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HIGHWAY HEROES

**A coordinated alliance
in the battle against
human trafficking**



ALSO IN THIS ISSUE

Regulatory challenges of
internet vehicle sales

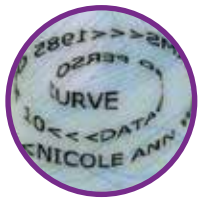
Georgia DDS Commissioner
on teamwork

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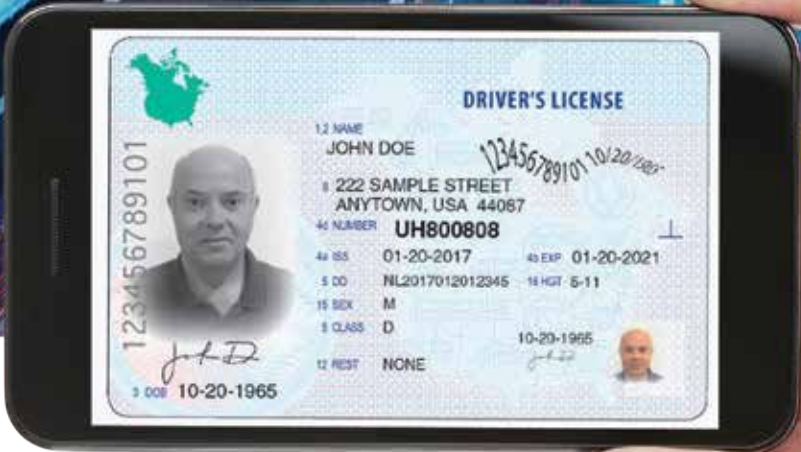


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Robert Stershic, Sales Manager,
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rstershic@aamva.org
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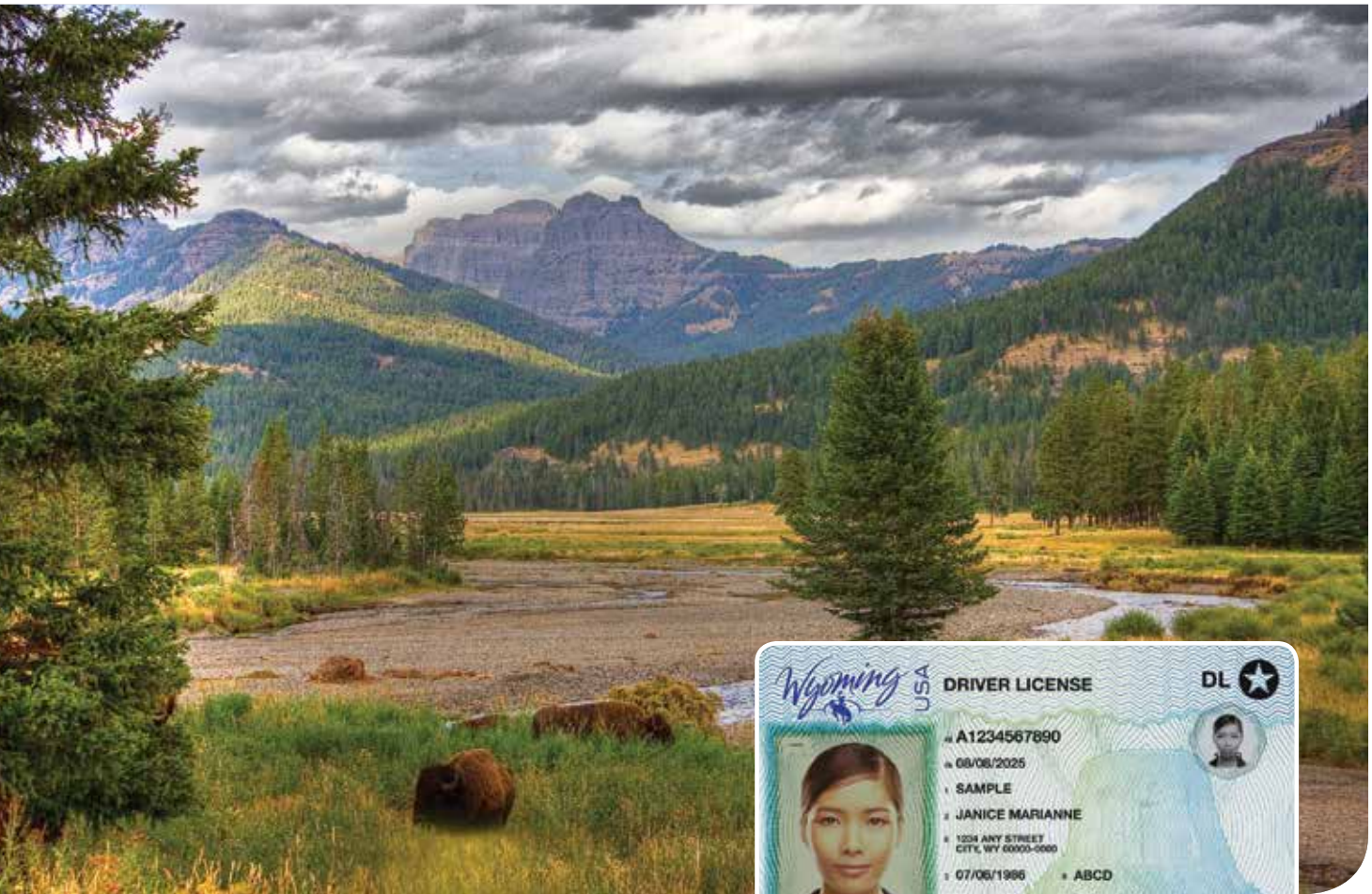
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ACCELERATING CHANGE

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BY BRAD CAUSEY



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Test your wits and motor vehicle knowledge



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ONLINE EXCLUSIVE

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

VIDEO EXCLUSIVE

Truckers Against Trafficking in January joined with local and national lawmakers, industry and other partners in Washington, D.C., to unveil the Everyday Heroes Truck. Visit MOVEmag.org/videos to learn more.



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Synergy and Ingenuity

BUILDING NETWORKS TAKES TIME AND PRACTICE, BUT THEY ARE FORCES OF GOOD



Listen. Really. Take time to listen to *MOVE* Magazine's recent feature, an audio version of the featured topic. In our last issue, *MOVE* offered listeners an audio version of Drivers of Success. The author, Brad Causey, did a great job interviewing his subjects and *MOVE* online links the reader to his live interviews at MOVEMAG.ORG/DRIVERS-OF-SUCCESS. So, listen up! Like me, you'll be enriched by the amazing leadership tips provided. No matter where you are in your career, you'll find wisdom and timeless insights to help you in your personal and professional life.

The article also highlights the importance of networking. Today's column shifts from the essence of individual networks to the essentiality of networks we create with other organizations. Interagency, public-private, multi-disciplinary, inter-jurisdictional—whatever you call the relationship, it's through the networks we weave that we leverage each other's ideas, strengths and help. When we collaborate with other organizations and develop stakeholder

partnerships, we do our best work for members.

Collaborate: two or more people working together to create or achieve the same thing (Cambridge Dictionary) as in, our *collaboration* produced a better result than any of us could have achieved alone (Merriam-Webster).

The synergy among government agencies, non-profits, and businesses may be issue-specific, like disaster recovery. The speed and ingenuity jurisdictions and their first responders use to save people and property at times of disaster is breathtaking. The success of their response is built on meetings, exercises and drills that strengthen the networks they rely upon to respond quickly. Building networks takes work and practice.

Human trafficking is a global tragedy with evidence that it's conducted right here in our communities. You'll read in *MOVE*'s feature article how the leaders in combating this devastating practice have built networks of public agencies, private companies and national associations to educate employees on how to detect if trafficking is taking place. These networks are also

resources to help an individual patch his or her life back together after their identity and self-worth are destroyed. Networks are forces of good.

There are hundreds of thousands of not-for-profit associations across North America and many with interests that intersect with the broader AAMVA community. We find leadership for highway safety funding and strength to oppose unfunded mandates through work with the National Governor's Association. When it comes to automated driver-assist systems, driverless vehicles and safety countermeasures, we are regularly in touch with the American Association of State Highway Administrators and the Governors Highway Safety Association to host roundtables and exchange ideas and information.

AAMVA's "sister" organizations, CCMTA, IRP, CVSA and the Industry Advisory Board, regularly brief AAMVA's Board of Directors to discuss initiatives that support jurisdictions' interests and the broader community's focus on "Safe drivers, Safe vehicles, Secure identities." Networks help save lives.

There are many strategic partners AAMVA depends upon to serve our members. We'd be hard pressed to fulfill our mission without them. Let me know if you know of an organization AAMVA should be working with. I'm ready to listen...really. [m](#)

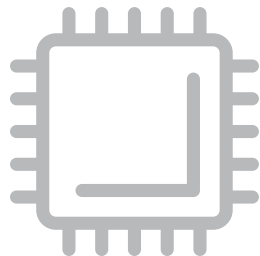
Anne Ferro
AAMVA President and CEO

industry insight

A Vermont inspection mechanic performs an emissions and safety inspection.

New Inspection Tech

VERMONT DMV PARTNERS WITH PARSONS TO BRING SAFETY AND EMISSIONS INSPECTIONS INTO THE DIGITAL AGE



In the 21st century, old and dated practices are being overhauled with the introduction of new technologies. The world of automotive safety is no exception, with DMVs updating and upgrading their systems to make things more convenient for customers and more efficient for everyone.

In 2015, Vermont decided to transition its safety and emissions inspections from a paper-based system to an electronic program, with the help of Parsons, a digitally enabled solutions provider, and the returns have been positive.

“We’re a small state, but we’re unique,” says Commissioner Wanda Minoli, Vermont Department of Motor Vehicles. “Vehicle inspection stations are privately owned and operated here. We license the mechanics and the stations, but they conduct that business on our behalf.” ▶

A contractual partnership with Parsons began a new chapter for the state of Vermont as the DMV continues to work toward the Governor’s goal of systems modernization. Parsons Project Manager Bonnie McPherson explains that upgrading to a digital format was the next logical step for the state: “Vermont’s goal was to take their paper-based program and collect the data electronically, so using the data they collect would be simpler,” she says. “Parsons brought our cybersecurity experience to mitigate the data security risk. Program oversight, effectiveness metrics and consumer protection are now possible, eliminating the burden of wading through mountains of paper forms.”

What can be done with this information? “Now that we have a few years’ worth of data and trending opportunities, Vermont can more effectively monitor our safety and emissions data,” Commissioner Minoli says. “The Vermont legislature is using this data to look at outcomes—the pass/fail rates, motorist experience, impact on air quality and, of course, the impact on road safety.”

Commissioner Minoli notes that because of the private ownership of these inspection stations, it was important to find a partner who not only catered to the state’s needs, but also those of the businesses themselves.

“The goal was to have all of our inspections conducted using a tablet. No paper-based forms were accepted.”

COMMISSIONER WANDA MINOLI
Vermont Department of Motor Vehicles

“Not only is [Parsons] contracted with us, but they are also in business with our partners,” she explains. “And that’s important to the success for Vermont small businesses. The goal was to have all of our inspections conducted using a tablet. No paper-based forms were accepted once we went live. This brought standardization throughout all of our stations. Motorists experience the same safety and emissions testing at any station, which is good for the customers.”

Parsons invested time during the design phase of the system, fostering industry relationships in order to ensure the needs of the inspectors were taken into account. They conducted over 50 open houses, where the industry could touch and feel the equipment, and provide feedback. The company’s in-house User Experience team was involved in the software development, ensuring the inspection process on the tablet is intuitive and efficient, keeping the business focused on the inspection itself, not the technology.

With this new digital system, Commissioner Minoli says things run much smoother on the administrative side for the state.

“All of our records are electronically stored. We eliminated so much administrative work and tasks like data entry,” she says. “We’ve also reduced fraud and sticker shopping. We’ve had great success working with Parsons.”

The new system adds a level of consumer convenience, in addition to business efficiencies, as Parsons includes a VIN-specific vehicle safety recall notice with each inspection. “Our goal is to keep Vermont on the forefront of the available technologies, starting with collecting emissions data through a Bluetooth connection, adding recall information and eventually moving on to future innovations, like addressing ever-changing cybersecurity challenges and managing autonomous and connected vehicles,” says McPherson.

Commissioner Minoli says the business relationship with Parsons is ideal for the state because they truly help and care.

“I always refer to Parsons as a partner, not a vendor,” she says. “Even though they are a contractor, the relationship is truly collaborative and a genuine partnership.” **m**



Vermont’s new digital vehicle inspection system, developed by Parsons, collects emissions data on a tablet through a Bluetooth connection.

IGNITION INTERLOCK BEST PRACTICES UPDATE REVISED GUIDANCE

AAMVA has updated its Ignition Interlock Program Best Practices Guide as a way for member agencies tasked with administering these programs to receive the best and most current information available on the subject. The previous version was published in 2015, and both public opinion and legislation have evolved to crack down even further on a serious and avoidable problem: driving under the influence of alcohol.

Most notably, the updated document describes both short- and long-range solutions to the challenge of reciprocity—when an ignition interlock user moves from state to state. Short-range solutions can be implemented by jurisdictions today, while long-range solutions are more forward-thinking.

How are people who have been convicted and have the ignition interlock system installed in their vehicle being treated if they move

to a state that doesn't have the same laws? Jurisdictions have struggled to reconcile this issue since ignition interlocks were first introduced. With this updated guide, jurisdictions now can find answers to these questions.

Coupled with this update, many jurisdictions have gotten tougher on impaired driving violations, adopting stricter penalties for a first violation. More states are moving to a first-offender ignition interlock policy, meaning that any person upon first conviction of a blood alcohol content at .08 or higher is required to have an ignition interlock installed in their vehicle. Recently, there has been a movement at the federal level to incentivize all jurisdictions in the United States to adopt all-offender ignition interlock laws.



IGNITION INTERLOCK LAW ENFORCEMENT TRAINING VIDEO EXTRA EDUCATION

Helped in part by funding from the National Highway Traffic Safety Administration (NHTSA), AAMVA has produced a new Ignition Interlock Training for Law Enforcement video to help law enforcement officers understand how to conduct the critically important traffic stops involving vehicles and drivers who have an ignition interlock device installed.

A percentage of the law enforcement population isn't keenly aware of what the proper steps should be after they make a traffic stop and observe that the vehicle in question is equipped with an ignition interlock device. And many frontline officers aren't sure of how to treat someone who produces a driver's license that has an ignition interlock restriction noted on it. What do they do to determine if they're in compliance with the restriction? In addition, do they know how to determine if there have been any attempts to tamper with or circumvent the device, violating the terms outlined when the device was installed?

To address the training gap, AAMVA has produced a 10-minute video to enhance the knowledge of all law enforcement members and partners on how to handle these situations. The video is meant to be a short primer that can be delivered quickly and cheaply to law enforcement officers so they can be better educated in a way that will help maximize the safety benefits of required ignition interlock devices.

The video is available at aamva.org/best-practices-and-model-legislation, or at movemag.org/videos.



Since 2008, 424 children have been rescued by the Texas Department of Public Safety Highway Patrol, thanks, in part, to the Interdiction for the Protection of Children program.

Vital Intelligence

TEXAS DEPARTMENT OF PUBLIC SAFETY LEADS THE WAY IN EDUCATING PUBLIC SERVANTS ON PROPER PROTOCOLS RELATING TO THE SUSPICION OF HUMAN TRAFFICKING



In 2006, Captain Derek Prestridge, Texas Department of Public Safety, happened to read an article detailing the illegal transport of victims from South America to the northeast United States. At the time, Cpt. Prestridge was a member of the Texas Highway Patrol, working in both Orange and Chambers Counties in southeastern Texas. The victims had traveled along Interstate 10, one of the highways he was charged to protect.

Cpt. Prestridge began to ask himself some questions relating to his own training and experiences. “At that point, I had never heard of human trafficking,” he explains. “I wasn’t sure what questions I would ask had I encountered those victims, and I wasn’t sure what the proper answers should be.”

Realizing this knowledge gap, Cpt. Prestridge took up the task to find training for himself and fellow highway patrol officers.

This search for education marked the birth of the Texas Department of Public Safety’s (TXDPS) Interdiction for the Protection

of Children (IPC) program. The tenets are seemingly simple yet incredibly important: Utilize all available resources, both in your own jurisdiction and from outside sources, to create a comprehensive training curriculum for all public servants on how to identify and handle suspicion of the trafficking of children.

“We started working on the IPC in 2007, and ultimately provided the first pilot program in 2009,”

go online

TO LEARN MORE ABOUT TEXAS’ IPC PROGRAM, EMAIL CACTRaining@DPS.TEXAS.GOV.

Cpt. Prestridge explains. “We brought in experts from all fields across the state—prosecutors, child protective service professionals, victim service professionals, investigators and officers from municipalities and sheriff’s departments alike—to vet our training class. We also had the National Center for Missing and Exploited Children monitor the course to provide feedback, because we wanted to make sure that we were meeting expectations and needs of all disciplines involved.”

The IPC program was officially introduced in September 2009, and the state of Texas has provided training to public servants not just in Texas, but nationally and even internationally ever since.

For training in other jurisdictions, instructors bring in local experts to best inform students, as laws and statutes can sometimes vary significantly. The training regimen has been refined over the years, and new perspectives are learned from every jurisdiction that Cpt. Prestridge and his team visit. “In our view, the program is still in development and is constantly expanding to include new information and education.”

Remarkably, prior to 2015, Cpt. Prestridge says there had been no direct funding for the project. Realizing just how large the demand was for this training, and how important it would be to educate all seeking it, TXDPS applied for—and was awarded—a federal grant through the Department of Justice (DOJ). “We’ve been operating off that

DILIGENCE PAYS OFF

To say that the IPC program has been successful would be an understatement:

- Since 2012, over **9,000 students** have taken the two-day educational course.
- Since 2015, TXDPS has **certified 234 instructors** to take the training program back to their own jurisdiction.
- Since 2008, **424 children have been rescued** by the TXDPS Highway Patrol.

same grant since 2015,” Cpt. Prestridge says. “And we’ve always had a great working relationship with the DOJ.”

Cpt. Prestridge points out that although the environments and circumstances may change from jurisdiction to jurisdiction, the one common denominator is paying attention to the children involved. “Our primary message in every presentation is to stop waiting for children to tell us

that they’re victims,” he says. “We really have to change our approach to be more child-centered, and we believe that IPC is an excellent opportunity to build a foundation for not just law enforcement professionals, but other professionals and civilians that have contact with children. Sharing information and reporting suspicious activity is key, and everyone can help with that.” **m**

“We have to stop waiting for children to tell us that they’re victims.”

CAPTAIN DEREK PRESTRIDGE

Texas Department of Public Safety

 events

AAMVA WORKSHOP AND LAW INSTITUTE

The 2019 AAMVA Workshop and Law Institute was a huge success in Baltimore, Maryland! You can relive the excitement and knowledge-sharing that took place by viewing the wrap-up video on AAMVA’s YouTube Channel [YOUTUBE.COM/AAMVACOMMUNICATIONS](https://www.youtube.com/AAMVACOMMUNICATIONS) and view photos of the event by visiting our Flickr page [FLICKR.COM/PHOTOS/AAMVA](https://www.flickr.com/photos/AAMVA). Presentations are available for members to download in the conference Download Center on [AAMVA.ORG](https://www.aamva.org). Thank you to our sponsors who made this event possible!





INTERNET VEHICLE SALES

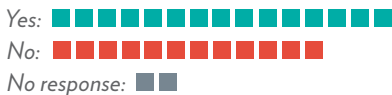
BY AAMVA'S DATA LADY, JANICE DLUZYNSKI

Here are the most recent jurisdiction surveys related to internet vehicle sales. 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.



INTERNET VEHICLE SALES WORKING GROUP SURVEY [29 RESPONSES]

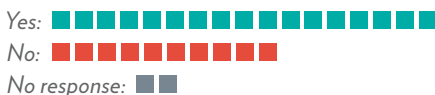
HAS YOUR JURISDICTION IDENTIFIED REGULATORY ISSUES WITH THE INCREASED USE OF THE INTERNET AND OTHER ONLINE SERVICES AS A METHOD OF SELLING OR OFFERING FOR SALE MOTOR VEHICLES?



HAS YOUR JURISDICTION PASSED LAWS TO ADDRESS ISSUES ASSOCIATED WITH SELLING OR OFFERING TO SELL MOTOR VEHICLES OVER THE INTERNET OR OTHER ONLINE SERVICES?



DOES YOUR JURISDICTION HAVE LAWS THAT REQUIRE ALL SALES OF MOTOR VEHICLES TO OCCUR AT A LICENSED LOCATION?



INTERNET VEHICLE SALES WORKING GROUP SURVEY 2 [24 RESPONSES]

DOES YOUR JURISDICTION HAVE LAWS REGULATING HOW PRICING OF A MOTOR VEHICLE IS ADVERTISED?



DOES YOUR JURISDICTION HAVE ANY ADVERTISING LAWS THAT APPLY TO ONLY ONLINE SALES?



DOES YOUR JURISDICTION REGULATE THIRD-PARTY ADVERTISERS (AN ADVERTISER THAT IS NOT A DEALER)?





musings

{THIS MONTH'S QUESTION}

HOW ARE JURISDICTIONS USING SOCIAL MEDIA TO HELP PEOPLE BUYING AND SELLING VEHICLES?



Delaware Division of Motor Vehicles

March 27 at 12:07 PM

#WednesdayWisdom Find out the history of a title with our Online Services—just visit dmv.de.gov to get started!



VirginiaDMV

April 1 at 11:00 AM

Planning on selling your vehicle? Don't forget to notify #DMV when it sells and deactivate your registration, if necessary. Get started online: ow.ly/HRXE30od6Kk.



Washington State Department of Licensing

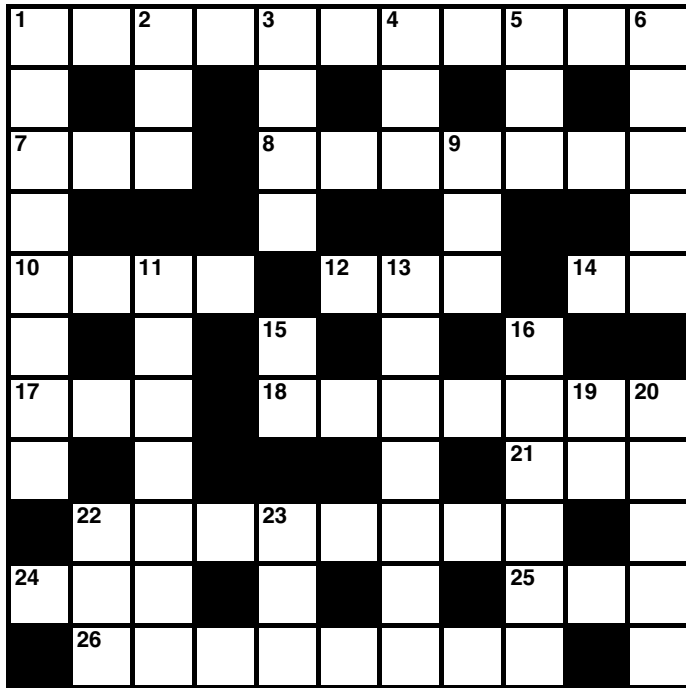
March 27 at 11:00 AM

Transferring ownership of a vehicle isn't as simple as a handshake. Here's everything you need to know about buying from a private party: <https://www.dol.wa.gov/vehicleregistration/transferprivate.html>

#TransferOwnership #DOL



crossword



ACROSS

- 1 Forcibly transporting people from one area to another for forced labor and sex
- 7 Truckersagainsttrafficking.org for example
- 8 Reports crime to police, e.g.—2 words
- 10 Young people, often the victims of traffickers
- 12 The 2000 TVPA is one
- 14 Topeka's state, abbr.
- 17 Sporting arbiter
- 18 Established communication with a victim, for example
- 21 Yours and mine
- 22 It's being used by human traffickers to lure minors so they can be abducted
- 24 Before
- 25 Website address ending
- 26 Brings about awareness to the dangers posed by traffickers, as a preventative measure

DOWN

- 1 The first T in TAT
- 2 Pledge of Allegiance ending
- 3 Stand up to
- 4 Anyone with this license is being asked to report suspicious actions in relation to trafficking
- 5 Victims freed from human trafficking often need help from DMVs in recovering these
- 6 Organized crime groups
- 9 Dejected
- 11 Clearly outlined
- 13 The A in TAT
- 15 Polite word of address
- 16 Cell phone _____ can be key in tracking down traffickers
- 19 London's continent, for short
- 20 Addictive substances used to keep people in slavery
- 22 Anger
- 23 And so forth



=====
=====
=====
safety

*A COORDINATED ALLIANCE
IN THE BATTLE AGAINST
HUMAN TRAFFICKING*

BY MYRNA TRAYLOR

HIGHWAY HEROES



The numbers are staggering. Every year, roughly 199,000 minors are trafficked for sex in the U.S., along with thousands more adults.

There is a significant alliance, however, taking on the traffickers. Law enforcement is getting help from truckers and other CDL holders, who can act as eyes and ears on the nation's roadways, and from anti-trafficking activists and motor vehicle administrators, who can help rescued victims re-establish their identities.

TACTICS

Law enforcement and human rights organizations are taking a new approach to undermine this modern form of slavery. Rather than assuming that all prostitutes are people who have chosen to be in "the life," focus is shifting to identifying those women, men and minors as victims—people who have essentially been captured and forced by controllers or pimps to perform sex acts for money or drugs. The Washington State Patrol has some very successful sting operations in place to counteract traffickers. ▶



safety

“We are now taking a victim-focused approach,” says Assistant Chief Jason Berry, Washington State Patrol (WSP). “Very often, these women have made some poor choices—they are either runaways or got involved with drugs—and they fall prey to a male controller. He takes their ID and physically abuses them to keep them performing sex for drugs or money.”

“We bring survivors and local victim advocates together. We partner with local law enforcement, the FBI and the Internet Crimes Against Children Task Force.”

ASSISTANT CHIEF JASON BERRY
Washington State Patrol

As an investigation unfolds, it is important for detectives to identify the person as a victim rather than as a suspect and give her the opportunity to say, “I need help, he’s controlling me, he has my driver’s license” or “I made a mistake, so he hit me.”

“We have to see victimhood, see the people who want to get out,” says Berry.

In the last year, the WSP has mounted five major human trafficking sting operations with an undercover officer positioned in a semi. The team arrested 220 suspects, eight of whom were pimps. They determined that 91 of those taken into custody were trafficking victims, including seven juveniles.

Berry describes how the WSP works with others in the AAMVA community to reestablish identities. “We bring survivors and local victim advocates together,” he says. “We partner with local law enforcement, the FBI and the Internet Crimes Against Children Task Force, who pass along tips and leads to agencies in every state. The tips get vetted, then sent to local police departments and experts from agencies that look for missing and exploited children, as well as detectives working to rescue children and adult victims.”

RECONNAISSANCE

“We are raising a mobile army of transportation professionals to discover and disrupt human trafficking,” says Kendis Paris, executive director and co-founder of Truckers Against Trafficking (TAT), a nonprofit organization committed to educating professional drivers about sexual exploitation and giving tips on how to thwart it.

Paris explains that there are 3.5 million CDL drivers on the roads today. “They serve as a force multiplier to alert police departments about suspicious activity,” she says. Truckers can record the routes traffickers use and send tips to police or troopers. Cell phone photos of people or license tag numbers can also be useful even if police can’t respond right away; that information can be used later to corroborate other reports.

Just as police are shifting their perception, TAT is also helping CDL drivers rethink their image of sex workers to seeing victims of human trafficking. Some of that reset is thanks to a training DVD available on the TAT website “We work with a survivor

who tells their story,” Paris says. “Sherry was forced to sell herself at a truck stop, and she describes how she was smiling on the outside and dying on the inside. When drivers understand that, they can start to see their own family members and identify with their struggle.”

TAT encourages drivers to take a second look at the people who might approach them. “Look beyond appearances,” Paris says. “Right where you are, you can do something.” Paris relates how Arian Taylor fought off her pimp and knocked on a trucker’s door seeking help. He made sure he got her to people who could help.

“Make a call—save a life” is on the wallet cards TAT gives to drivers with tips on what to

Truckers Against Trafficking distributes wallet cards like these with tips and phone numbers to call when drivers observe suspicious activity.



go online

KEEP AN EYE OUT. DOWNLOAD ONE OF THE MOBILE APPS AT TRUCKERSAGAINSTTRAFFICKING.ORG/APP.

do. The cards and the mobile app also have the number for a national hotline number, staffed 24/7 with trained personnel who can help drivers determine if the suspicious activity they see is related to trafficking.

IDENTITY

Once victims have been separated from their controllers, they face a new set of hurdles. Frequently, the victims have had their driver's licenses or state IDs taken from them, and before they can apply for jobs or get housing, they need new IDs. That is where MVAs can play a part.

The Nevada Department of Motor Vehicles has a program operated entirely on a volunteer basis by



In the last year, the WSP has mounted **FIVE** major human trafficking sting operations with an undercover officer positioned in a semi. The team arrested **220** SUSPECTS.

staff members to help rescued victims get the paperwork they need to re-establish their identities. "We work with local nonprofits and the department of human services to help victims get home or get the help they need," says B. Alexandra Walden, public information officer for the Nevada DMV.

Tonya Laney, administrator, DMV Field Services Division, is one of the volunteers.

Law enforcement and other agencies have all her phone numbers, so she can get a victim into the DMV office to get new paperwork started, no matter what time of day.

When a victim comes to the office, a staffer searches the system to see if they have an existing Nevada ID. If the person is not in the system, the staff reaches out to other entities for a Social Security number, birth certificate or ▶

TAT BY THE NUMBERS

2,250+ CALLS MADE TO THE NATIONAL HOTLINE BY TRUCKERS ALONE

612 LIKELY HUMAN TRAFFICKING CASES IDENTIFIED

INVOLVING 1,133 TRAFFICKING VICTIMS

2017 Almost half of the cases generated by truckers

48.5% involved minors

680,153+ TAT TRAINED PERSONS

Clearly this partnership with TAT and Polaris is working well, and it is showing the critical role that truckers play.

- Bradley Myles, CEO, Polaris



MVAs re-establish identities and provide IDs for survivors of human trafficking.



school records. Every effort is made to get them processed without having to deal with the stress of the usual crowd of patrons.

“These people are at high risk to go back into their old life,” Laney says. “They’re at a tipping point. If they hit a roadblock in getting re-established, they can slide back. We want to be an organization that helps, not a roadblock.”

PREVENTION EDUCATION

As Smith says, the DMV wants to make the most of its direct contact with so many people. Thomas Harlan,

Special service. The Nevada DMV has an awareness and prevention toolkit that it is happy to share with other jurisdictions and AAMVA members. For more information about how to emulate their successes, visit dmv.nv.com/ncfs.

“They’re at a tipping point. If they hit a roadblock in getting re-established, they can slide back. We want to be an organization that helps, not a roadblock.”

TONYA LANEY

Administrator, Nevada DMV Field Services Division

information security officer, Nevada DMV, describes how the state has incorporated education about personal safety in the teen driver learning handbook. “We need to teach young people about what could happen,” Harlan says. “There are predators out there, and they have access to young people through the internet. When someone says to an impressionable or vulnerable

kid, ‘I’ll buy you anything you want,’ they need to know that if it sounds too good to be true, it definitely is.”

In addition, Nevada DMV has partnered with their state chapter of TAT in anti-trafficking efforts and attaches TAT materials to every CDL learner’s permit. They are also coordinating with public safety officers to hand out educational materials to drivers at non-traffic-related stops. **m**

SURVIVAL STORIES

Truckers Against Trafficking has a mobile museum called the Freedom Driver's Project, a trailer outfitted with items from trafficking survivors and the truckers who have helped rescue them. Each artifact is accompanied by a story.

- The dog tag one woman had to wear when she was working in a trailer in the desert. The house kept 40 percent of her fee, and her "boyfriend" kept 60 percent.
- Prison pants from a woman who had to deliver her baby in prison. The child was taken away, but eventually the pair were reunited.

- The CB radio of a truck whose driver helped break up a 13-state trafficking ring.

The fact that the museum is mobile helps TAT spread the word about trafficking in a way that is right on point. The museum went to UPS national headquarters in Atlanta for Super Bowl week. TAT executive director Kendis Paris says the museum heightens awareness at events like the Super Bowl or state fairs because traffickers will take advantage of large crowds to make money.

watch it

TRUCKERS AGAINST TRAFFICKING IN JANUARY JOINED WITH LOCAL AND NATIONAL LAWMAKERS, INDUSTRY AND OTHER PARTNERS IN WASHINGTON, D.C., TO UNVEIL THE EVERYDAY HEROES TRUCK. VISIT MOVEMAG.ORG/VIDEOS TO LEARN MORE.



FDR

FRAUD TRAINING

2019 Fraud Detection & Remediation (FDR) Training is now available!

- Member jurisdiction agencies may download at no additional cost
- Select materials available for purchase by Associate Members & Non-Members

NEW UPDATES

FDR is AAMVA's most widely-accessed voluntary program. The 2019 update features a number of important enhancements and new information including: Consular Report of Birth Abroad Content, Vehicle Fraud Material, U.S. Passport Annotations, and more. Additionally, AAMVA has developed an FDR Implementation Tutorial to accompany the printed Implementation Guide. For more information and access to these updates, visit:

aamva.org/fdr-training



American Association of
Motor Vehicle Administrators



ACCELERATING CHANGE

AAMVA WORKING GROUP TACKLES THE ISSUES AND CHALLENGES OF REGULATING ONLINE VEHICLE SALES BY BRAD CAUSEY

While it may seem strange to even consider buying a car without first kicking the tires in person or test-driving it for that matter, consumers today are buying and selling vehicles online at a rapidly increasing rate. If given a choice between spending hours at a dealership, negotiating a price and filling out paperwork versus sitting at a kitchen table in pajamas on a laptop to purchase the same vehicle, it's not hard to imagine why a growing number of people would choose the latter.

However, this dream of convenience, now a reality with the internet, can become a nightmare when what you've seen on screen isn't what you get. In addition, most jurisdictions have differing, pre-internet era laws and statutes regarding the

advertising and sales of vehicles—the result can be confusion and frustration when fraud occurs, not just for the buyer who got burned, but also for those tasked with righting the wrong.

To provide guidance, the Internet Vehicle Sales Working Group was formed two years ago, bringing together regulators, law enforcement, legal experts, dealers and insurers to tackle these difficult issues. The Working Group's best practices guide is slated for release later this year.

SHADES OF GRAY

One of the biggest challenges to regulating online vehicle sales is determining who has jurisdiction. Jennifer Berry, Working Group chair and assistant chief counsel for the California DMV, explains, "In most [jurisdictions], dealers are required to have a display area and a physical location. But many of these [online vehicle dealers] don't have a physical location, certainly not in all [jurisdictions], even though their websites are accessible by people in [those jurisdictions]. That's a challenge to licensing agencies like the DMV, because how do you regulate these people if you don't even know who they are or where they are?" ▶





CARVANA



Photo courtesy of Carvana

Another difficulty is discerning where the sale and transfer of ownership occurs when the transaction is made online. Larry Purdy, chief of investigations for the Oregon DMV, provides a scenario that demonstrates some of the issues: A buyer in Oregon searches the internet and finds the exact car he wants from a dealer in Illinois. He makes the purchase online but when the vehicle arrives in Oregon, it is not in the condition that was advertised. He contacts the authorities in Oregon and an investigation begins.

“The consensus [among the Working Group] is that we have to look at the totality of the transaction,” Purdy says. “Where did the sale originate? Where were the documents signed? Were they signed electronically or were they mailed back and forth? Did the dealer arrange for transportation and delivery or did the buyer? Where did the buyer take possession of the vehicle?”

“The internet lets people from all over the country look for the best deal.”

WILLIAM CHILDRESS

Executive Director of the Virginia Motor Vehicle Board

All of these questions have the same aim—to determine jurisdiction. Whose responsibility is it to investigate and potentially prosecute? When laws and statutes differ between the jurisdictions involved, it may be unclear whose case this is. Lacking black-and-white clarity, investigators must work together through these shades of gray and across jurisdictional lines to help the aggrieved buyer.

“Every jurisdiction has a regulatory division or unit, and part of its charge is to help protect the consumer,” Purdy says. “We all want to protect consumers against fraud or criminal activity.”

CAVEAT EMPTOR

While the internet can be a perilous marketplace for the impetuous purchaser, it also provides a wealth of knowledge for the astute researcher. Carvana Corporate Counsel Jonathan Allred explains, “There have been many studies that show people nowadays come to the car-buying process already knowing generally what they want.”

Prior to the internet, negotiating cost was one of the final steps in the car-buying process. “Now, that’s the first thing the customer wants to see, the

87% of Americans dislike some aspect of car shopping at dealerships.
61% feel they are being taken advantage of while shopping at a dealership.

no-haggle price,” Allred says.

“The internet lets people from all over the country look for the best deal,” says William Childress, executive director of the Virginia Motor Vehicle Board. “They don’t care if it’s in California or in Montana. If it’s the car they are looking for, at the price they want to pay, they’re willing to go get it or have it delivered to them.”

But the old adage—if it seems too good to be true, it probably is—remains as relevant today as ever. “That’s what concerns me,” Childress says. “You are basically trusting a picture, you’re trusting the accuracy of words written by somebody you don’t know.”

“It all sort of started on eBay,” Berry says. “People have been buying vehicles off of eBay for years now. Going to a dealership to spend hours and hours trying to look at a car and then haggle the price—people just are turned off by that. So I think that’s one of the reasons why online sales are so popular. Plus,

people seem to be very trusting these days about buying on the internet.”

BREAKING DOWN BARRIERS

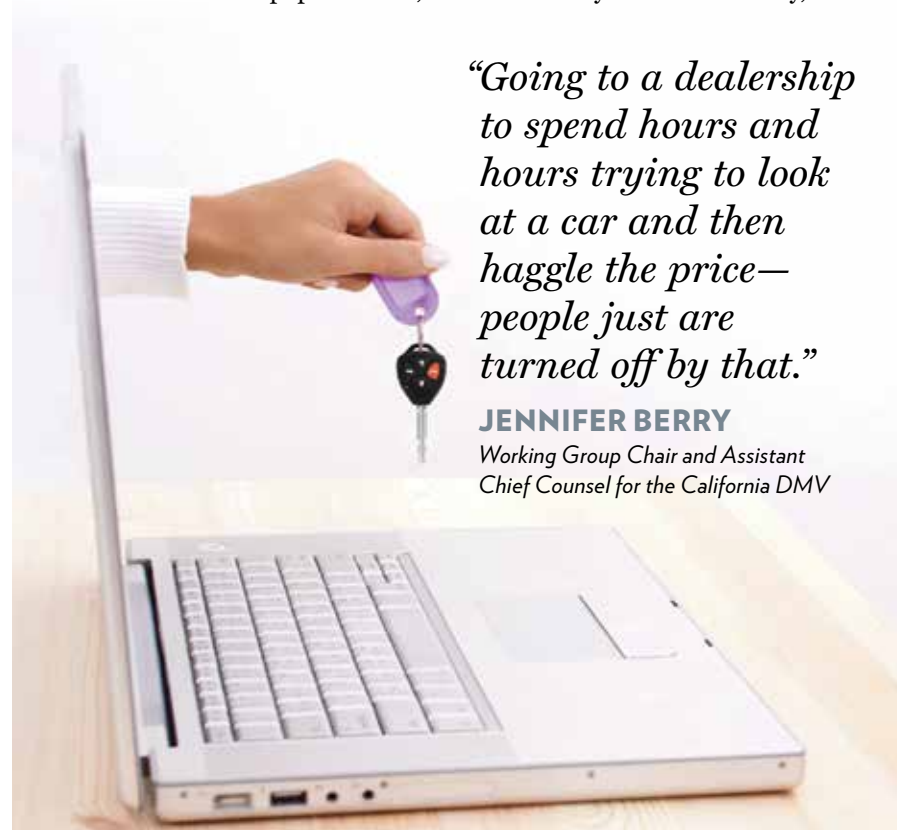
New technologies give rise to new business models that can be disruptive. “Whenever there is a new business model or a new concept like internet vehicle sales, you have to approach it with an open mind as a regulator,” Berry says. “Somebody is always coming up with a different or better idea. Just because our laws currently don’t fit that idea doesn’t mean it’s a bad one. It just means we have to catch up with these new and innovative ways of doing business.”

Making sure that jurisdictions understand this growing trend and are prepared to manage it is another focus of the Working Group, Purdy says. “If there are barriers in place, we can work together to find a solution to remove some of those barriers so that it’s not only easier for the auto industry to move that way, but

“Going to a dealership to spend hours and hours trying to look at a car and then haggle the price—people just are turned off by that.”

JENNIFER BERRY

Working Group Chair and Assistant Chief Counsel for the California DMV



CLUES TO A RUSE

Here's a sneak peak at some of the topics AAMVA's Internet Vehicle Sales Working Group is discussing:

LICENSED VEHICLE DEALERS

The increased internet sales activity by licensed dealers raises new questions for many jurisdictions such as: How can someone tell if an advertisement is from a dealer with a valid license? Is a dealer including online sales numbers in any required jurisdictional reporting? Is there a need to modify jurisdictional record retention requirements related to internet advertising/sales? Is there a need to track the electronic footprint of a licensed dealer's internet advertising activity? The majority of jurisdictions currently require that licensed vehicle dealer sales occur at a licensed location with a physical area to display vehicles offered for sale. With demand increasing for internet vehicle sales, many licensed dealers no longer see a need to display their vehicles on a traditional sales lot, and instead are solely displaying and advertising their vehicles online.

USE OF SOCIAL MEDIA TO BUY VEHICLES

Today, vehicles are posted for sale by dealers and private parties on many social media sites. This can be an effective and convenient method of advertising vehicles, but it is possible to set up a fraudulent social media profile and use it to sell vehicles that may or may not exist, or are not accurately represented. It is important for the consumer to have accurate information about the vehicle and to know who is selling it.

PRIVATE SALES ADVERTISING

Jurisdictions may be able to reduce vehicle sales fraud by helping to educate individuals buying and selling vehicles. Individuals are using the internet to advertise and to sell their vehicles and may not be aware of laws and rules that apply to them when selling their vehicle. Just as buyers can be victims of internet sale crimes, individuals selling vehicles can also be harmed.

PRIVATE-PARTY VEHICLE SALES

Retail consumer protections in vehicle sales are greatly reduced when the seller is a non-dealer private party. In a private-party non-dealer transaction, the retail buyer has limited recourse if an issue arises with the transaction. The protections available to retail buyers of used vehicles sold by private-party sellers will normally come with no warranty or guarantee of any kind and are not certified in any way. Many jurisdictions' consumer protection laws are limited to sellers that are in the business of selling, and do not include private citizens conducting a single transaction.

GENERAL ADVERTISING REQUIREMENTS

Most jurisdictions have general advertising laws, rules or policies that may have been developed many years ago when most advertising was done in newspapers and on television and radio, which reached only consumers in the local geographical area. Current regulations may not address all of the concerns related to internet-based media advertising. In addition, there are federal regulations addressing internet-based sales. It is important that all forms of advertising provide accurate and complete information to protect consumers and to help them make informed decisions.

also for jurisdictions to regulate [online sales] activity.”

“It's just going to get bigger and become more prevalent as we move forward with younger people, who do everything through the internet and on their smartphones,” Childress says.

“In the past few years, we've had tremendous growth,” Carvana's Allred says. “We've gone from 12 markets to now more than 100, and we cover half of the country's population with our delivery service.”

TOWARD A SEAMLESS DREAM

“In developing the best practices,” Purdy says, “we want to help facilitate a consistent and balanced approach to internet sales and how they are regulated, while recognizing the convenience that technology provides because that's the way society wants to go. That's clear throughout not just the auto industry, but in all segments of our society.”

“The Working Group is not putting forth any one

recommendation that says you must do this or don't do that,” Berry says. “Different jurisdictions have different issues. They see different problems. And so we've tried to address as many of those common problems as we can.”

“Some jurisdictions have stepped up and now allow dealers to store their records electronically rather than having to maintain the physical original copies,” Purdy says. “Some of [the Working Group's recommendations] will require legislative changes, no doubt. But a lot of it is just going to be some minor tweaking of existing rules.”

“Ideally, we would love to have a seamless process where a customer could do the title registration and purchase in 10 minutes,” Allred says. “That's our dream, but we'll need government's help to get there.” **m**



THERE'S NOT MUCH YOU CAN DO ALL BY YOURSELF, SO I ALWAYS STRIVE TO ENSURE THAT WE HAVE A TEAM APPROACH.



Q & A WITH

Commissioner Spencer R. Moore

FIRST GRADUATE OF THE AAMVA LEADERSHIP ACADEMY TO SERVE ON THE BOARD OF DIRECTORS

INTERVIEW BY BRAD CAUSEY

Q YOU STARTED AS DEPUTY COMMISSIONER OF THE GEORGIA DEPARTMENT OF DRIVER SERVICES (DDS) IN 2012, BEFORE BECOMING COMMISSIONER IN 2017. WHAT IS THE SECRET TO YOUR SUCCESS FROM A LEADERSHIP STANDPOINT?

The best secret I can give you, as far as my success, is three words: I am blessed. I'm very fortunate to have had extremely caring parents, who early on taught me a lot of things. Most importantly, they taught me hard work and responsibility, as well as the desire to always help people. I think it's through those basic three things that I've developed a leadership philosophy based on the idea that there's not much you can do all by yourself, so I always strive to ensure that we have a team approach.

Q REGARDING THE IMPORTANCE OF TEAMWORK AND TEAM BUILDING, HOW DOES THAT TRANSLATE TO WORK DONE WITH DDS?

The team aspect doesn't just start within the organization. It starts with a supportive leadership team from our governor's office, which I have. I'm fortunate to have a governor who understands this process, understands this agency and supports it. Also, it helps to have a Georgia General Assembly, both senators and representatives, who

also understand what it takes to be successful.

Q WHAT ARE YOUR CURRENT GOALS FOR YOUR ORGANIZATION?

We are currently onboarding our card production system, which essentially is our ability to provide a new, secure credential to customers in Georgia. We're about 26 working days until rollout at our pilot locations and we're excited about the new opportunity.

And right behind that is our modernization project. In our

"I'm very passionate about no one having to lose their life unnecessarily because they didn't wear a safety belt or, for our children, they didn't wear a child safety seat restraint."

FAST FACTS

Spencer R. Moore



HOMETOWN
Orianna, Georgia



EDUCATION
Morehouse College, BA;
University of Phoenix, MBA



ON THE ROAD
Nissan Titan



FAVORITE BOOKS
Bible, John Grisham novels



Commissioner Spencer R. Moore learned the value of teamwork playing football for Morehouse College on a full-ride scholarship. In his spare time, he coaches his daughter's softball team, the Brookwood Red Flames.



state we call it DRIVES [Driver Record and Integrated Vehicle Enterprise System], and it is an awesome partnership with the Department of Revenue. It's roughly a \$100M project that will modernize our system. Sixty-one million records that we hold will be in a much more secure database system, which will allow us to have a better use of analytics, along with customer volume predictions, making us more efficient in the process.

Q WHAT ACCOMPLISHMENTS ARE YOU MOST PROUD OF?

First, the establishment of DDS missions and goals. There are four general themes:

- › Trusted service
- › Ethical actions
- › Accountable to all
- › Motivated to excellence

If you were to look at those four points, you'd notice that they also spell out TEAM. When you don't have a team, you typically don't have success. You may have individual success, but as an agency you won't excel very much. Our team has truly embraced the theme.

Another thing is being a part of our AAMVA leadership team. I happened to be selected as a member of the AAMVA Board of Directors this past year. That was an extremely proud moment for me.

Q WHAT TRANSPORTATION ISSUES ARE YOU MOST PASSIONATE ABOUT? ARE THERE ANY THINGS THAT KEEP YOU UP AT NIGHT IN REGARD TO MOTOR SAFETY?

There are two issues about which I have tried my best to become a national expert.

Impaired driving is one of them, the other is occupant safety issues. I currently serve on the Georgia Board of Mothers Against Drunk Driving. I'm very passionate about ensuring that no one has to experience the loss of a family member due to an impaired driver. Equally, I'm very passionate about no one having to lose their life unnecessarily because they didn't wear a safety belt or, for our children, they didn't wear a child safety seat restraint.

Q WHAT DO YOU ENJOY DOING IN YOUR FREE TIME?

I know it is very important to have a work-life balance. I'm a former athlete, so I still enjoy competitive play through golf. It's a low-impact sport and it's one I am able to play regularly, despite a history of sports-related injuries.

The second thing that I love to do is teach sports. My daughter just turned 14 and she is a softball player. And it just so happens she's about as competitive as her dad. I really enjoy coaching her team. I spend a lot of time coaching, and it is an extremely rewarding and exciting opportunity to give back. To teach and mold, to help create some of that discipline and accountability that I feel helped propel me to the position that I hold. I hope I can continue to do it for many more years. **m**

Tangled Web

*WHILE BUYING VEHICLES
ONLINE MAY BE CONVENIENT,
NEW CHALLENGES ARISE*



BE CAUTIOUS ONLINE

PAULA SHAW, EXECUTIVE DIRECTOR, TENNESSEE MOTOR VEHICLE COMMISSION

The internet has become a vast forum for vehicle sales. This new marketplace will incorporate an increased utilization of technology, digital applications and social media platforms. The formats will be used to reach a broader audience and brings with it both opportunities and challenges for the industry.

Protecting consumers in a digital environment presents many new challenges for DMVs and licensing agencies, since it is often difficult to identify the location of the seller. Without this knowledge, it is difficult to determine venue when a dispute arises between the seller and purchaser. It is particularly

difficult to protect the consuming public when neither the true identity nor the location of the seller is identifiable. Purchasers likely will not know how or where to seek help from government agencies when problems arise.

Additionally, it is challenging and sometimes impossible to determine legitimate promotions from those presented by scammers. The prevalence of scammers has created an environment rife for consumer fraud where legitimate businesses find it difficult to compete and where consumer protection agencies have difficulty regulating.

Personal or private seller transactions have also been impacted by the use of the digital environment. While using online platforms to sell or purchase a vehicle helps the public reach a broader market and selection, it also exposes consumers to individuals looking to prey upon them.

Both sellers and purchasers can be victimized when they fail to take steps to ensure that they are actually receiving what they think they are purchasing. In a photo, it is easy to hide physical damage, mileage history, mechanical soundness and actual ownership. Unfortunately, unsuspecting citizens are willing to transfer large funds for products that they have not seen and that may never arrive.

AAMVA has started compiling a best practices document in order to help with these issues. The Internet Vehicle Sales Working Group has placed the focus of the best practices document on protecting the consumer and creating a level

playing field. By taking this approach, the group has been able to identify the vulnerabilities in the current environment and to formulate recommendations that not only address them but are customizable to the current statutory environments of the different jurisdictions. It was important to the group to recognize what is already working well in the current environment without compromising their existing integrity and offer recommendations that build on these structures.

As with most DMV initiatives, financial resource availability and support from government agencies/leaders, legislative bodies and industry can consistently be anticipated as challenges to successful implementation. The good news is that the group has received widespread interest in the development of the best practices document and broad support for its development.

WITH EASE COMES INCREASED AWARENESS

JIM WALKER, DIRECTOR OF GOVERNMENT AND BUSINESS OPERATIONS, NEW JERSEY MOTOR VEHICLE COMMISSION

Online vehicle sales have created a tool whereby small vehicle dealerships have become or have the potential to become multi-state dealers. This allows them the ability to reach out to a much larger consumer base. It's been a challenge for regulating agencies because now there's a greater possibility that consumers from other jurisdictions are affected by a purchase made by a dealer that you've licensed. And the same goes for some of our residents who may come to us about an experience they've had with a dealer who's not located in our state. It becomes a little more difficult for them to resolve a problem.

I think consumers are still catching up with what it means to purchase a vehicle from a dealer in another state. Although, by and large, the bulk of their purchases are probably taking place with dealers located in the consumer's own state, in which case they certainly have a more direct avenue if they've got a problem or a complaint.

Another challenge of buying a vehicle online comes not through actual licensed dealers, but rather through individuals via websites like Craigslist. Someone selling on the internet as a private seller might really be a licensed dealer, or they might be someone who's an unlicensed dealer. (We call them an unlicensed dealer because they may sell a sufficient number of vehicles to be required to have

On Craigslist, there are approximately 10,000 VEHICLES for sale by private owners at any one time in the state of New Jersey.

a license, but they have not obtained one or applied for one.) The consumer can be at a disadvantage if he or she is not buying from a neighbor, but rather unknowingly buying from a professional car salesman.

The consumer certainly has a greater ease of purchasing when going online to a website like Craigslist. There are a wide variety of filters. Back in the old days of newspaper ads, things were sorted by car manufacturer, at best. Now you can search for cars in numerous ways and your conversations with the seller can consist entirely of text messages and emails back and forth to gather more information about the vehicle. There is a certain lack of sales pressure shopping online. The internet also easily provides a vehicle's history.

When you look at a website like Craigslist, for instance, you can see that there are about 10,000 vehicles for sale at any one time in the state of New Jersey by private owners. And, there are also nearly as many vehicles being advertised on Craigslist by people who identified themselves as dealers. This is just Craigslist alone. There are many other [vehicle sale] websites, like Cars.com, CarGurus, etc. for the consumer to search through as well.

The buying experience today in some ways is a lot easier for the consumer, however, it has increased buyer risk. With the AAMVA Internet Vehicle Sales Working Group, we're trying to remind consumers to stay vigilant and be aware of who is trying to sell you a vehicle and to adjust your purchasing process accordingly. **m**



Frontline Detectives



normally found in Scotland shortly after meeting the patient. When asked how he was able to make such an extraordinary diagnosis without examining the patient more closely, he pointed out the man's style of dress and other observations of the man to support his reasoning. His diagnosis was correct.

If you are thinking to yourself that Dr. Bell sounds a lot like a famous fictional detective, you'd be right. Sir Arthur Conan Doyle was inspired by his old friend and mentor, Dr. Joseph Bell, when creating the character of Sherlock Holmes. While we may not think of it in this context, the power of observation and deductive reasoning is a critical skill when providing service to our customers, such as confirming a person's identity or determining the sobriety of a driver.

This edition of *MOVE* extends this challenge to consider the role we can play in tackling human trafficking and online car sales fraud. As members of the motor vehicle community, we often have more direct contact with members of the public than any other government agency. This affords us an opportunity to observe the demeanor, words and actions of a spectrum of people who may not otherwise be on the radar.

While very few of us will ever achieve the observation skills of Dr. Bell, we can learn the telltale signs of people suffering from human trafficking or victims of fraud. A customer may mention their excitement in finding a great deal on a vehicle, which just seems too good to be true. A customer may display concerning behaviors, which leads you to believe someone else has the customer in their control. While we need to be sure we are not putting ourselves in danger, having the opportunity to provide information and assistance may be critical in saving someone from becoming a victim.

The hurdles victims of these crimes face in putting their lives back together can be overwhelming. AAMVA and many other government agencies provide a wealth of information and guidance on combating human trafficking and fraud. Our direct contact with the residents of our respective jurisdictions makes us a vital link in ensuring people have access to this information. Observing our customers, and listening closely to what and how they speak can make us more effective in preventing more victims. Will you be the next Dr. Bell? **m**

Rhonda Lahm
2018-2019 AAMVA Chair of the Board

YOU SEE, BUT DO YOU OBSERVE?

A pioneer in forensic science, Dr. Joseph Bell was one of the first doctors to insist his students washed their hands before examining patients. As a Fellow of the Royal College of Surgeons of Edinburgh, he was personal surgeon to Queen Victoria, and his *Manual of the Operations of Surgery* is still in publication today. What set Dr. Bell apart from his colleagues was his ability to use seemingly unrelated information to assist with his diagnoses. One account tells the story of Dr. Bell diagnosing a patient with a rare disease not



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Security Expert

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