licensing programs. The results are encouraging, with declines in fatal crashes of up to 30 percent for 15–17 year olds. Nowadays, however, new drivers are skipping this practice period by waiting longer to get their license or not getting a license at all. For those on the road today, technology-inspired driver distraction and cognitive tune-out, along with the promise of autonomous vehicles, warrant an examination of our test methods and strategies. AAMVA's Test Maintenance Subcommittee, the International Driver Examiner Certification Committee and the Autonomous Vehicles Working Group have their eyes on these important issues and will be collaborating on what's ahead for all drivers.

So on my drive to work, I think about AAMVA and its members, and the many initiatives this community is working on with the goal of saving lives. I have much to be grateful for.

Sixty minutes into my drive, I pass the Tidal Basin near the National Mall. The monument to Martin Luther King Jr. stands to my left, and Abraham Lincoln's memorial to my right. In a few minutes I reach the office, safely.

Time to write my column for *MOVE* magazine. [m](#)

Anne Ferro
AAMVA President and CEO

go online

VISIT AAMVA.ORG/2018-WORKSHOP-DOWNLOADS AND CHECK OUT THE PRESENTATION ON COGNITIVE DECLINE AND DRIVER SAFETY FROM THE 2018 AAMVA WORKSHOP & LAW INSTITUTE.



Got questions?

Ask an examiner.

We know a road test can be stressful – scary rumours, fear of the unknown, nerves...

Ask questions, get facts, dispel myths!
#AskAnExaminer your questions via Twitter, Facebook, email or text and a real SGI driver examiner will answer them for you!

Include the hashtag – #AskAnExaminer

@SGItweets /SGIcommunity
askanexaminer@sgi.sk.ca
Text to askanexaminer@sgi.sk.ca

My road test is soon!!
Mine too. I have so many questions...
ME TOO.
Can I talk on my road test?
What's the proper way to do a 2-point turn?
How long is the road test?
Will a jaywalker make me fail my test?



jurisdiction spotlight

Experts on Call

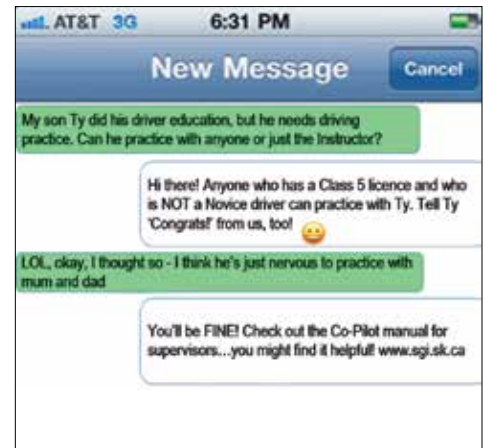
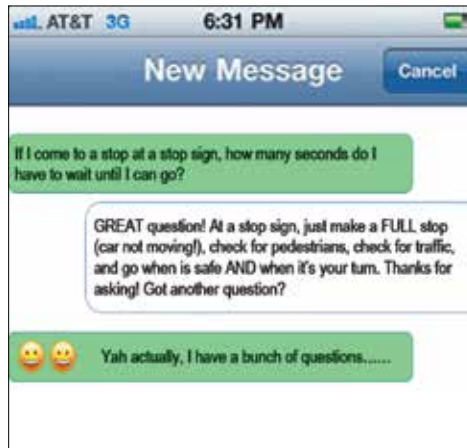
“Ask an Examiner” helps to prepare drivers and reduce their nerves before the driver’s test by directly connecting them with examiners.

THE SGI “ASK AN EXAMINER” PROGRAM CONNECTS DRIVER EXAMINERS WITH DRIVERS

BY ANDREW CONNER



For new drivers being examined for licensing by Saskatchewan Government Insurance (SGI), the road test can be intimidating. Although their pass rate of about 51 percent is average for Canadian road tests, it causes many drivers to come in to the test nervous that they only have a “50/50” chance of passing. ▶



“A majority of people pass on their second attempt,” says Shay Shpak, director of Driver Development and Safety Services at SGI. “We have a two-week learning period between road tests, so we had to ask ourselves: What learning occurred between the first and second road test that didn’t happen in the first mandatory nine months of driving as a learner? We hypothesized that nerves and fear of the unknown play a role in not succeeding the first time, and that started us on our journey to determine how we can better prepare drivers.”

DEFLATING DRIVER’S EXAM MYTHS

One of SGI’s most successful efforts to better prepare drivers and reduce their nerves before the driver’s test is an initiative that directly connects drivers with examiners. Called “Ask an Examiner,”

The “Ask an Examiner” program facilitates one-on-one conversations between drivers and driver examiners via texting, email or social media channels.

this multi-channel engagement program allows drivers to have one-on-one conversations with examiners through their medium of choice, whether that is texting, email or social media channels such as Facebook or Twitter.

“People hear myths and urban legends about the road test, and we want to dispel those,” says Shpak. “This is an informal and inviting

atmosphere for customers to connect with us when, where and how they like, using social media. We want to demystify the whole process, and it’s also a fun and friendly way of repackaging test preparation information.”

ENGAGING WITH EXAMINERS

Shpak estimates that about 10–15 questions come in per day from drivers, and while

musings

{THIS MONTH’S QUESTION}



WHAT LESSONS DID YOU LEARN AT AAMVA’S 2018 WORKSHOP & LAW INSTITUTE?

Cindy Zuerblis, Division Manager, Connecticut Department of Motor Vehicles

The sessions I enjoyed and got the most out of were the two sessions that were held in the Grand Ballroom on Customer Service and the Detection and Prevention of Fraud. I have to say at first when I walked in and saw everyone broken up into pods and saw the speakers switching from pod to pod I thought it might not work well, but it worked great!

that may not sound like a lot, often each question involves multiple messages back and forth between the driver and the examiner who answers the question. Some drivers will even include photos of streets or intersections from an online mapping application like Google Maps, asking about a specific situation.

“Commonly people will send in a picture of their vehicle, wondering if its condition is acceptable for a road test. It may have a windshield crack or loose bumper, or something like that,” says Shpak. “That’s helpful for both the customer who is better prepared for the test and the office that runs more efficiently with less downtime due to road test refusals.”

So how does SGI handle the influx of questions each day? Among the agency’s 60 examiners, roughly 10 have volunteered to be part of the program, and they take turns answering questions in shifts so at least one examiner is

available to answer questions at any given time. And anecdotally, making examiners available in this way has helped many drivers get over their exam nerves.

“The feedback we get is incredibly positive,” says Shpak. “After a recent question-and-answer session, the customer told the examiner at the end: ‘I hope I get someone like you for my road test.’ Imagine that, someone looking forward to a road test! Applicants are interacting with an examiner one-on-one before their appointment, their questions are being answered and their fears conquered. The aim is to invite customers to view driver examiners as allies who want them to succeed, rather than authority figures or adversaries to be feared.” **m**

find out more

FOR MORE INFORMATION ABOUT THE SGI “ASK AN EXAMINER” PROGRAM, VISIT SGI.SK.CA/ASKANEXAMINER.

I liked the fact that we were in small groups and could talk amongst ourselves and share ideas and issues.

I also learned a lot from the small groups I was in. As a matter of fact, I came right back to push Arizona’s idea on the online testing of 16- and 17-year-olds. I have been an advocate of this for a long time, and in a state like Connecticut it is hard to make such a change, but now that Arizona has done it maybe we, too, can follow in their

footsteps. I will be following up with them to see how things are progressing since it was only their first month.

Kevin Garvey, Chief Operating Officer, Indiana Bureau of Motor Vehicles

I came away from the Workshop & Law Institute with valuable information on how other jurisdictions are processing unconventional vehicles. I also learned about a couple

of best practice documents that AAMVA had produced that I was unaware of. I will be reviewing those for additional insight and information.

Christopher Caras, Director, Utah Department of Public Safety, Driver License Division

Although the issue is abhorrent and often awkward to discuss, I found the session titled The Fight Against Human Trafficking to be ▶



QUIRKY QUESTIONS

While most of the questions Saskatchewan Government Insurance’s (SGI’s) “Ask an Examiner” program receives are standard questions about the driver exam and how it works, occasionally there are some questions that are a little odd. Here are a few of the more questionable questions SGI examiners have received:

I heard SGI pays jaywalkers to walk in front of road testers. Is that true?

Is it true driver examiners will ask you to do something illegal to test you?

Do driver examiners like failing people?

When the examiner is giving me directions, what do I do?

If the examiner drops their pen, does that mean you’ve failed?

Answers to these questions and more, including video responses to some of the more common—and sillier—questions, are available at sgi.sk.ca/askanexaminer.

The BMV Connect Center in Fort Wayne, Indiana, allows Indiana drivers to perform BMV transactions 24/7.



In late 2016 and early 2017, the Indiana Bureau of Motor Vehicles (BMV) created a strategic plan for the agency. As a result of this plan, one of its major projects of the last year has been upgrading and expanding its BMV Connect system of self-service kiosks, which can handle several transactions and are located at BMV branches across the state.

To implement this project, the Indiana BMV worked with its vendor, Intellectual Technology, Inc. (ITI), to increase the types of transactions that could be completed at BMV Connect kiosks. They also opened a brand-new, self-service BMV Connect Center located in a storefront next to the Pine Valley BMV branch in Fort Wayne, Indiana. This center allows Indiana drivers to perform transactions 24/7.

“We have a lot of customers who don’t have access to a computer or the internet, and this is an extension of our online services, as well as our

Serve Yourself

THE INDIANA BMV’S NEW SELF-SERVICE OFFICE IS A TEMPLATE FOR THE FUTURE OF MOTOR VEHICLE CUSTOMER SERVICE BY ANDREW CONNER

musings

excellent. I thought the session faced the issue head on. We left informed on what to look for, what resources are available and how to identify and protect the vulnerable. The takeaway: Join the fight!

Assistant Chief Jason Berry,
Washington State Patrol

One of the most interesting breakouts was on cognitive impairment and the validated roadside testing that would help officers evaluate

whether a re-exam would be appropriate or if an elderly person should even continue driving from the traffic stop. I always appreciate learning from other jurisdictions and bringing value back to my state as a result of attending AAMVA events.

Richard Trinkwalder, Special Agent,
Auto Crimes and Title Fraud Unit,
Georgia Department of Revenue

The most important resource I found at

the Workshop was the depth of knowledge from the membership and AAMVA staff. We all face similar problems and struggles, but you can lean on the AAMVA staff and membership to find a course to solve current issues. We are also exposed to what the future holds with ways we should prepare for implementation like mobile ID and autonomous vehicles. All of that training mixed in with a few smiles, laughs and good times makes for a great event.

branch services,” says Holly Sample, director of Branch Operations at the Indiana BMV, and the lead of the task force that handled these BMV upgrades. In addition to offering transactions BMV customers can do online, these kiosks also offer transactions that can only be done at the BMV, such as paying reinstatement fees or printing a driving record.

A NEW KIND OF OFFICE

While there are 24-hour kiosks at other branches, there are a few things that make the BMV Connect Center different. Not only does it have four kiosks, but those kiosks are also inside a separate office. In addition, during work hours an employee mans a desk in the office and is available to help customers with transactions, similar to how grocery stores with self-checkout often have an employee available to help customers with the process.

And the comparison to grocery stores is an apt one: The eventual goal for the BMV Connect Center project is to create similar offices in even more accessible areas, such as in grocery stores.

“We want to be where our customers are and where our customers do business,” says Peter Lacy, commissioner of the Indiana BMV.

CREATIVE COLLABORATION

To achieve this goal, the BMV and its vendor, ITI, have been building on their relationship that dates back to 1996, when Indiana was among the first adopters of self-service kiosk technology.

“Over the years we’ve had a very close relationship,” says Drew Nicholson, chief operating officer of ITI. “Indiana is a very forward-thinking state, and customer service is everything to them. We share that retail mindset—without good customer service, you don’t eat.”



Indiana Governor Eric Holcomb (third from the right) helps out at the grand opening of the BMV Connect Center in Fort Wayne, Indiana. This center is open 24/7, and during work hours an employee is available to help customers with transactions, similar to grocery stores with self-checkout.

Lacy explains that they see Nicholson and his team as a true partner that they can bounce ideas off of and create innovative solutions with.

“We have quarterly meetings where we talk about existing business, what’s next and where we can find efficiencies,” says Lacy. “That’s how the collaborative approach of working with Drew and his team has continued. The BMV Connect Center is just the latest example.” **m**

TRACKING TRANSACTIONS

The Indiana BMV has seen adoption of transactions at BMV Connect kiosks explode. In 2017, the state did slightly more than 200,000 kiosk transactions, and in just the first three months of 2018, they have already done more than 80,000, which puts them on pace to do close to 360,000 kiosk transactions this year.

This is at least partly due to the good experiences customers have when they first try the kiosk. According to Drew Nicholson, chief operating officer at Intellectual Technology, Inc., 70 percent of people who use a kiosk for a transaction will use it the next time they return. While the most common transaction is a registration renewal, the kiosks are also able to do more complex transactions.

TRANSACTION TYPE	NUMBER OF TRANSACTIONS	DATE EFFECTIVE
Vehicle Registration Renewal	416,173	7/9/2014
Duplicate ID	231	10/20/2017
Duplicate Driver’s License	855	10/20/2017
Renew ID	50	10/20/2017
Renew Driver’s License	2843	10/20/2017
Duplicate Registrations	1672	10/20/2017
Reinstatement Fee	1171	11/17/2017
Official Driver Record	1782	12/18/2017
Duplicate Title	289	1/2/2018
New Registration	219	3/9/2018



Title Tales

CONSUMERS ARE TAPPING INTO TITLE DATA—AS DESIGNED BY MYRNA TRAYLOR

The National Motor Vehicle Title Information System, or NMVTIS, is moving closer to its goal of full state participation. As more states and businesses that handle junk/salvage and insurance (total loss) vehicles contribute their data, the system is becoming a valuable resource for the public as a way to verify vehicle history information and avoid fraud, theft and the reintroduction of unsafe vehicles.

In addition, consumers are encouraged to use NMVTIS data themselves when they are considering making a used vehicle purchase. Vivienne Cameron, senior director of the Business Solutions Division at AAMVA, reports the data in the NMVTIS system represents a significant source of information for consumers.

“Individuals and car dealers can now purchase a vehicle history report through one of the 12 authorized NMVTIS report providers,” says Cameron. “Consumers can go to the landing page of the official NMVTIS website, Vehiclehistory.gov, and pick a provider.”

Cameron and the rest of the AAMVA team encourage states to work with car dealers and potential buyers to use a NMVTIS

report as an initial check if they are considering buying a used vehicle. “By checking out a vehicle on the system most of the states are using—as well as getting the vehicle inspected—you can make an informed decision,” says Cameron. “Dealers can search titles by VIN number in the system before taking a trade-in, then they won’t pay more for a trade-in than it is worth.” And car buyers can have a better idea of the vehicle’s history, including if it was flood-damaged.

GETTING THE WORD OUT

Of course, the system’s charge to combat fraud and theft and keep unsafe vehicles off of public roadways works best when people know that it exists. AAMVA will be sending states a short video that they can post on their consumer-facing websites that will educate people about the benefits of using the title search and vehicle history system.

Cameron says that some states are already making their constituents aware of the utility of NMVTIS.

“Use of the NMVTIS data has grown steadily since 2012,” says Cameron. “As of 2017, we had a huge bump in transactions,

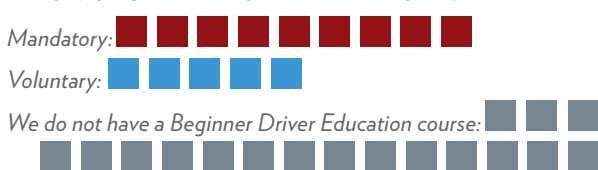
dashboard

DRIVER TRAINING AND EDUCATION

BY AAMVA’S DATA LADY, JANICE DLUZYNSKI

Here are the most recent jurisdiction surveys related to driver training and education. All of these surveys have additional questions that provide more information. Full details of these surveys can be found at AAMVA.ORG/SURVEY/USER/SEARCH.ASPX.

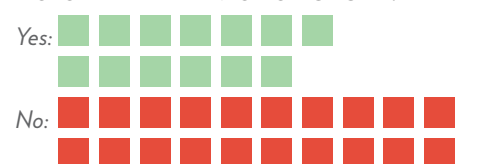
BEGINNER DRIVER EDUCATION [31 RESPONSES]
DOES YOUR JURISDICTION OFFER A BEGINNER DRIVER EDUCATION (BDE) COURSE TO DRIVERS PRIOR TO OBTAINING A LEARNER’S LICENSE? PLEASE INDICATE IF IT IS VOLUNTARY OR MANDATORY.



E-LEARNING AND DRIVER TRAINING/EDUCATION [31 RESPONSES]
DOES YOUR ORGANIZATION PROVIDE E-LEARNING COURSES FOR DRIVER TRAINING EDUCATION?



MOTORCYCLE TESTING AND TRAINING [33 RESPONSES]
DOES YOUR JURISDICTION REQUIRE SPECIAL EDUCATION OR TRAINING BEFORE ISSUING A DRIVER’S LICENSE WITH AN ENDORSEMENT TO OPERATE A MOTORCYCLE?



going from 8.4 million in 2016 to nearly 24 million, and we see people using data for unanticipated uses. The program was originally designed to protect states and consumers from vehicle fraud and unsafe vehicles, but it's been interesting to see new uses of the data, such as in support of vehicle safety recalls."

GETTING EVERYONE UP TO SPEED

Cameron reports that while 40 states are fully participating in NMVTIS, the others will be joining soon. "Five of the remaining states are already providing data to the system," she says, "and six more [including Washington, D.C.] are in the development phase."

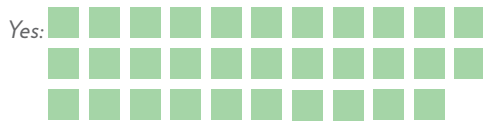
Besides getting all of the states on board, AAMVA is assisting a number of the fully participating states with modifications and upgrades. Says Cameron, "We are working to re-implement NMVTIS in those states as they modernize title systems, reintegrating them with NMVTIS and ensuring we are keeping all systems current."

Moreover, Cameron reports AAMVA continues to explore opportunities to add new data points where there is a valid business need. "We continue to work with our members and other stakeholders to evaluate how the system can be enhanced." **m**

find out more

TO LEARN MORE ABOUT THE NATIONAL MOTOR VEHICLE TITLE INFORMATION SYSTEM, VISIT AAMVA.ORG/NMVTIS.

DO YOU HAVE DRIVING SCHOOLS OR ORGANIZATIONS IN YOUR JURISDICTION THAT OFFER MOTORCYCLE SAFETY TRAINING?



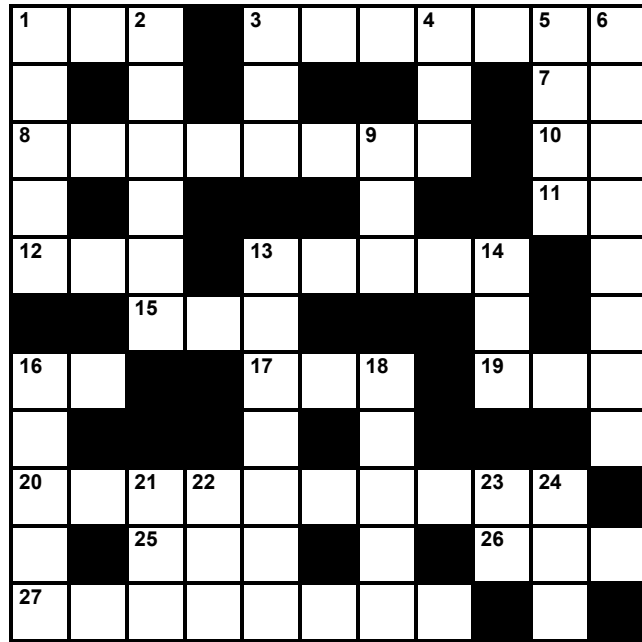
No: 

DRIVER EDUCATION TRAINING ON TRAFFIC STOPS
 [26 RESPONSES]

DOES YOUR STATE INCLUDE INSTRUCTION ON APPROPRIATE ACTIONS TO TAKE DURING A TRAFFIC STOP AS PART OF ITS PUBLIC SCHOOL DRIVER EDUCATION PROGRAM?



No: 



ACROSS

- 1 Dutch DMV collaborating with AAMVA in the development of mobile driver's licenses (mDLs)
- 3 An mDL would need to be _____ (inspire confidence)
- 7 Old form of you
- 8 What an mDL would need to confirm
- 10 Vehicle powered by a battery, abbr.
- 11 Spanish for yes
- 12 Long slippery fish
- 13 Group established by AAMVA to work on the development of mDLs
- 15 Source of solar power
- 16 Santa _____, NM
- 17 Crow's call
- 19 Number that might be used to link an mDL to an mDL holder
- 20 Committee that joined the eID Working Group to work on mDL initiatives, goes with 27 across

25 Scheduled

- 26** Over, old way
- 27** See 20 across

DOWN

- 1 Increase in pay
- 2 Slang word for a car
- 3 Toddler, a backup camera can detect one
- 4 Articulate
- 5 Looks at closely
- 6 Coming up with a plan
- 9 Small amount
- 13 Protected from hacking
- 14 Distance between objects
- 16 All driver's licenses feature them
- 18 Smarter
- 21 Nutritional figure, abbr.
- 22 Brownish gray
- 23 Approval on a project
- 24 Innovative



LICENSE NUMBER	J8675309
LAST NAME	Chauffeur
FIRST NAME	Yvonne
DATE OF BIRTH	11/20/1989
VALID FROM	11/20/2016
VALID UNTIL	11/20/2019
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*THE DEVELOPMENT AND STANDARDIZATION OF
MOBILE DRIVER'S LICENSE TECHNOLOGY PROMISES A NEW
ERA OF SECURITY, PRIVACY, SAFETY AND CONVENIENCE*

it's **SCREEN
TIME**

BY BRAD CAUSEY

The smartphone of today is a remarkable and powerful device. As a primary gateway for online activity, the modern multi-tool's utility derives in part from its mobility—nearly everyone has one in his or her pocket or purse. The ongoing efforts behind the development of a digital mobile driver's license (mDL or DDL) are motivated by the global population's reliance on these devices.

"In my 20+ years with AAMVA, I've never been more excited about something we're doing as a community," says Geoff Slagle, AAMVA director of identity management, about the development and standardization of mDL technology.

THE IMPORTANCE OF INTEROPERABILITY

AAMVA's Joint mDL Working Group is finalizing a procurement guidance document and continues to work toward the first official technical guidance for the mDL. The initial guidance is for offline/attended use cases on smartphones as well as other devices such as tablets, laptops, and wearables. The working group also continues to monitor and promote opportunities to study and pilot test the operational concepts for mDL.

Development of an mDL standard is being led by the International Organization for Standardization's (ISO) JTC1/SC17/WG10. In April, 2018, the group met in Sunnyvale, Calif., to review and resolve comments on the first edition draft of the standard. Within the working group, Arjan Geluk, principal advisor with UL's transaction security division, leads the task force specifically focused on mobile driver's licenses. Geluk also serves as technical advisor to AAMVA's Joint mDL Working Group.

"Over the past year, we've been working on using existing technology to get iOS and Android devices to communicate with each other, even when there is no internet connectivity," Geluk says. "It is possible, we have made it work in a technical proof of concept in collaboration between AAMVA and RDW, the DMV of the Netherlands. And that's an important gain."

Interoperability between different devices and different systems is essential for mDL apps, as is functionality in an offline environment. Convenience and efficiency are among the many benefits mDLs offer, but those benefits can't be fully attained unless mDLs are readable everywhere, regardless of device, or the app developer, or the jurisdiction the mDL is used in, or the country, for that matter. ▶



Photo: Gemalto

At a lottery claims center, a Colorado pilot participant scans her digital driver's license to purchase a lottery ticket.

"We need to think of a DDL [digital driver's license] as more than just an app on a phone. It's the application plus the ecosystem around it," explains Suraj Sudhakaran, Gemalto solutions architect, Digital Identity for Americas. "Everything needs to be thought out—the needs of the DMV, the verifying party and the end user—and developed with the standards established by the ISO and AAMVA, because these are the organizations ensuring interoperability."

Participants for the Joint mDL Working Group as well as WG10 include issuing authority representatives and technology industry providers who are important stakeholders. Though these companies are direct competitors in the mDL market, they have all come to the table as collaborators in recognition of the importance of a common interoperable standard upon which to build mDL apps.



After taking part in a pilot program sponsored by the National Institute of Standards and Technology, the average amount that participants said they would be willing to spend to have a mobile driver's license is \$16.

TEST PILOTS

How jurisdictions are implementing mDL technology



REGION DELAWARE

Scott Vien, Delaware DMV director

INDUSTRY PARTNER Idemia

TESTING PERIOD March through August 2018

DURATION Six months

NUMBER OF mDL HOLDER PARTICIPANTS 130

NUMBER OF RELYING PARTY PARTICIPANTS 25

TESTING SCENARIOS We approached relying parties in the business community with email blasts, we reached out over the phone, but we weren't getting a lot of traction. So we started going door to door. Over the course of a few weeks, being able to show them an mDL prototype—how it works, how it could benefit their business—worked really well. We provided materials for their employees, for example, an informative poster so they could be aware of what an mDL is and know how to interact with it.

mDL HOLDERS AND VERIFIERS FEEDBACK Anecdotally, the feedback has been great. I've used it myself four times now without any issues; all four times it was accepted. Checking into a hotel, filling a prescription, among a few other things. There's been curiosity about it and a lot of excitement actually. One thing I used it for was to transfer data over from my old phone to a new phone at a cell phone store. They asked for my license, I pulled out my mDL, and they thought it was the greatest thing ever. They all pulled out their phones and said, "What's the name of the app?" cause they wanted to download it. But, of course, it's not available to the public yet at this point.

REFINEMENTS WISHLIST An important comment from Delaware Alcohol and Tobacco enforcement was to include an expiration date, because they train all of their liquor providers to look at the expiration date, and if it's expired, do not sell. That was valuable feedback, so for the next app update, we included the expiration date on the proof of age privacy screen.

NEXT STEPS With regard to cost, there are varying schools of thought, ranging from a fixed price to a subscription fee to no cost. And frankly, we have a lot to gain from the mDL and the direct connection it offers to our customers for important notifications, such as an insurance lapse, online driver's license renewals and so on. If we didn't have to charge anything for this, adoption could be more widespread. That connection to the customer is important and potentially more valuable than any additional revenue.



Data minimization is a privacy feature of mDLs that many pilot users really like. An mDL app allows the user to select the type of transaction and minimizes the personal data displayed.

“That’s AAMVA’s sweet spot,” Slagle says, “our ability to bring our members together around the interdependencies we have with each other, and figure out how to make something work.”

The number of companies currently working on mDL technology and the number of jurisdictions worldwide who recognize the potential of mDL motivates WG10 to work as quickly as possible to complete the first edition of the standard. Its publication is expected in late 2019.

Between now and then, industry providers will partner with more jurisdictions to pilot test mDL apps, gather feedback and refine, using the working draft of the standard.

SECURITY AND PRIVACY

In addition to interoperability and offline capability, data security and privacy are of paramount importance in the development of mDLs.

“How do you protect the mDL holder’s data and what technologies are you using for that?” Geluk explains. “Are we going to rely on the security characteristics of Bluetooth or Wi-Fi? Or are we separating

that out and doing more on the application layer?”

Security and privacy by design is the answer, says Geluk. “The way we standardize must enable protection of the license holder’s data.”

“Digital Driver’s Licenses provide multifactor authentication with something you have—your phone, something you know—your access pin, and something you are—your fingerprint or face ID,” Sudhakaran says. ▶

TEST PILOTS

How jurisdictions are implementing mDL technology

REGION II VIRGINIA
Charles Sheldon, Virginia DMV director of digital services
INDUSTRY PARTNER Canadian Bank Note Company

TESTING PERIOD July through September 2016

DURATION Three months

NUMBER OF MDL HOLDER PARTICIPANTS 252

NUMBER OF RELYING PARTY PARTICIPANTS 15 (three breweries, five convenience stores, two restaurants and five liquor stores)

TESTING SCENARIOS Across 15 retail partners, mDL was verified 1,143 times. Additionally, DMV in partnership with the Virginia State Police held an event to demonstrate the use of the technology in a potential traffic stop.

mDL HOLDERS AND VERIFIERS FEEDBACK

- › Security of personal information was noted as the mDL’s “most important” feature.
- › 95% believe the mDL to be a secured credential.
- › 75% of retail partners were overall somewhat or very satisfied with the mDL proof of concept.

REFINEMENTS WISHLIST The team will be working to further improve the user experience, including refinements to the customer interface and removing unneeded steps. Making access as quick and smooth as possible will be critical to customer adoption.

NEXT STEPS The key to mDL success comes down to two primary requirements: demonstrating the added value over traditional licenses and identification cards, and fostering a growing ecosystem. Tapping into a real-time network offers increased credential security and value to both citizens and businesses, but there has to be incentive to invest and grow this infrastructure. Virginia is continuing to explore and promote product development and business relationships, both public and private, to move the mDL from a proof-of-concept to a practical credential and information service.

The frequency, scope and scale of cyberattacks in recent years has brought online security to the forefront of many people's concerns about their digital identities. Add to that unfolding revelations about harvesting of certain social media users' data without their knowledge, and the threat level approaches existential proportions.

Identity theft and fraud are on the rise as well. According to the Insurance Information Institute's 2017 Fraud Study, released by Javelin Strategy & Research, in the past six years, identity thieves have stolen over \$107 billion from U.S. consumers.

ENSURING TRUST

"The mDL allows for a significant leap forward in privacy," Slagle says. Consider all the scenarios where people hand their license over to somebody. In so doing, they're handing over their photo, their date of birth, their address. "The big question we've been asking for a long time is why? Why should they have to hand everything over when, if they're just buying an age-restricted product, the only thing you need to know is that I'm really me and that I'm old enough for this transaction."

"Mobile DLs put the users in control of their data—they decide what data they are going to share and with whom," says Jeff Quarrington, Canadian Bank Note Director of Identification Solutions. "Data minimization allows the user to share only what needs to be shared to conduct the business transaction."

The retail industry is excited about mDLs because the features that help fight fraud bring a great value to them, to have more confidence that the ID is authentic, says Rob Mikell, director of government mobile solutions for Idemia. "It's pretty hard for anybody to know the driver's licenses from all fifty states along with the security features that make them authentic. But when you can use an electronic or digital security feature on a smartphone, you can be sure that what you're looking at is authentic."

"It's one thing to issue an mDL and provide benefits to the DMV and the end user, but it also needs to provide value and utility to the relying parties for them to adopt it," Quarrington says.

Trust is the foundation for confidence. The mDL's fundamental value is that it's issued by the DMV, which has vetted the holder's identity. "The mDL relies on the data that was electronically signed in a trusted environment, namely the system of record of an issuing authority," Geluk explains. A digital signature binds the mDL holder's information and

TEST PILOTS

How jurisdictions are implementing mDL technology



REGION IOWA

Corey Lorenz, Director, Office of Motor Vehicle Support, IT Division

INDUSTRY PARTNER Idemia

TESTING PERIOD November 2015 through June 2016

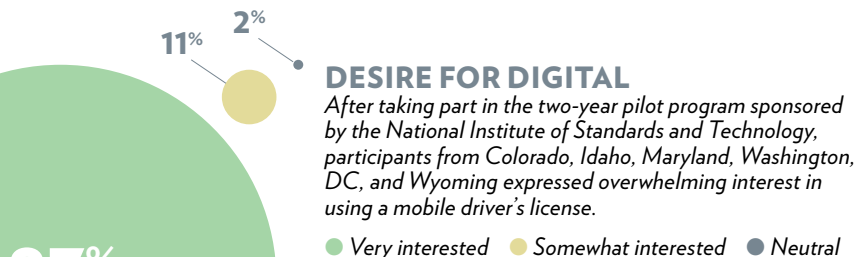
DURATION Eight months

NUMBER OF mDL HOLDER PARTICIPANTS 62

NUMBER OF RELYING PARTY PARTICIPANTS Iowa tested with a handful of local convenience store chain in the Des Moines metro area. Testing was limited to exploring backwards compatibility with existing 2D barcode technology. Iowa also tested at DOT facilities with a dedicated mDL reader stations.

REFINEMENTS WISHLIST Cross jurisdictional, cross platform interoperability, Android platform support

NEXT STEPS Iowa is moving forward with a full production implementation of the mDL. Expected timeline for release is 2019.



privileges cryptographically on the mobile device. Using the issuing authority's digital certificate, it can be verified any time, even in offline scenarios. And that mDL data is bound to the holder biometrically using the face image.

Compared to the traditional, physical credential of a plastic card that can be misplaced or lost, the personal information contained in an mDL resides behind layers of security on a digital device. If a physical driver's license is lost, anyone who finds it instantly knows

the holder's full name, date of birth and address. If a phone containing an mDL is lost, anyone who finds it will first need to know or guess the passcode to unlock the device. Beyond this first layer of security, that person would then need to know or guess the separate passcode to open the mDL app itself. And in that time, the holder will have had the opportunity to contact the DMV or issuing authority to request deactivation of the mDL on that device to prevent accessibility.

THE MOBILITY ECOSYSTEM OF THE FUTURE

The potential benefits mDLs offer are myriad and meaningful. But there is much work to do before those benefits can be fully realized and made available to the broader public.

“Until we take the time to test this functionality and learn from it, we’re not going to get to where we could already be by now,” says Delaware DMV Director Scott Vien, whose jurisdiction in March began a six-month mDL pilot test in partnership with Idemia.

“I’m glad we’re not the only ones testing this technology because it’s going to take a collective study to come up with something that will work not just in our jurisdiction but across all jurisdictions the same way the physical card is accepted everywhere today,” he says.

“Jurisdictions around the world are looking at the mDL as a catalyst for a virtual driver’s license that can be used online,” Quarrington says. Digital wallet apps already exist for credit cards. The mDL is a natural extension of this concept and could contain not only an mDL, but other licenses and permits as well, such as hunting and fishing licenses or firearms permits.

In the near future, mDLs will not be a replacement for physical cards, they will be offered as an additional convenience option when driver’s licenses are issued. But in the distant future, mDLs and the apps that manage them could become the secure electronic identification with which an individual interacts with a ubiquitous, trusted mobility ecosystem.

Imagine a future where an autonomous taxi can be reserved online for a lift to the airport and the door is unlocked by scanning an mDL to verify the rider’s identity? The implementation for such transactions and countless more are being envisioned, standardized, secured and tested today by technology companies in partnership with jurisdictions around the world.

Through the pioneering efforts of AAMVA members—issuing authorities, law enforcement officials and industry partners—working in close collaboration to develop interoperability standards and technological requirements, mobile driver’s licenses will soon be a practical and valuable part of everyone’s digital lives. **m**

watch it

VISIT MOVEMAG.ORG TO WATCH A VIDEO ON THE LATEST ADVANCES IN mDL TECHNOLOGY, AND CHECK OUT AAMVA.ORG/MOBILE-DRIVERS-LICENSE FOR EVEN MORE INFORMATION.



Photo: Gemalto

TEST PILOTS

How jurisdictions are implementing mDL technology



WYOMING

Renee Krawiec, Senior Supervisor, Wyoming DOT Driver Services Program

INDUSTRY PARTNER Gemalto

TESTING PERIOD Phase I: September through November 2017; Phase II: Currently underway through September

DURATION Phase I: Three months; Phase II: Six months

NUMBER OF mDL HOLDER PARTICIPANTS 60+

TESTING SCENARIOS Highway patrol simulated roadside stops involving a 52-foot tractor trailer as well as a truck pulling a camper trailer, to test if the technology would work at that distance.

A local exam station held an open house where the public could come in and see what the mDL looked like and how it works in different scenarios. Several members of other state agencies interested in mDLs visited for this event.

A local airport held a simulation event for going through a security check.

mDL HOLDERS AND VERIFIERS FEEDBACK Something people really like about the pilot test mDL app is that it randomizes the numbers on the touchscreen keypad for the pin to unlock the mDL. If someone got your phone and could use some digital tool to determine how you touched the screen to unlock, it’s not going to matter since it’s random each time.

Reception by the business community has been positive. They have confidence that the mDL is authentic because it gets scanned and their system verifies it. Also, the way the holder has to interact with it to access it, it provides a higher level of confidence that it’s valid.

Feedback from the general public has been, “Wow, is this available now?”

REFINEMENTS WISHLIST Phase II of pilot testing will explore how to incorporate the digital driver’s license further into the ecosystem, for example, being able to renew a driver’s license on a website that would allow the mDL to prepopulate a form. Also, how can the mDL facilitate acquisition of hunting and fishing licenses where they are utilizing the same info? Or firearm permits?

NEXT STEPS We have a digital driver’s license team with members from our IT department, driver’s services and highway patrol. We brainstorm ideas, review our participant’s feedback and convene with other agencies who have approached us wondering how mDLs will affect them.



IMPORTING

THE CHALLENGES OF REGISTERING

A search for the perfect car sometimes stretches beyond U.S. borders. An international move might mean a motorcycle ships stateside. In both cases, those vehicles will need to be imported.

Importing a vehicle can be a daunting process for the customer. All vehicles entering the United States must comply with regulations set by numerous organizations, including the U.S. Customs and Border Protection (Customs), the Environmental Protection Agency (EPA) and the National Highway Traffic Safety Administration (NHTSA).

The importation of motor vehicles has created challenges for DMVs across the country as well. In the past decade, jurisdictions nationwide have experienced an increase in the number of vehicle imports

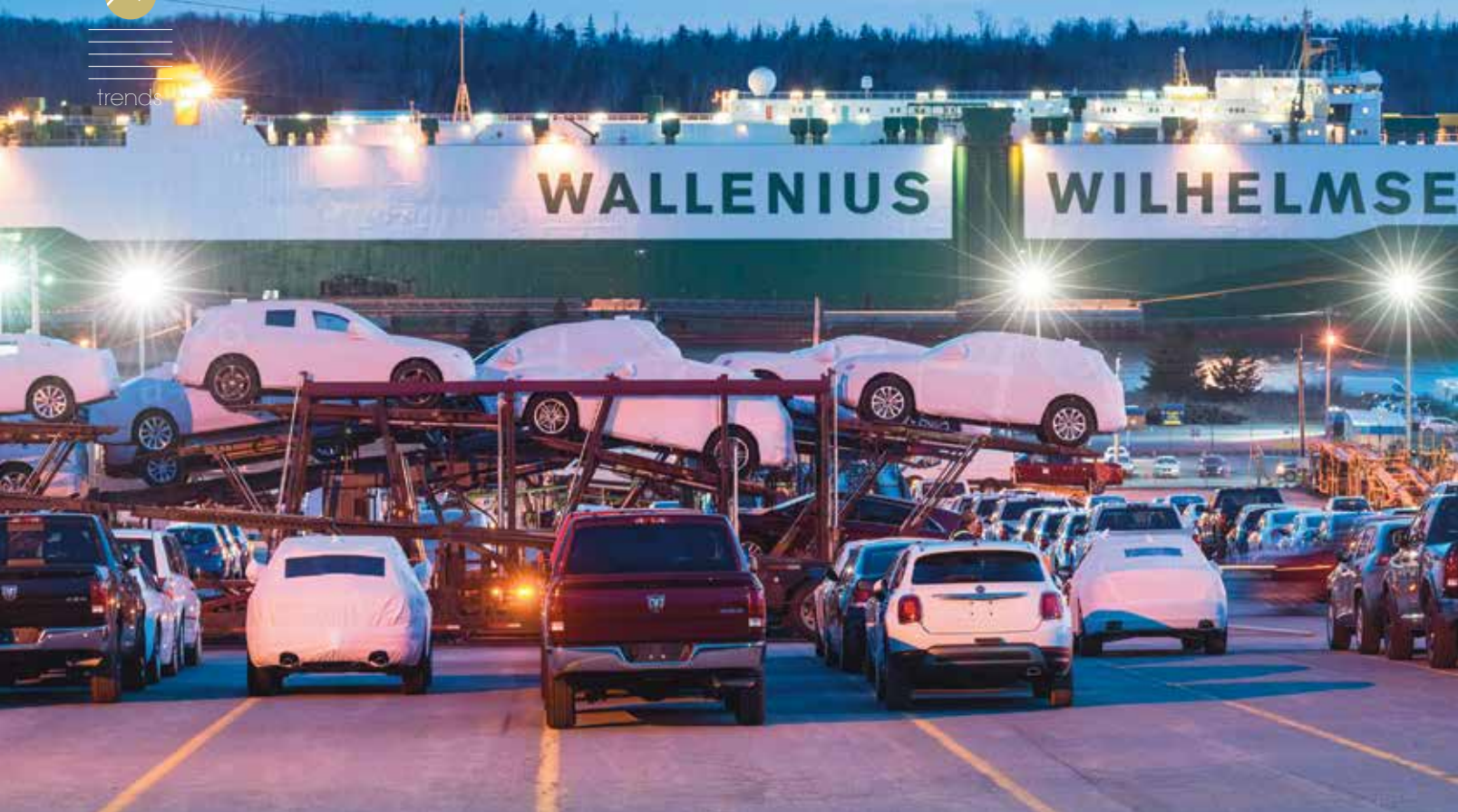


IMPORT TITLES BY BRITTANY MAGEE

that do not meet the Federal Motor Vehicle Safety Standards (FMVSS) being improperly titled and sold, especially from within North America.

And then there are dealers that know the jurisdictions without strong importation policies where they can easily obtain a title even if the vehicle doesn't ever physically go to that jurisdiction. In some cases, these dealers get over-the-counter titles for the imported vehicles without following process, then transfer the title to other states multiple times. The vehicle never traveled to those states; the dealer was simply washing the title from one location to another. ▶

Imported cars
await distribution
from the Port
of Jacksonville,
Florida.



INCREASE IN IMPORTS

The volume of imported vehicles surged from 6,000 in 2008 to 345,000 in 2016, says Coleman Sachs, chief of the Import and Certification Division, Office of Vehicle Safety Compliance at NHTSA. This rapid increase of title transactions took many jurisdictions by surprise.

In Colorado, more than 500 motor vehicles were imported by one used motor vehicle dealership from 2016 to 2017—an odd occurrence for the state. The main concern was that these vehicles imported from Canada received Colorado titles immediately after importation, says Tony Anderson, operations director, Title and Registration Section of the Colorado Division of Motor Vehicles.

This led to an investigation conducted by the Colorado DMV Motor Vehicle Investigations Unit (MVIU) and the Colorado Auto Industry Division (AID), which determined that the specified dealership was improperly completing the Department of Revenue 2698 Verification of Vehicle Identification Number and violating Rule 26: Physical Inspection of Motor Vehicles.

Nebraska also experienced an extreme increase in the number of issued titles. Approximately 16,000 titles for imported vehicles were issued over a two-year period, with the majority from one title

Workers prepare vehicles for loading aboard the Manon Wallenius Wilhelmsen, a giant vehicle carrier, at the Autoport in Eastern Passage, Canada. The renewed strength of the U.S. dollar against the Canadian dollar has led to a surge of import activity on the Southern side of the border.

issuance office, says Betty Johnson, administrator of the Nebraska DMV Driver and Vehicle Records. “The volume of imported vehicles we have experienced over the past few years is extraordinarily high for the state,” Johnson says.

Why has the volume of titles increased so significantly? While there could be different incentives for dealers and importers, the most likely reason is because of the increasing strength of the U.S. dollar against foreign currencies, particularly the Canadian dollar.

SAFETY FIRST

The Canada Motor Vehicle Safety Standards (CMVSS) are similar to FMVSS, so there are fewer concerns that a Canadian-certified vehicle can conform to the FMVSS.

Foremost among jurisdictions’ concerns when dealing with imported motor vehicles is ensuring each vehicle entering the United States meets the minimum safety performance requirements. For a motor vehicle to be lawfully imported into the United States, it must comply with the following NHTSA requirements:

- A vehicle that was not originally manufactured to comply with all applicable FMVSS, or was not so-certified by the original manufacturer, also known as a “non-conforming” vehicle, must be determined



review. If it is satisfied that the vehicle has been adequately modified to conform and that the vehicle has no outstanding recalls, NHTSA will release the DOT conformance bond.

The RI is then able to release custody of the vehicle so that it can be titled or registered by the DMV for on-road use. If NHTSA does not release the DOT conformance bond within 30 days from the agency's receipt of the conformity data, the RI is free to release custody of the vehicle so it can be titled or registered for on-road use.

RELATED CONCERNS

While the volume of title transactions has been the

main challenge for jurisdictions, other concerns have also emerged, including:

- › Increased workloads for DMVs
- › Greater difficulties for customers if importers and dealerships do not follow all requirements
- › Increased risk of fraudulent activity

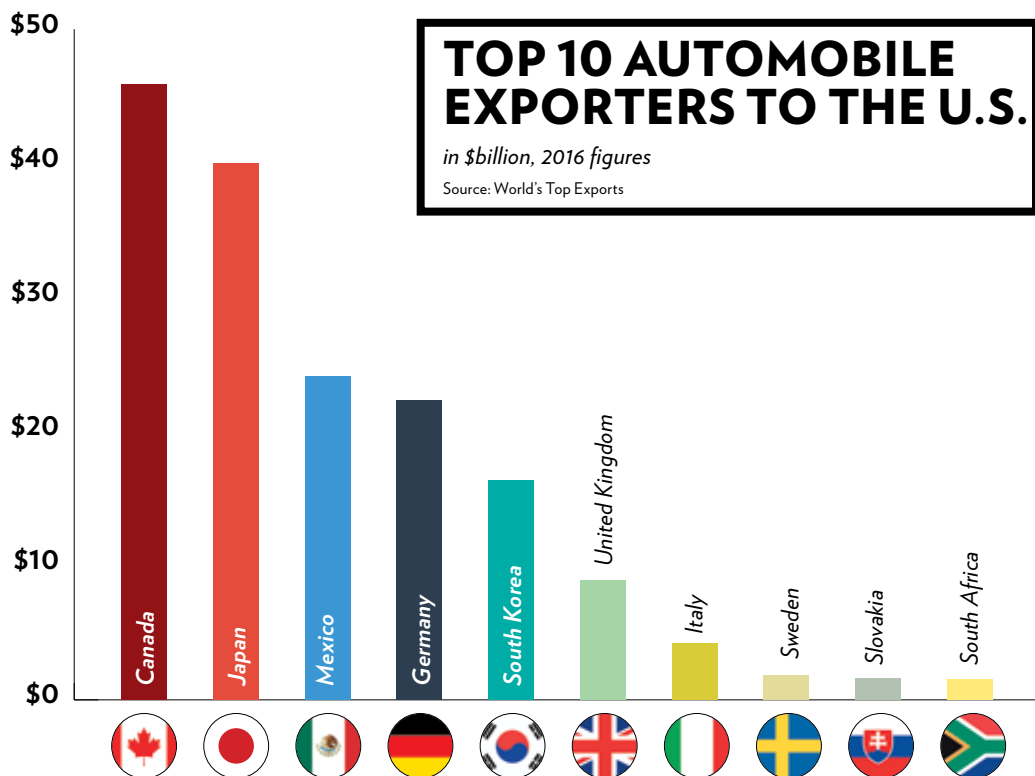
“The increasing volume of imported vehicles taxed NHTSA’s ability to review and process conformity packages on Canadian imports in a timely manner,” says Sachs. Additional staff members were added to help with the problem, but fraud occurring in the title application process still causes problems for DMVs and customers as well.

Individuals who purchase a vehicle after a fraudulent act has been committed may experience a number of different types of repercussions, including diminishment of the vehicle’s value, loss of vehicle, loss of money and, in some cases, individuals may need to prove that they are a victim and not a suspect, Johnson says.

In many instances, individuals who have been victims of title and/or odometer fraud turn to the jurisdictions and law enforcement for assistance. ▶

eligible for importation by NHTSA. That eligibility is based on the vehicle’s capability of being modified to conform to all applicable FMVSS. And it must be imported by a NHTSA-registered importer (RI), or by a person who has a contract with an RI to modify the vehicle so it complies with all applicable FMVSS following importation.

- › A Department of Transportation (DOT) conformance bond must be furnished for the vehicle to ensure it is brought into compliance with all applicable FMVSS within 120 days of entry, or is exported from, or abandoned to, the United States. To obtain release of the conformance bond, the RI furnishes conformity data on the vehicle for NHTSA’s





“In my opinion, odometer fraud is the most common and likely risk related to imported vehicles.”

BETTY JOHNSON

Administrator of the Nebraska DMV Driver and Vehicle Records

Unfortunately, jurisdictions often are unable to identify the source of the fraud or provide restitution, which makes it a challenge for jurisdictions to investigate and resolve all reports of fraud and related issues, Johnson says.

“In my opinion, odometer fraud is the most common and likely risk related to imported vehicles,” says Johnson. Nebraska experiences a high volume of requests for corrected odometer readings on titles issued to imported vehicles. The large number of requests creates suspicion and diminishes trust in the odometer readings reported as part of the title application process.

In addition to odometer fraud, the possibility of vehicle identification number (VIN) cloning, VIN alterations and ownership fraud increase due to the lack of historical data available at the time of title issuance.

UPDATED PROCESSES

To combat the challenges caused by the increase of imported vehicles and to mitigate risks of fraud, jurisdictions have updated their procedures for

CONFORMITY FOLLOWS FUNCTION



CONFORMING VEHICLES:

Vehicles that are originally manufactured to conform to all applicable federal motor vehicle safety, bumper, and theft prevention standards, and bear a label to that effect, permanently affixed by the original manufacturer, can be imported without restriction.

Conforming vehicles meet safety, environmental and other regulatory requirements set by the NHTSA, and may be titled and resold.

NON-CONFORMING VEHICLES:

Vehicles that are under 25 years old that are not originally manufactured to conform to all applicable Federal Motor Vehicle Safety Standards (FMVSS) can only be lawfully imported into the United States if:

- › They are determined eligible for importation by NHTSA, based on their capability of being modified to conform to all applicable FMVSS; and
- › They are imported by a registered importer (RI), or by a person who has a contract with an RI to bring the vehicle into compliance with all applicable FMVSS.

Non-conforming vehicles must be modified by the RI to conform to all applicable FMVSS, and be held by the RI until NHTSA releases the DOT conformance bond furnished for the vehicle at the time of entry into the United States, or until 30 days have elapsed from the date NHTSA receives conformity data from the RI to obtain release of the DOT conformance bond. However, non-conforming vehicles may be imported under the following exceptions:

- › If the vehicle is at least 25 years old, provided it has not been extensively rebuilt.
- › If it is imported for export only and is so labeled.
- › If it is imported by a nonresident of the United States, for personal use, for up to one year, with no provision for extensions.
- › If it is imported by foreign diplomatic or military personnel during their tours of duty on assignment in the United States.

titling imported motor vehicles. A majority of the changes are to ensure that vehicles are conforming and are branded correctly.

Following the investigation conducted by the MVIU and the AID, the Colorado DMV issued a statement to Colorado motor vehicle dealers to outline all updates to foreign import titling procedures in March 2017. The main resolution was that “the Colorado DMV will no longer issue titles without a NHTSA bond release letter or proof that 30 days have passed following submission of a conformity packet to NHTSA.”

“[Until recently,] we didn’t deal with a high number of imported vehicle titles on a frequent basis,” says Anderson. “We had to take a look at our existing procedures, and then make updates based on the findings from the investigation.”

In Nebraska, jurisdiction offices have also established policies and processes to ensure that foreign import titles are issued in a timely manner without impeding the titling process for other customers, says Johnson.

MOVING FORWARD

For jurisdictions facing similar issues with imported vehicles, updates to importation requirements may also be in order. AAMVA and industry leaders continue to work with jurisdictions on importation-related problems to keep DMVs working efficiently and their customers safe.

Through member networking and educational opportunities, AAMVA has helped jurisdictions to understand the ownership and import documents available and recommended for vehicles imported into the United States, says Johnson. AAMVA has also provided opportunities to open communication with other stakeholders, such as NHTSA, Customs, Canadian jurisdictions and so on.

NHTSA will continue to welcome the opportunity to present on vehicle importation issues at AAMVA meetings, workshops and law institutes, says Sachs.

Ultimately, it’s important to “set firm and thorough policies regarding the documentation accepted for title issuance,” says Johnson. “Be sure to understand and train frontline staff on the document nuances to ensure authenticity of documents and that all import requirements have been met.” **m**

find out more

QUESTIONS ABOUT REGULATING IMPORTED VEHICLES?
CONTACT JULIE KNITTLE AT JKNITTLE@AAMVA.ORG.

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I THINK THAT THE WHOLE WORLD IS EXPECTING GOVERNMENT TO BE MORE RECEPTIVE.



Q & A WITH
Kevin Byrnes

MOVE CATCHES UP WITH THE AAMVA BOARD'S CANADIAN JURISDICTION REPRESENTATIVE

INTERVIEW BY MYRNA TRAYLOR

Q **WHAT LED TO YOUR POSITION AS ASSISTANT DEPUTY MINISTER AT THE ONTARIO MINISTRY OF TRANSPORTATION?**

I began my career with the MTO in the mid-'90s, with several roles that were focused on IT. Over the last 20 years working in the Ontario government, I have had the good fortune to move through various departments and see how other ministries functioned; each with a different way of delivering services, but all of them focused on supporting the citizens we serve.

I recently returned to the Ministry of Transportation as

we are focused on modernizing the delivery of driver and vehicle services; the opportunity for transformation is incredible, and the pride and commitment of staff is unparalleled. They have a deep-rooted desire to create partnerships and to keep both roads and drivers safe.

Q **WHAT ARE YOUR CURRENT GOALS AT THE MTO?**

My role is to create change in a well thought out and productive way. We are halfway through modernizing our technology to support driver services. We have moved our carrier system online and are building a plan to bring more online services on board, such as mobile driver licensing.



Above: Kevin Byrnes wears pink at an event to raise money for cancer.

Right: Byrnes, pictured here with one of his daughters, is a self-proclaimed "hockey dad."



I want people to think in new ways. Let's not limit this [revamp] to an approach we took five years ago; let's see what all sectors need today. I want to pursue a more agile approach to bring new services along more quickly.

What I've learned is that there really is no end result in terms of modernization—change is always happening. We need new ways of looking at how government delivers services, and a framework under which the staff/experts can be responsive and think beyond governmental restraint. If I can deliver foundational pieces for a system like that, I will be happy.

Q WHAT WILL YOU TRY TO ACCOMPLISH ON AAMVA'S BOARD AS THE REPRESENTATIVE FROM CANADA?

I am bringing a new set of eyes to look at what is working well in the U.S., as well as share what is working in Canada. (I also serve on the board of the Council of Canadian Motor Transport Administrators, the CCMTA.) Many U.S. states are further along on mobile driver licensing, for example, and there are other models for adopting new ways of delivering services that I'd like to bring back to Ontario and the rest of Canada.

Q ABOUT WHAT TRANSPORTATION-RELATED ISSUE(S) ARE YOU MOST PASSIONATE?

I would like to have policies and services evaluated from an outside-in perspective. How can we better respond to the various sectors of the driving public, such as the new driver sector? There should be a more proactive way to gather feedback or complaints from both private and commercial drivers. If something gets to the ombudsman stage, that means that the person didn't get an answer or resolution to their complaint. We want to be more advisory than reactive, and make changes in advance that facilitate communication.

I think that the whole world is expecting government to be more receptive. We need to have a different mindset to work cooperatively with the public, industry and carriers, all while maintaining the safest roads in North America.

FAST FACTS

Kevin Byrnes



HOMETOWN
Burlington, Ontario



EDUCATION
Attended Brock University



FAVORITE MOVIE
Grease



ON THE ROAD
Kevin drives a Hyundai Santa Fe.



Q THROUGHOUT YOUR CAREER, IS THERE ONE PARTICULAR ACCOMPLISHMENT YOU'RE MOST PROUD OF?

I have been involved in some truly transformative programs over the course of my time in government. When I worked in the Ministry of Children and Youth Services, I worked to harmonize a set of child welfare services that were being implemented in 45 agencies across Ontario. These were important services, and agencies had a multitude of different ways to

implement them. We developed unified processes, then helped the agencies adopt new systems that allowed the agencies to treat all cases the same way. I was thrilled that I helped government work better to protect our most vulnerable citizens.

And even though new technology was part of the solution, the focus should never be about the technology, per se. It's about how to deliver a common set of services. We can adopt new methods and processes more easily if we are doing things the same way. **m**



The Next Generation

PERSPECTIVES ON DRIVER EDUCATION AND PREPARING NOVICE DRIVERS

PREPARATION THROUGH PARTNERSHIPS

FRAN PENNER-RAY, TRAFFIC EDUCATION DIRECTOR, MONTANA OFFICE OF PUBLIC INSTRUCTION

In Montana, 9,271 students at 137 high schools—76 percent of all eligible teens—completed driver education last year, with 94 percent earning a learner license. The partnerships with school districts, educators, families and driver examiners support driver education in small towns and cities throughout our largely rural state, which has more gravel roads than interstate highways.

Driver education is offered through state-approved programs with certified teachers at

Montana high schools. The Office of Public Instruction (OPI) Traffic Education Standards focus on structured learning and guided practice for students to acquire and demonstrate legal and safe driving skills, leading to responsible driving habits. To support schools with traffic

education programs, the OPI has a comprehensive Teen Driver Curriculum based on the state standards and requirements, with an Adapted Illustrated Montana Driver Manual for new drivers to study the rules of the road for their driver license knowledge test.

Graduated driver licensing (GDL) requires teens under age 18 with a learner license to drive supervised for at least six months and for 50+ hours before they can receive a first-year GDL restricted license. In 2017, the Montana State Legislature expanded the pool of potential supervisors to include licensed adults authorized by the teen's parent or guardian. Now stepparents, grandparents, aunts, uncles and adult siblings can supervise the novice driver and ensure they log the practice hours needed to prepare for a solo license.

Driver license fees partially fund driver education, in part due to the Cooperative Driver Testing Program (CDTP) partnership between the OPI and the Department of Justice. Since 1995, CDTP has certified trained driver education teachers to administer the written test, issue learner licenses and conduct the driving skills test on behalf of the Department of Justice, Motor Vehicle Division (MVD).

In 2017, the written and/or road tests were waived for 8,689 young drivers who did not need to take the tests at driver license stations. MVD


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driver examiners randomly select 10 percent of teen drivers to retake the driving exam to ensure quality and consistency. Teens with learner licenses can begin driving with their parents during the driver education class and practicing behind-the-wheel lessons. MVD driver examiners have noted better skills with driver education students after GDL practice hours.

Driver education and adult-supervised practice helps teens develop driving skills, safe habits and crucial behind-the-wheel experience. Montana high schools are required to schedule parent meetings for driver education students and to explain the parent GDL responsibilities. Driving skills improve through the GDL partnership with driver education and supervised driving practice. Working together to buckle up and focus on safe driving, we have reduced young driver crashes, but we still have miles to go to reach Vision Zero.

INNOVATING CURRICULUM

CHUCK DEWEESE, ASSISTANT COMMISSIONER, NEW YORK GOVERNOR'S TRAFFIC SAFETY COMMITTEE

At the behest of the governor and state legislature, the New York State Department of Motor Vehicles (DMV) and the State Education Department (SED) began assessing the status of driver education (DE) in New York State. The two agencies chaired the "Special Advisory Panel on Driver Education Availability and Curriculum Enhancement" in an effort to improve driver education across New York.

The Special Advisory Panel identified ways traditional high school DE could be improved. One of the most important recommendations was to create a standardized curriculum for all DE programs.

There are two different types of novice driver preparation programs in New York State. The first option is a pre-licensing course. This course, also known as "the 5-hour course," is a DMV-designed classroom course that provides new drivers, regardless of age, with information to help them drive safely. New drivers must complete this course before they can schedule their driving test to obtain a driver's license. This course offers students a formal opportunity to learn the basic rules of the road, safe driving principles, defensive driving skills and other factors that affect driving.

The second option is a more time-intensive high school-based DE course. In New York State, high school-based DE is managed jointly by the SED and the DMV; SED approves the course content while the DMV certifies driving instructors and provides copies of the course completion certificate to the

SED-approved programs. High school-based driver education is administered completely through high schools and other educational institutions like community colleges. The course is a total of 48 hours (24 classroom, 24 behind the wheel).

To accomplish the goal of standardizing DE curriculum, the Driver Education Research and Innovation Center (DERIC) was created. DERIC is a unique partnership among the New York State Department of Health, DMV, SED, the Governor's Traffic Safety Committee and Health Research, Inc. DERIC members worked to create a curriculum based on best available research with an emphasis on improving cognitive skills and hazard detection, as well as promoting appropriate attitudes and behaviors.

Development of the curriculum has been completed and will be available to teachers, after a final review, in the spring of 2018. It will be accompanied by an instructional guide that will provide tools to DE teachers in a much more prescriptive way than the broader curriculum. In fact, it will be designed by current DE teachers to better connect with that audience. This new instructional guide is anticipated to be available by fall 2019.

From this experience, New York discovered garnering the active support of teachers who provide classroom instruction is of paramount importance when seeking to improve driver education. Major progress in advancing DERIC's goals coincided with the active participation of these teachers, and their contributions have been invaluable to the program.

DRIVING EDUCATOR EXCELLENCE

NANCY ANDRUS, DRIVER TRAINING COORDINATOR, EDUCATION AND SAFETY UNIT, VERMONT DEPARTMENT OF MOTOR VEHICLES

Vermont takes an active role in preparing novice drivers by requiring all drivers under the age of 18 to take a driver education course consisting of 30 hours of classroom, six hours of driving and six hours of observation of another driver. Driver education is offered in every high school in Vermont, and these programs are taught by licensed Agency of Education (AOE) teachers who teach both the classroom and behind-the-wheel segments of the course. Vermont also has Department of Motor Vehicles (DMV)-licensed private driving schools, with DMV-licensed private driving instructors, who are also required to have 18 college credit hours for licensure. DMV-licensed private instructors also teach both classroom and behind-the-wheel components. Forty contact hours of professional development is required every two years for DMV-licensed private driving instructors to renew their licenses, including attendance at one driver education conference. Six college credits are required for an AOE teacher to renew a teaching license every five years. Professional development credits are offered to driver education teachers and instructors through three state driver education conferences each year, workshops and other courses such as:

- › Drug recognition workshops
- › Curriculum development and revision opportunities
- › Technology workshops and activities to be used in the classroom and in the vehicle
- › New vehicle technology
- › Vulnerable user information and updates
- › The Deadly Ds (drowsy, distracted, drunk and drugged driving)
- › The 4 Es (education, enforcement, engineering and EMS)

Vermont driver educators prepare new drivers by passing on the information they have received through professional development in order to keep their students updated on anything new in the field of driver education and traffic safety. The importance of safety belt usage; not driving distracted, impaired or



All Vermont drivers under the age of 18 must complete:
30 HOURS of classroom instruction
6 HOURS of driving
6 HOURS of driver observation

New driving instructors in Vermont must complete:
18 CREDIT HOURS for licensure

drowsy; and keeping a safe speed on all roadways in all types of conditions are stressed in driver education classes. Vermont also has a great organ donor presentation involving a Vermont donor and recipients who come into driver education classes throughout the state. Information on vulnerable users and sharing the road with bicyclists, pedestrians, agricultural vehicles, both domestic and wild animals, school buses, motorcycles and snow plows, for example, prepare our novice drivers to share the road.

Particularly effective strategies seem to be happening with relationships driver educators have developed with the Vermont Highway Safety Alliance. Alliance meetings allow ideas to be formulated concerning highway traffic safety and saving lives on Vermont's roadways. More than 55 partners are listed on the vermonthighwaysafety.org website as well as many of the ideas that have been incorporated into saving lives in Vermont.

Vermont Driver Educators would like to have the remaining 2011 NHTSA recommendations implemented. One of these recommendations was to have a driver education coordinator in both the AOE and the DMV, or one position to oversee both agencies. Recommendations initiated include an electronic driver education certification system where driver educators send course completion data directly to

the DMV electronically. The Vermont DMV's website has an online tutorial where students can interactively study for their permit test. A mandatory parent night requirement has been put in place for all driver education programs. Parents must provide students with an additional 40 hours of supervised driving experience, 10 of which must be at night.

Driver educators are hoping for more changes to come to Vermont such as a primary safety belt law, new skills testing for state driver licensing, an additional driver education requirement enacted for drivers over the age of 18 and more required hours for the existing driver education component in order to make Vermont a safer place to live, drive and ride. **m**

VERMONT STUDENT DRIVER OUTREACH PROGRAMS AND ACTIVITIES

- › Project Prom
- › Project Graduation
- › Mock crash scenarios
- › Simulated texting and driving scenarios using golf carts and traffic cones
- › Monthly awareness activities in schools, for example: Distracted Driving Month
- › TXTUL8R at the UVM Medical Center involving distracted driving simulators, trauma team and a victim impact person
- › Safety Days at high schools
- › Parent Night presentations in all driver education classes
- › Holiday awareness activities



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Role Models

YOUNG DRIVER SAFETY IS A SHARED RESPONSIBILITY



Car crashes are the No. 1 killer of drivers between the ages of 16 and 20. Half of all teens will be involved in a car crash before graduating from high school. The stakes are high.

Getting licensed to drive is a milestone in many young people's lives. Driving is empowering, and with power comes responsibility. We know that when young drivers get behind the wheel, it is up to them to make safe driving choices: to focus on the road and their surroundings, to obey the speed limit and the rules of the road, and to always wear their seat belts. It is up to them to avoid distractions—cell phones, texting, GPS devices.

And while, yes, a young driver who is taking on the task of driving is ultimately responsible for these things, what about parents and caregivers? What about us as safety stakeholders? First and foremost, this is a shared responsibility among the young driver, parents, caregivers, us as driver safety professionals and other role models. Young drivers look to these individuals to guide them toward making safe decisions.

As adults, the example we set is critical. Are we focusing on the road? Are we obeying the speed limit

and following the rules? Are we distracted, talking on our phones or entering GPS coordinates? Do we buckle our seat belt every time we get into a vehicle? Are our actions consistent with what we teach?

It makes a difference. Parents who model, monitor and enforce safe driving practices have teens who are less likely to crash and violate the law. Involved parents and caregivers who set high expectations and nurture their young drivers will see that their children are more likely to drive safely than teens with parents who don't take these measures.

As DMV professionals, young driver safety is a key part of our business. It's ultimately our responsibility to determine when a young

person is ready to take on the responsibility and privilege of driving. Regardless of our safety discipline—whether it's law enforcement, vehicles or driver licensing—we must be committed to ensuring young drivers and their passengers operate motor vehicles safely and responsibly. We must focus on developing innovative programs that meet young people where they are and support the efforts of young drivers, as well as their parents or caregivers. The AAMVA community must leverage the power of that shared responsibility—our young drivers' lives depend on it. **m**

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

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