

# move

## BRIGHT FUTURE

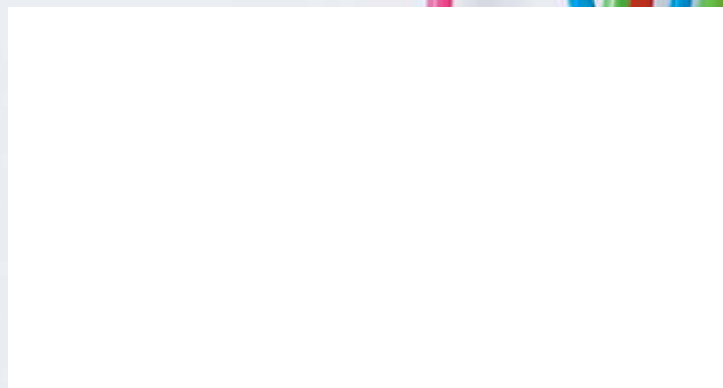
**AAMVA and jurisdictions across North America are upgrading from outdated data storage systems to cloud-based technology**

### **ALSO IN THIS ISSUE**

Electronic verification of vital records

Best practices for the regulation of internet vehicle sales

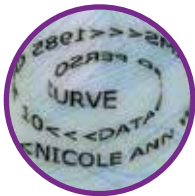
A remembrance of Mike Calvin



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MAY 12-14



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JUNE 16-18



**REGION 4  
CONFERENCE**  
PROVO, UT  
JULY 14-16



**INTERNATIONAL  
CONFERENCE**  
AUSTIN, TX  
AUGUST 25-27



**REGION 3  
CONFERENCE**  
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OCTOBER 20-22

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BY MYRNA TRAYLOR



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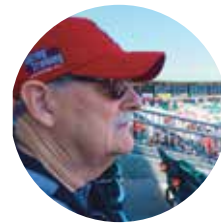
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## IN MEMORIAM PHOTO GALLERY

Celebrating the life of Mike Calvin





# SOLUTIONS & BEST PRACTICES

Solve your business challenges by following the guidance of subject matter experts and your colleagues. AAMVA's best practices, standards, white papers, and guidance documents establish ideal approaches for developing and maintaining programs in your jurisdiction.

## NEW RELEASES

The cover features the AAMVA logo in the top left. The main title is 'Best Practices for the Regulation of Internet Vehicle Sales'. The background includes icons of a smartphone, a laptop, and a car. The date 'December 2019' is in the bottom right corner.

Best Practices for the Regulation of Internet Vehicle Sales

The cover features the AAMVA logo in the top left. The main title is 'Wholesale Vehicle Dealer Licensing Whitepaper'. The background includes icons of a hand holding a stack of licenses and a car. The date 'December 2019' is in the bottom right corner.

Wholesale Vehicle Dealer Licensing Whitepaper

The cover features the AAMVA logo in the top left. The main title is 'Salvage and Junk Vehicle Best Practice'. The background includes icons of a car being crushed and a car with a large dent. The date 'December 2019' is in the bottom right corner.

Salvage and Junk Vehicle Best Practice

For these and the entire library of AAMVA solutions & best practices, visit [aamva.org](http://aamva.org).



# Digital Vigilance

*MANAGING THE CAPABILITY AND CONVENIENCE OF TECHNOLOGY WHILE INSTILLING HUMAN CONTROLS AND CONSCIENCE*

The benefits of today's technology are mesmerizing: endless entertainment, encyclopedic information at our fingertips, gratifying convenience, and 24/7 conversations with family, friends ... and strangers.

Technology is baked into our daily rituals and interactions. It is so quick, accessible and affordable that we forget that it is not accountable. The same speed and convenience it offers us also opens a world of opportunity to scammers, criminals and fraudsters in the blink of an email.

Online streaming news services and social media links carry daily reports of companies and government agencies hacked, personal accounts ransomed and vital financial information leaked. The struggle and cost of rebuilding in the aftermath of a breach, hack or ransom are high. Yet the benefits of technology outweigh our concerns. We place a lot of trust in things that become routine. But with trust comes the responsibility to verify.

## VIGILANCE IS KEY

This issue of *MOVE Magazine* gives readers insight into just two of the ways AAMVA is exercising that vigilance: the member-driven Working Group on Internet Vehicle Sales and from a systems view, cloud migration. These are just two of the myriad strategies our members and

association use to manage the capability and convenience of technology while instilling the controls and conscience that only humans can bring to the benefits of enhanced technology.

The working group on Internet Vehicle Sales brought

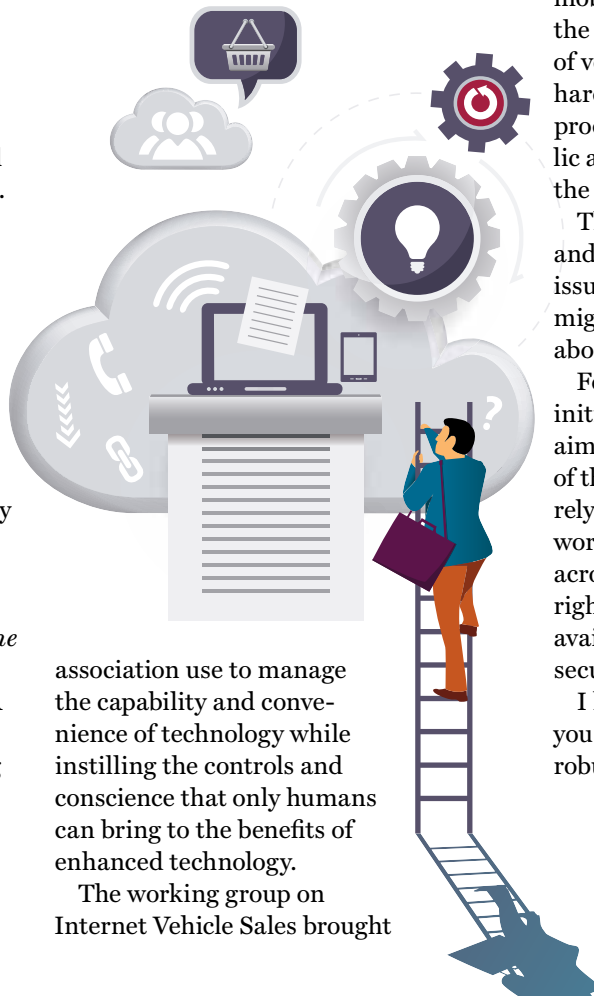
significant knowledge to the table from jurisdiction and industry members alike to describe an invisible and intricate industry of online vehicle sales. The ease and speed of online access give consumers instant gratification at finding the "perfect" vehicle at a "real deal." These same qualities—lack of physical infrastructure, traceability and speed—make it difficult for DMV officials and investigators to locate the sellers or transaction records when that dream car turns into a refurbished nightmare.

Through advances in technology and personal mobile devices, vehicle buyers and sellers consider the internet an essential service, and a robust sale of vehicles over the internet is here to stay. Through hard work and collaboration, the working group produced guidelines and best practices to help public agencies protect consumers and themselves in the virtual trading space for a physical asset.

The next wave of tools for protecting agency data and IT systems includes cloud technology. In this issue, several jurisdictions describe their experience migrating to the cloud and offer helpful insights about their journey getting there.

For AAMVA, our planned migration to the cloud, initiated in 2016, comprises a series of projects that aim to improve the security, availability and flexibility of the applications and networks AAMVA's members rely on for service. AAMVA's remarkable IT team works hard to exceed 99.5% service level availability across our systems and to keep them secure. Done right, the cloud enables continued assurance of availability, less intrusive repair time and higher security for IT applications and networks.

I hope you enjoy this issue of *MOVE*—it will give you food for thought and information to nourish robust services and healthy systems. **m**



Anne Ferro, AAMVA President and CEO

# FDR

## FRAUD DETECTION & REMEDIATION

### 2020 UPDATED FRAUD TRAINING NOW AVAILABLE

Fraud Detection and Remediation (FDR) is AAMVA's most widely-accessed voluntary program. The updated courseware package (January 2020 version) is now available to member jurisdictions! The 2020 Annual Update features a number of important enhancements and new information including:

- NEW Real ID-Compliant Licenses Content
- NEW Driver License Gender Classification Information
- NEW Social Security Card Material
- NEW I-94 Travel Document Information
- NEW NMVTIS Supplement Material
- NEW Foreign National Driving Credential Content
- UPDATED Exemplars Throughout
- UPDATED 2020 Update Only Module for Refresher Training
- UPDATED Searchable FDR Content Index
- UPDATED Indexed, Searchable, and Comprehensive Job Aid for Print or Electronic Use
- UPDATED Jurisdiction Fraud Contact Lists

### IMPLEMENTATION TUTORIAL

AAMVA has developed an FDR Implementation Tutorial to accompany the printed Implementation Guide. Learn how to use FDR in the classroom, distribute electronically, or install on a Learning Management System. The tutorial is included in each download pack, or can be viewed directly on the AAMVA website.

### FDR CHANGE REQUEST TOOL

Have an idea for new or modified course material? AAMVA welcomes all suggestions to improve FDR content. AAMVA has implemented an easy process to submit your feedback and track its progress from submittal through implementation, which can be found on the AAMVA website.

[aamva.org/fdr-training](https://aamva.org/fdr-training)



American Association of  
Motor Vehicle Administrators

## Buying Smarter

### *BEST PRACTICES FOR THE REGULATION OF INTERNET VEHICLE SALES*

**H**ave you purchased something online this month, this week or even today? Are you becoming more at ease with purchasing big-ticket items online? Consumers are aware of the ease and convenience of making online purchases. The auto industry in particular is seeing a marked increase in online transactions. Technology expands the search for available vehicles and enables consumers to save a considerable amount of time over traditional vehicle buying methods.

The internet offers a means for private sellers and licensed dealers to expand their markets, as well. It offers the ability for licensed motor vehicle dealers to better position themselves to meet consumer demands in an ever-changing and evolving environment. Individual dealers, groups of dealers and some manufacturers advertise, finance, hold virtual auctions and sell vehicles online. A wide variety of new vehicle sales business models are emerging, with even more likely

in the future. Although the internet may ease the buying process, expand the choices for buyers and increase the market for sellers, the internet can also be a conduit for fraudulent activity.

With these new vehicle sales trends, jurisdictions are considering the most up-to-date and effective approaches to protect and educate consumers and to regulate online vehicle sales. This has led jurisdictions to ask AAMVA to provide guidance to help them adapt to



evolving online vehicle sales. It is for this reason the AAMVA Internet Vehicle Sales Working Group was established to develop the “Best Practices for the Regulation of Internet Vehicle Sales,” published in December 2019. The document is aimed at helping agencies that administer and enforce dealer licensing.

The working group based their guidance on four principles:

- › Facilitating a consistent and balanced approach to the oversight of internet vehicle sales
- › Recognizing the convenience technology provides to connect vehicle sellers and buyers
- › Identifying and understanding new and potential business models
- › Supporting use of the internet to facilitate vehicle sales while taking steps to deter and detect fraudulent and criminal activities

Cathie Curtis, director of Vehicle Programs at AAMVA, explains that the guidance provides jurisdictions with recommendations for addressing the retail sale of vehicles advertised and sold online by licensed dealers and by private parties. It discusses the challenges of identifying sellers who are engaged in the business of advertising and selling vehicles online but lead buyers to believe they are a private party selling their own vehicle.

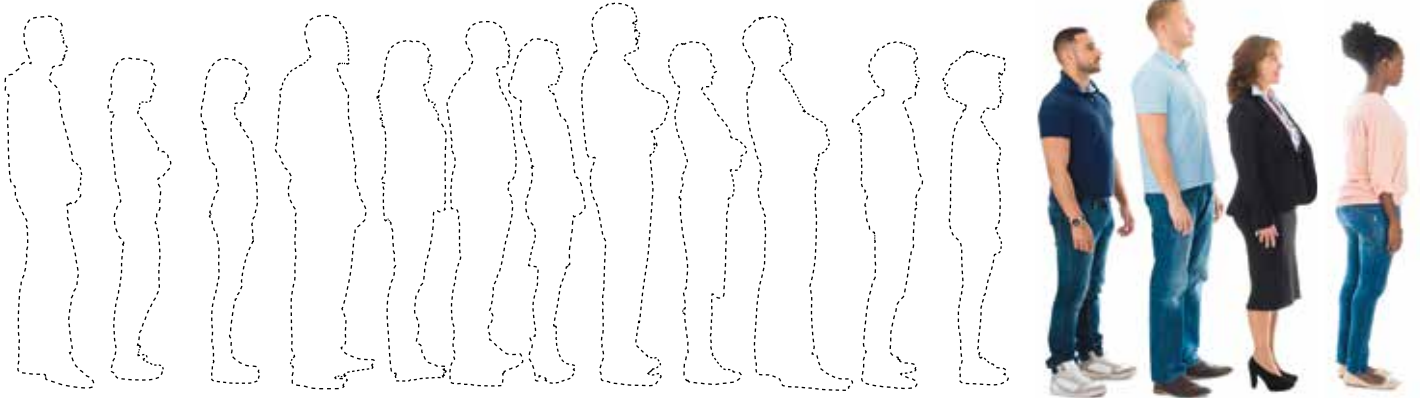
Curtis says the working group found most jurisdictions have general advertising laws, rules or policies that were developed many years ago when most advertising was done in newspapers and on television and radio, so it reached only consumers in the local geographical area. Therefore, their current regulations may not address all of the concerns related to internet-based media advertising. The working group also included recommendations to help educate the general public on deceptive internet advertising practices and to help consumers make informed decisions. **m**

### **go online**

TO ACCESS THE BEST PRACTICES FOR THE REGULATION OF INTERNET VEHICLE SALES, VISIT [AAMVA.ORG/BEST-PRACTICES](https://www.aamva.org/best-practices).

# Right on Queue

*TECHNOLOGY UPGRADES ALLOW FOR THE RHODE ISLAND DMV TO DECREASE WAIT TIMES FOR CUSTOMERS.*



In early 2017, Bud Craddock, director of the Rhode Island DMV (RI DMV), was anticipating a new source of congestion in his branches. The RI DMV was set to replace its 40-year-old computer system with RIMS, or the Rhode Island Modernization System. After almost a decade of changing hands from administration to administration, the project was near the finish line, and while the relaunch promised to bring efficiencies, it would kick off that July with a complete shutdown of services for three days, along with the inevitable learning curve that comes with new technology. The confluence of factors could result in backlogs and a potentially problematic caseload for the new system.

That's when Craddock had a serendipitous meeting with Stonewall Solutions, a local technology and consulting firm. Though the RIMS project wasn't the basis for the conversation, the upcoming challenges came to the fore. Stonewall hadn't worked with a DMV before, but it packaged some existing solutions together and mocked up an intuitive interface that impressed Craddock and his team.

"We explained to the RI DMV that our approach is very different from most tech companies," says Kayla Mendes, project manager and director of operations at Stonewall Solutions. "Once a client tells us what they wish to accomplish, we build screen mock-ups of the entire system before our development team starts to build. This allows them to validate the functionality to a detailed level and ensure the new system is intuitive.

A key goal we had was to design and implement a reservation scheduling system that would allow them to control the frequency and volume of customers who came in. They spoke to different vendors and chose Stonewall because we were local, nimble and cost effective."

Offering a combination of appointment scheduling, inventory management and data gathering, ReServe—as the reservation management solution was called—would allow motorists to schedule appointments online and

allow the DMV to limit lines and wait times in its branches.

RIMS and ReServe went live in July at four of the RI DMV's six branches. Motorists were pleasantly surprised at the strikingly different experience the reservation system provided. The local ABC news station contrasted footage of customers sleeping during their wait times prior to the launch with video of empty queues after. One motorist even told the station that he took pictures of the waiting room to prove to incredulous friends that there was no line.

"What was interesting is that it

## SPREADING THE WORD

The RI DMV put together an aggressive marketing campaign to raise awareness of the RIMS project and the disruption of regular service it would cause. Bud Craddock, director of the RI DMV, worked with the Rhode Island Legislature and governor to pass legislation that granted motorists grace periods during the transition; he attended town hall meetings and spoke to community groups; and he ran TV, radio, out-of-home and social media campaigns. The RI DMV's social media campaign, which included multiple bilingual videos and a Q&A forum, was extremely successful and was honored at the 2018 AAMVA Awards.



went so smoothly,” Craddock notes. “The media always looks for negative things to happen, but by the third day, they weren’t even outside our door anymore.”

“Without the reservation system, it was difficult to predict the number of transactions that would occur on a given day,” Mendes says. But with ReServe, she says the DMV can function more like a doctor’s office. Motorists have a designated time slot and can even receive reminder emails with information about documentation they may need to bring to their appointment.

The RI DMV is still using the ReServe system for its commercial driver’s license transactions and adjudication appointments, and Craddock says in 2020 the DMV is looking into using the tool for Real ID transactions. With a critical mass of reservations and completed appointments, Craddock and his staff will be able to use the data on those appointments to further optimize scheduling by accounting for factors like the average no-show rate.

The ReServe solution was such a success, John Condon, Stonewall president and owner, says that shortly after its implementation, the Rhode Island Division of Taxation, Rhode Island Department of Labor and Training and the Massachusetts Chief Medical Examiner’s Office all reached out to Stonewall seeking the solution for their operations.

Overall, both Craddock and Condon agree that the partnership was a success. “Stonewall was very accommodating,” Craddock says. “They had people on-site during our launch period, so any issues could be addressed immediately.”

“The Rhode Island DMV was an exceptional client to work with,” Condon says. “The whole team was dedicated to success of the project, and the outcome has led Stonewall to implement ReServe in other jurisdictions and gain interest from other DMVs.” **m**

## musings

### NTSB REPORT

## FINDINGS ON AUTONOMOUS VEHICLE COLLISION

*NTSB has released a report (HAR1903) on an autonomous vehicle (AV)-involved, fatal collision that occurred in Arizona in 2018. A 2017 Volvo XC90, modified with a proprietary developmental automated driving system (ADS), was being operated by a compensated driver during testing. Approximately 19 minutes into the test, a person—whom the NTSB describes as “impaired” referring to drug use—crossed the road midblock and outside of the crosswalk while walking a bicycle. The person walked, without stopping, across multiple lanes and into the path of the oncoming vehicle. It was night, the pedestrian was wearing dark clothing, the vehicle headlights were on, and the roadway had streetlights. Although the ADS detected a presence at roadside 5.6 seconds before impact, it did not recognize a pedestrian until it was too late for the ADS to avoid or mitigate the collision. Inward-facing video shows the driver looking toward a personal device, and not at the roadway, until immediately before the collision. The driver did not attempt to steer away from the pedestrian until one second before the impact, and the AV struck the pedestrian without engaging its brakes. The NTSB reported a device in the vehicle was streaming video during the testing period. NTSB causal findings included driver distraction; impaired pedestrian’s choice to cross outside a crosswalk; failure of ADS to monitor driving environment; inadequate risk assessment, vehicle oversight, and safety culture by Uber Advanced Technologies Group; and insufficient oversight of AV testing by Arizona Department of Transportation.*

*An NTSB safety recommendation asks AAMVA to inform jurisdictions about the incident and “encourage them to (1) require*

*developers to submit an application for testing automated driving system (ADS)-equipped vehicles that, at a minimum, details a plan to manage the risk associated with crashes and operator inattentiveness and establishes countermeasures to prevent crashes or mitigate crash severity within the ADS testing parameters, and (2) establish a task group of experts to evaluate the application before granting a testing permit.” To learn more about this event and view all of NTSB’s recommendations, see the full report at [NTSB.GOV/INVESTIGATIONS/ACCIDENT-REPORTS/REPORTS/HAR1903.PDF](https://www.ntsb.gov/investigations/accident-reports/reports/har1903.pdf).*

*Recognizing the importance of AV or highly autonomous vehicle (HAV) safety, AAMVA has an active Autonomous Vehicle Working Group, which develops best practices, including those supporting jurisdictional AV testing administration. Noting “safe testing and deployment of HAVs must include appropriate government oversight... with strong stakeholder engagement formed through partnerships with (those) engaged in or affected by these rapidly developing technologies,” AAMVA published in 2018 “Jurisdictional Guidelines for the Safe Testing and Deployment of Highly Automated Vehicles” for jurisdictions implementing AV testing requirements. The guidance recommends identifying a “lead agency” in each jurisdiction charged with the establishment of an HAV committee “to address HAV testing and deployment within its borders,” suggesting “a framework to achieve consistency” among jurisdictions moving toward mandating permits for testing HAVs.” AAMVA will publish a second edition of the jurisdictional guidelines in the spring of 2020. To learn more about safe AV testing, see [AAMVA.ORG/GUIDELINESTESTING-DEPLOYMENTHAVS-MAY2018](https://www.aamva.org/guidelinestesting-deployment-havs-may2018). **m***



# Awarding Efficiency

## A CLOUD COMPUTING PARTNERSHIP BETWEEN FLORIDA AND ORACLE RECEIVES RECOGNITION FROM AAMVA



Over the past decade, “cloud computing” has evolved from a buzzword hinting at a future of increased technological capability to a booming industry with multiple providers and implications for many businesses, from logistics to content streaming to motor vehicles. Recently, the Florida Department of Highway Safety and Motor Vehicles (FLHSMV) partnered with Oracle and implemented its Field Service Cloud System, which garnered them AAMVA’s 2019 Region 2 Innovative Use of Technology Award.

Oracle’s technology is used in the FLHSMV’s Bureau of Dealer Services to aid in the licensure and regulation of motor vehicle dealers. From the macro point of view, the system “optimizes the department’s use of existing staff, while streamlining the dealer inspection process through the use of electronically submitted inspection forms and documents,” says Palmer Brand, program manager of Dealer Services at FLHSMV.

So, what does this mean for FLHSMV employees and consumers in Florida? Brand explains that the technology has greatly improved efficiency and the customer experience. Moving from a physical document-based process to allowing for electronic capture of inspection data, field task tracking,

scheduling and reporting has made a big difference.

“It has allowed the department to convert from a manual, paper document-based inspection program to a web-based program where inspection forms and documents can be submitted in real-time from the field,” Brand says. “By equipping FLHSMV employees with a modernized method to effectively submit documents, licensed motor vehicle dealers have experienced reduced application processing time. It also enhances the department’s ability to protect consumers by ensuring that licensed motor vehicle dealers are properly regulated.”

The program has been a success for the FLHSMV, vehicle dealers and consumers. In addition to the

power of the cloud technology, Brand also points to their strong program implementation process with Oracle as a reason the program has seen success and was recognized by AAMVA. “With the launch of any new system, process or technology, there are always some bugs to work through,” says Brand. “With an aggressive development, testing and launch schedule, there were some initial issues with field connectivity and staff tracking, but it was all ironed out with the statewide rollout of the program.”

Reflecting on the Innovative Use of Technology Award from AAMVA, Brand says he was proud to receive this recognition for the effort his team puts into being leaders in the use of innovative technology to achieve their ultimate goal: providing “optimal customer service to the citizens of Florida.” Looking ahead, the department doesn’t currently have any specific plans to utilize Oracle’s Field Service Cloud System or other similar technologies in different ways. However, Brand says the department is continuing to monitor the outcomes of the system to look for opportunities in the future to better serve clients and employees. **m**

New York State DMV’s Customer Relation Management Tool is also hosted on Oracle’s GovernmentCloud, which the DMV has used for over a decade.



 dashboard

## REAL ID - RECENT SURVEYS

BY AAMVA'S DATA LADY, JANICE DLUZYNSKI

Here are the most recent jurisdiction surveys related to REAL ID. All of these surveys have additional questions that provide more information. Full details of these surveys can be found at: [AAMVA.ORG/SURVEY/USER/SEARCH.ASPX](http://AAMVA.ORG/SURVEY/USER/SEARCH.ASPX).

### REAL ID - OPT IN/OUT AND STATISTICS (30 RESPONSES)

#### IS YOUR STATE OPT IN/OUT FOR REAL ID?

Yes: 

No: 

No response provided: 

### REAL ID PROMOTION (29 RESPONSES)

#### HAS YOUR STATE CREATED A REAL ID SLOGAN TO ENCOURAGE PARTICIPATION?

Yes: 

No: 

### TRANSACTION FEES - REAL ID EXPIRATION (31 RESPONSES)

#### DO YOU CHARGE A TRANSACTION FEE FOR CUSTOMERS TO CONDUCT BUSINESS IN THE DRIVER LICENSE OFFICE?

Yes: 

No: 

No response provided: 

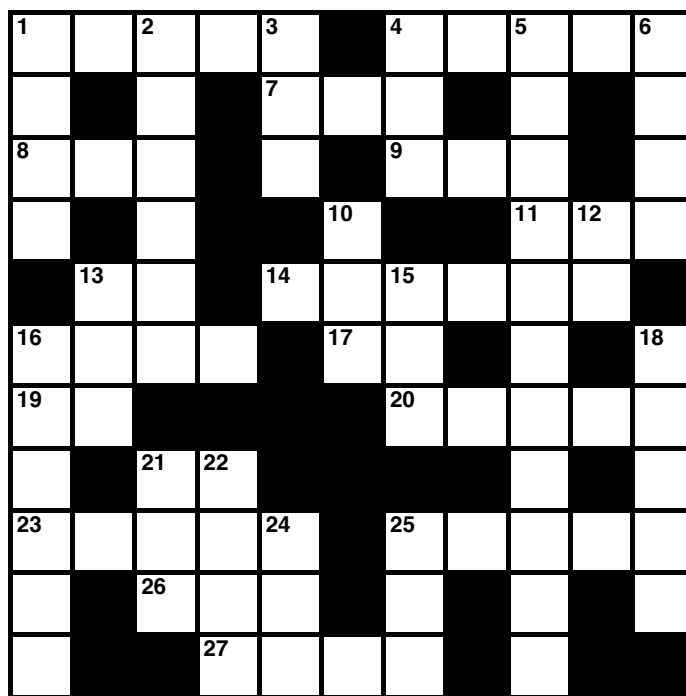
#### DO YOU CHARGE A TRANSACTION FEE FOR CUSTOMERS TO CONDUCT BUSINESS ONLINE?

Yes: 

No: 

No response provided: 

 crossword



#### ACROSS

- 1 Important document in verifying ID, goes with certificate, goes with 5 down
- 4 Verifiably true data
- 7 Land of the brave and free
- 8 Rear-end
- 9 National driver registry, abbr.
- 11 Road surface material
- 13 Word indicating location
- 14 The P in NAPHSIS
- 16 Follow rules or regulations
- 17 You in France
- 19 Concerning
- 20 Large increase (in web traffic, for example)
- 21 Provided
- 23 AAMVA data storage systems are moving to this
- 25 Monitor
- 26 Operate
- 27 System to verify birth and death records, abbr.

#### DOWN

- 1 Prevents access
- 2 Type of servers used in cloud technology
- 3 Wheel center
- 4 Cooling device
- 5 See 1 across
- 6 Sheriff's badge
- 10 Reduce, as costs for example
- 12 Temperature control, abbr.
- 13 President Lincoln, for short
- 15 School transport
- 16 Major cloud provider
- 18 Term used for high points of web usage
- 21 Debt note, abbr.
- 22 Combine together
- 24 Biz\_\_\_\_(abbreviation)
- 25 Connect




technology

*AAMVA AND JURISDICTIONS ACROSS  
NORTH AMERICA ARE UPGRADING  
FROM OUTDATED DATA STORAGE SYSTEMS  
TO CLOUD-BASED TECHNOLOGY*

BY JAMIE FRIEDLANDER



# BRIGHT



Several jurisdictions, along with AAMVA, are transitioning their current data storage systems to cutting-edge cloud-based technology. There are myriad benefits associated with moving to the cloud, particularly that websites will perform better and faster—and with fewer outages. AAMVA’s systems used by the jurisdictions during their issuance process, for example, are up 99.9% of the time, only experiencing outages for eight hours per year on average, according to Philippe Guiot, AAMVA’s CIO and VP of Information Technology. However, Guiot believes that this number can still be improved by moving AAMVA’s systems to the cloud.

“The value of the cloud is that you are starting to disassociate the processing capacity from the actual hardware,” Guiot says. “It’s more logical and it’s much easier to scale your processing capacity because you are no longer tying everything you do to a particular piece of hardware.”

The New York State (NYS) DMV has also seen the benefits of moving to the cloud. Their website, which is hosted on the cloud, is used to access an online application that allows New Yorkers to apply to register to vote. Right before the deadline to register in the state’s 2016 primary and general elections, the NYS DMV’s website experienced huge spikes in web traffic.

“At that time, it was critically important that the DMV website remain up to help customers register to vote,” says the NYS DMV. Because they had already moved their public website to the cloud—which has an infinite server capacity—they were able to manage this massive surge in activity.

### **BETTER, FASTER, STRONGER**

The simplest way to explain the cloud is moving the location of data for websites and applications from on-site dedicated servers to shared remote servers via the internet.

The initial workload associated with transitioning to the cloud can be significant, as it takes time to automate the systems’ deployment to the cloud and train staff, Guiot says. It also takes time to put safety and security measures into place to ensure data on the cloud is protected from hackers.

But the far-reaching benefits are worth the initial learning curve and time commitment. Once you’re on the cloud, you’re dealing with a dynamic environment that’s faster and higher-performing, as the cloud’s worldwide network of secure data centers are regularly upgraded, Guiot says. On top of that, using the cloud is typically more cost-effective because there is no hardware or data centers to maintain.

“That’s really the beauty of it—it’s much faster and it’s much easier,” Guiot says. “Once you have done all of the preparation work, all of the scripting and automation, then things are much easier to manage long term.”

# FUTURE



technology

One of the benefits of moving to the cloud is that websites will perform better and faster—and with fewer outages.

### AAMVA LEADS BY EXAMPLE

AAMVA's systems experience peaks and valleys in usage every day. In the morning, the systems are only used by the East Coast. Around noon, there's a peak when all of the jurisdictions are working. And then as each time zone closes their offices, activity slowly dips.

"We need to be able to adjust our processing capabilities based only on what we need," Guiot says. "The cloud is going to give us the flexibility to scale up and down when we don't need that much power."

The association's overall transition to the cloud is a three- to four-year project, Guiot says. In mid-2018, AAMVA began by moving the Disaster Recovery (DR) environments for their two biggest systems—The National Motor Vehicle Title Information System (NMVTIS) and the State Pointer Exchange Services (SPEXS)—to Microsoft Azure cloud, meaning that AAMVA can already benefit from the cloud's ability to scale up and down when needed. When the DR site is not used, then the usage and the cost of the

environment is minimal as opposed to the previous environment where AAMVA was incurring the same costs for the DR site whether it was used or not. The first system ensures vehicles only have one title nationwide, while the second ensures a person only has one driver record nationwide. Guiot says the association moved these two systems first because doing so allowed AAMVA to test out the cloud without impacting their production environment. AAMVA will be moving the production versions of both systems to the cloud in summer 2020.

### JURISDICTIONS FOLLOW SUIT

Guiot says many jurisdictions are still using legacy systems, in part because it is difficult to get funding to transition

to updated technology. However, jurisdictions like New York, Arizona, and Kentucky have seen success from moving to the cloud.

The NYS DMV began its cloud migration in 2014 when the DMV's public website was redesigned. In addition to its website, the NYS DMV's Customer Relation Management Tool is also hosted on Oracle's Government Cloud, which the DMV has used for over a decade.

The Kentucky DMV also began migrating to the cloud following a suggestion from the Commonwealth's Office of Technology, says Matthew Cole, director for the Division of Driver Licensing, Department of Vehicle Regulation, Kentucky Transportation Cabinet. They moved the Kentucky Driver Licensing Information System (KDLIS) to the cloud in September 2019.

The project took about six months of planning and mapping. "It has gone very smoothly, and we have no complaints at this time," Cole says, adding that the biggest advantage to the cloud is that they are better protected from hardware failure.

## TERRIFIC TERABYTES

The Kentucky Driver Licensing Information System (KDLIS) and the state's driver records database—which are both on the cloud—is between 20 and 25 terabytes in size. What does that translate to? Twenty terabytes is the equivalent of 4 million five-minute songs or 10,000 hours' worth of movies.

*"The cloud is an absolute necessity for being able to function in the continuing transition to a digital world."*

### DAVID KNIGGE

Project Director for the Motor Vehicle Modernization Project with AzDOT

The Arizona DMV will transition its entire system to the cloud in April 2020. David Knigge, project director for the Motor Vehicle Modernization Project with Arizona Department of Transportation (AzDOT), says they began looking into the cloud several years ago. “We looked at all of the trends in the marketplace and just couldn’t imagine not leveraging the capabilities and benefits of the cloud,” he says.

An added perk of moving to the cloud, Knigge says, is that the Arizona DMV became known as a center of excellence for local IT professionals.

“The whole organization feels so different now, it’s a cutting-edge and fun place to work,” Knigge says. “We’re attracting very smart, young people. Before that, [we had] old systems, flawed technology, and were barely holding onto people. It transformed us not just technically but culturally, and the cloud is a very big part of that.”

### BUMPS IN THE ROAD

Although the cloud provides countless benefits, there are also some challenges, such as the sheer number of features at one’s disposal.

“It’s a very dynamic environment rich in features, so a lot of new products and services are being introduced almost on a daily basis,” Guiot says, adding that it’s crucial to know which features to target

before setting up one’s environment. “Every time they offer a new service, you have to see if it’s really worth the investment or whether it’s better to wait for an update, which would include a bunch of new services at once.”

The NYS DMV says another challenge they’ve experienced with the cloud is that vendor relationships can change frequently due to turnover within the cloud company. This can result in potentially having to work with someone who doesn’t understand the NYS DMV’s business needs and how the DMV uses or integrates with the cloud company’s products to meet those needs.

In Kentucky, Cole says an additional challenge is on the budgetary side, as pricing models for cloud providers can be incredibly complex.

Overall, however, most will agree that the benefits of the cloud vastly outweigh the potential hiccups and roadblocks.

“Technology is something you have to continuously be invested in changing because the world we live in is constantly changing,” Knigge says. “We don’t see the old models that state governments used as being sustainable in the future because of the rate of change in the world. The cloud is an absolute necessity for being able to function in the continuing transition to a digital world.” **m**

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Visit [AAMVA.org](http://AAMVA.org) and type “cloud” into the search bar for a wealth of documents and presentation materials on cloud migration.

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## CLOUD COMPUTING BY THE NUMBERS

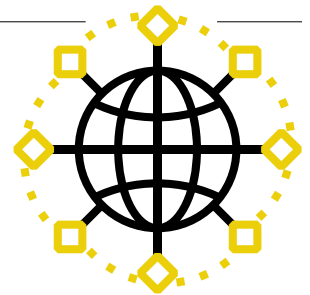
AAMVA uses the Microsoft’s Azure Government Cloud for its external systems used by jurisdictions and will be using Azure commercial cloud for all its other systems.

**\$623.3 billion**

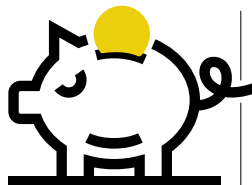
The projected worth of the global cloud computing market by 2023.

**Providing data access from anywhere**

is the top reason for cloud adoption.



Cost optimization is the primary reason for **47%** of enterprises’ cloud migration.



**33%**

The average amount of an IT department’s budget that goes toward the cloud.

# ***TAKING THE AIR OUT OF TIRES TO IMPROVE AUTOMOTIVE SAFETY***

*Non-pneumatic technology has tremendous potential to enhance motor vehicle safety by reducing risks associated with improper tire pressure, which may cause tire failures, skidding or loss of control, and increased stopping distance.*



*Michelin Uptis is an airless mobility solution for passenger vehicles, which reduces the risk of flat tires and tire failures that result from punctures or road hazards.*

*The breakthrough airless technology of the Michelin Uptis also eliminates the need for regular air-pressure checks and reduces the need for other preventive maintenance.*

*Michelin Uptis is well-suited to new forms of mobility, especially autonomous and electric vehicles.*



## ***A NEW STEP TOWARD SAFETY AND SUSTAINABLE MOBILITY IS MOVING INTO THE MAINSTREAM.***

Today, tires are condemned as scrap due to flats, failures or irregular wear caused by improper air pressure or poor maintenance. These issues can cause crashes, create congestion on the roads and result in large amounts of tire waste. The majority of these tire-related problems could be eliminated with the transition to non-pneumatic solutions.

Airless wheel assemblies could become the next transformational advancement in vehicle safety and technology. Airless solutions eliminate the risks of flats and rapid air loss due to punctures or road hazards. By removing the air from the tire, airless solutions also reduce irregular wear or other performance degradation due to under-inflation or over-inflation.

Michelin has developed the state-of-the-art, non-pneumatic tire solution: the Unique Puncture-Proof Tire System ("Uptis"). Uptis is an airless wheel assembly that delivers performance on par with conventional "zero-pressure" pneumatic tires, and also provides safety, maintenance and environmental benefits. In an ongoing co-development program, Michelin and General Motors aim to deliver this new technology as an available option to consumers as early as 2024.

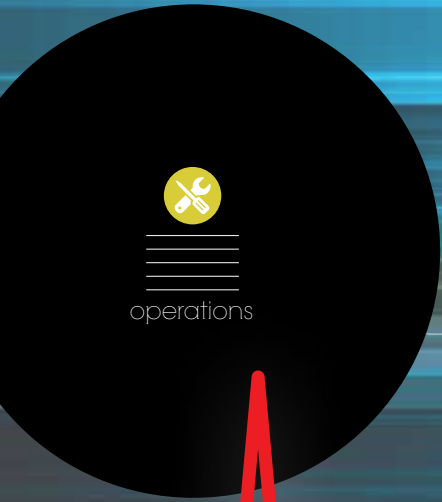
The Uptis airless design eliminates the need for regular air-pressure checks and reduces other regular tire maintenance as well, which also makes it ideal for the vehicles of tomorrow – ranging from self-driving vehicles to all-electric and shared-service cars, whose occupants may not be expected to replace a flat tire.

Michelin has been working with non-pneumatic solutions for nearly 20 years. The Company introduced the first commercial airless offering for light construction equipment, the MICHELIN® TWEEL® airless radial solution. Michelin has continued its innovations to expand its portfolio of airless technologies for non-automotive applications, while also advancing this technology for passenger vehicles. Uptis balances highway speed capability, rolling resistance, mass, comfort and noise.

Michelin is a company that thinks long-term about consumer safety, consumer value and sustainable mobility. The introduction of airless mobility solutions for passenger cars represents the next critical advancement in automotive safety and performance.

**VISIT [MICHELINMEDIA.COM/MICHELIN-UPTIS](https://www.michelinmedia.com/michelin-uptis)**

for more information about Michelin's non-pneumatic solution, Uptis.



# VALIDATING VITALS



*ELECTRONIC VERIFICATION OF VITAL RECORDS  
STREAMLINES IDENTITY VERIFICATION PROCESS*

BY MYRNA TRAYLOR



In most cases, when residents need personal identification credentials, whether that means a driver's license or other official state ID, the motor vehicle administration (MVA) is the go-to source for what they need. As concerns about falsifying documentation that certifies a person's identity have arisen in recent years, some MVAs have taken steps to ensure they can recognize and rely on the documents handed to them by customers. Among the most used documents is an individual's birth certificate.

Motor vehicle administrators have an ally in verifying birth certificates and other vital life records. The National Association for Public Health Statistics and Information Systems (NAPHSIS) is a national nonprofit that represents state vital records and public health statistics professionals in the U.S. and its territories. In the wake of the Sept. 11, 2001, attacks, NAPHSIS launched a program to allow seamless, instant access to vital records data—specifically, birth and death records. The Electronic Verification of Vital Events (EVVE) system can quickly access vital records databases to confirm—or flag—a record presented as part of an identification request.

According to Anthony Stout, manager of EVVE products and services for NAPHSIS, EVVE is a pathway that allows customers to send queries about birth and death records.

Participation in EVVE is voluntary by vital records agencies; currently it connects to all U.S. jurisdictions with the exception of New York State (although New York City is linked).

“When an applicant comes to a DMV and presents an out-of-state birth certificate, in some instances, the staffer can't tell if it's valid or not; there are 11,000 different kinds of birth certificates,” Stout says. At DMVs where the system is in place, the service representative can use a secure EVVE interface to contact the jurisdiction where the certificate was generated and get a response within two to three seconds: yes, it's valid; no, it isn't; or there is a missing field that requires further verification.

“They are saving customers so much time,” Stout says, “improving efficiency and customer service.”

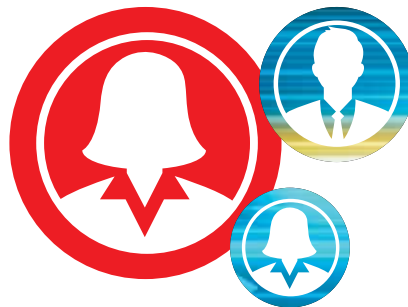
### VARIATIONS ON A THEME

Rules surrounding how EVVE can be used and for which purposes vary according to state policies or statutes.

Virginia was the first jurisdiction to use EVVE for record certification. Linda Ford, assistant commissioner for Governmental Affairs at the Virginia DMV says her jurisdiction implemented EVVE in April 2013 as part of its legal presence requirement. “We used this as a way to serve customers who didn't have their birth certificate with them, without having to turn them away only to have them come back another day,” Ford says. “We coordinated with NAPHSIS and the Virginia Department of Health to implement EVVE at the DMV.”

Through EVVE, NAPHSIS also helped Virginia connect with other vital record agencies in other jurisdictions to allow Virginia DMV to certify records. It's important to note that certification differs from verification. With appropriate identification documents and a customer application, a birth event can be certified by a state when no birth certificate is presented. During a verification, a physical birth certificate can have its authenticity verified. Because each jurisdiction's laws vary and Virginia DMV was establishing the customer's primary identity with the return of additional information, Virginia, working through NAPHSIS, requested confirmation from each state vital records agency to determine if they would be willing to exchange information through EVVE, and what the fee structure would be. As it stands, 45 jurisdictions are participating with Virginia DMV.

## VERIFYING DECEASED DRIVERS



Another key vital record available through EVVE is Fact of Death (FOD) information, which is useful to DMVs for a variety of purposes, including identity theft and fraud deterrence. This is especially helpful since the Social Security Administration can no longer include state protected death records in the public Death Master File.

“EVVE FOD is invaluable for purging the rolls of deceased drivers,” says Anthony Stout of NAPHSIS. DMVs can send one record or millions to be checked against the states' most up-to-date records. Forty-two states and jurisdictions are currently participating.

Jurisdiction fees are passed on to the customer.

All in all, Ford reports that EVVE is a very useful tool. “It’s about customer convenience, which cuts down on processing time. Any time we don’t have to turn a customer away, that makes for a happy customer, and ultimately less processing time.”

### ANOTHER TYPE OF ID

The Wisconsin DMV is also using the EVVE system, but mainly for issuing free voter ID cards. The DMV has partnered with the Wisconsin Department of Health Services Vital Records office since 2014 to verify birth data for customers who don’t have a certified copy of their birth record.

“Verifications are only seen by a small team of processors at our central office,” reports Katherine Bartelt, DMV supervisor, Driver Eligibility Unit, describing the staff that works on the ID Petition Process, or IDPP. Those staffers submit the customer’s application to DHS where the information is entered into EVVE. “We only see a typed message from DHS, nothing directly from EVVE,” Bartelt says.

And, like the Virginia DMV, Wisconsin can only get data from selected jurisdictions. “We find difficulties with jurisdictions whose records aren’t available in EVVE. Some states require a signed application or aren’t able to release information to us—only to the customer,” explains Bartelt.

An outside observer might think that having electronic records verification would be of use for getting a REAL ID. While EVVE can be used to

verify the authenticity of a birth certificate for REAL ID purposes, a federal rule prevents EVVE from being used when no birth certificate is present. “We’ve talked with Department of Homeland Security about getting the regulations changed,” Ford says. The obstacle “is probably an issue of timing, in that EVVE was not in place when the 2005 REAL ID legislation was passed.”

Ford asserts that there was a substantial amount of prescriptive detail in the act in how they may receive and verify documents for REAL ID; electronic certification of birth records to prove identity and legal presence is not currently allowed.

The current proscription of EVVE is especially confounding because the system can be used for a Transportation Worker’s Identification Card (TWIC), which is REAL ID compliant.

“This is the gold standard for vital records data,” Stout asserts. “The EVVE system software is well established and doesn’t require upkeep. We adhere to major security tenets, such as SOC1, SOC2 and PCI rules. The system is extremely secure because there isn’t a

## DID YOU KNOW?

Besides motor vehicle administrations, EVVE’s authorized customers include:

- Social Security Administration
- Office of Personnel Management
- Department of State – Passport Services Fraud Prevention Offices
- Medicaid Offices
- Department of Homeland Security – USCIS
- Department of State – Diplomatic Security
- Army National Guard
- Regional FBI Offices
- Secretary of State Offices

major amount of data—usually just a ‘yes-no’ going back. It does a simple job and nothing more.”

Jurisdictions that want to modernize might have to increase their lobbying efforts on various lawmakers to enable DMVs to use EVVE and other electronic databases. Ultimately, it’s a matter of accuracy and reliability. Stout says that one state that has been using EVVE for years gets about 90% positive responses on its queries. “You don’t actually want a 100% match, because [that 10% error rate means] the system is catching typos, incorrect names or fraud when the response comes back, ‘we almost have a match, but the last name is incorrect.’”

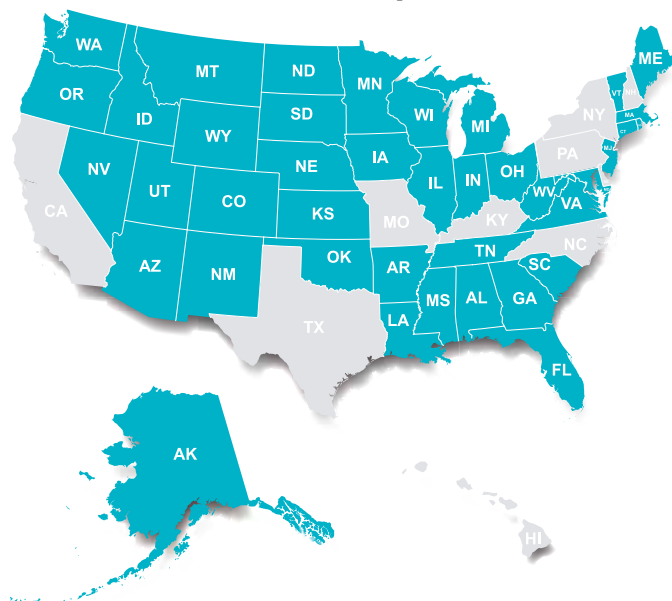
The DMV customer service representative then has a greater degree of certainty about how the customer should proceed to clear up the problem or, if that customer is trying to commit fraud, stop him or her in their tracks.

And that serves a bedrock part of the DMV mission. **m**

### go online

VISIT [NAPHSIS.ORG/EVVE](http://NAPHSIS.ORG/EVVE) TO LEARN MORE ABOUT THE ELECTRONIC VERIFICATION OF VITAL EVENTS SYSTEM.

## NAPHSIS EVVE/FOD Service Use



EVVE Fact of Death (FOD) is useful to DMVs for a variety of purposes, including identity theft and fraud deterrence. Currently, 42 jurisdictions are fully participating in the EVVE FOD system, shown on the map to the left.

- fully participating
- not fully participating

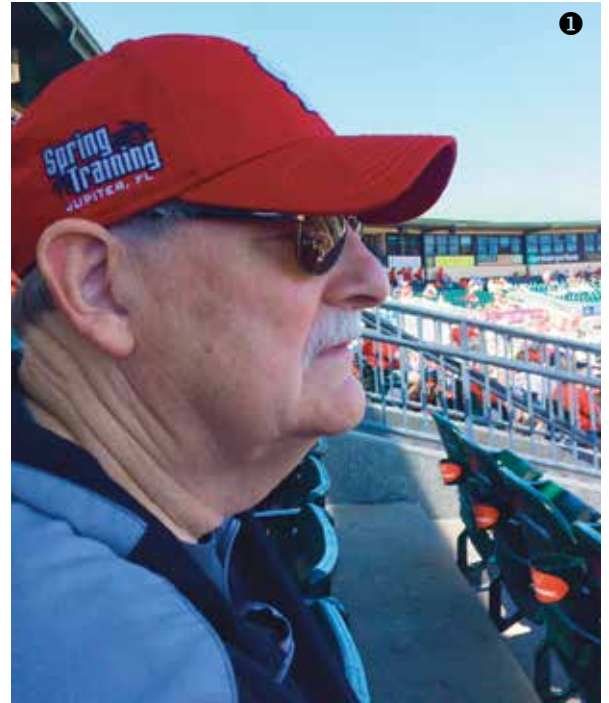


## A REMEMBRANCE OF

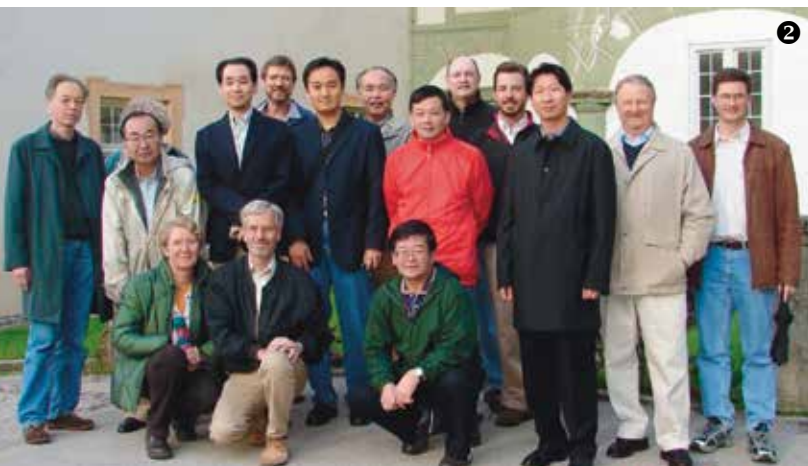
# Mike Calvin, 1952–2019

AAMVA is saddened at the loss of longtime AAMVA staff member and friend, Mike Calvin, who passed away on Saturday, Nov. 9, 2019. Mike worked for AAMVA from 1987 until his retirement in 2015. For almost 30 years, he served AAMVA in multiple capacities, including as Director and Vice President of Driver Services, Senior Vice President of Program Services, Deputy Chief Executive Officer and several times as Acting President and CEO for AAMVA. Mike was instrumental in the creation of the International Driver Examiner Program, CDL Program, and the ISO committee that was responsible for the first-ever international standards for the driver's license. Through these efforts and other highway safety programs, Mike was able to build and strengthen working relationships among motor vehicle administrators around the globe. He left AAMVA a legacy of strong driver safety programs and productive relationships with federal, jurisdictional and non-governmental organization partners.

*Mike was always quick to listen. He was always generous in his encouragement to those he mentored. He was fiercely loyal to the mission of saving lives.*



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- 1 Mike was a lifelong St. Louis Cardinals fan.
- 2 Mike worked with the WG10 on international standards for driver's licenses.
- 3 Mike received the NHTSA Public Service Award.
- 4 Mike and his wife, Patricia, at an AAMVA holiday party.
- 5 Mike at a 1995 AAMVA meeting.

In his time at AAMVA, Mike genuinely invested in both his team and his members. Mike was always quick to listen with the ears of a counselor to those who would seek his advice, and he was always generous in his encouragement to those he mentored. He was fiercely loyal to the mission of saving lives and would regularly carry that banner regardless of the audience. Mike always had a knack for making some of the more mundane aspects of work fun and interesting. He had an infectious laugh and a personality that made people want to spend time with him. Mike was just as effective and generous in his personal life as well with the Calvin Family Scholarship, which was created in memory of his brother. The Scholarship was awarded to students from Sullivan County High School to help further their education.

Mike was born in Charleston, Illinois, Nov. 12, 1952. He was an all-state quarterback at Sullivan County High School in Illinois, where he played for his father. He also excelled on the basketball court

and as an all-around athlete in track and field. He then went on to play football and compete in the high jump at Eastern Illinois University.

Mike met his wife Patricia "Pat" Wells Calvin in high school, and both attended Eastern Illinois University. They were married in 1974 in Decatur, Illinois, and spent 45 happy years together. Mike and Pat welcomed their son Robert "Bob" Michael Calvin in 1979. Mike was a proud and dedicated husband and father. Mike would regularly brag about what a great educator Pat was and was Bob's number one fan.

Mike received the NHTSA Public Service Award in recognition of his outstanding leadership, nationally and internationally, in developing uniform and consistent policies and procedures for training and licensing drivers of motor vehicles. He also received the AAMVA Chair's Award of Excellence in 2007. AAMVA will miss Mike greatly. We thank him and his family for all that he contributed to AAMVA and his dedication to highway safety. **m**



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6 & 7 Mike and his family visited the Cardinals spring training camp. His son Bob has been working with the team.



7

# Be Careful with Convenience

*INTERNET VEHICLE SALES HAVE MADE TRANSACTIONS EASIER THAN EVER, BUT BUYERS AND SELLERS ALIKE NEED TO PAY CLOSE ATTENTION TO THE DETAILS*



## DUE DILIGENCE

**CORRIE THOMPSON**, DIRECTOR, TEXAS DEPARTMENT OF MOTOR VEHICLES, ENFORCEMENT DIVISION

Traditionally, you would take a weekend to shop for and purchase a vehicle. You'd visit a dealership in person, connect with a salesperson, test-drive a couple of vehicles, then spend the afternoon doing paperwork and financing before finally driving home in your new car. But fewer and fewer people want to do that today. In the last decade, consumers have gotten more comfortable with making large purchases online, opting for the ease and convenience over anything else.

I know how they feel—I personally avoid in-person purchases as much as possible. It's just so easy. You can do it from home and you don't have to plan an entire weekend to look at different vehicles. Not to mention there are more cars available—your options seem limitless. Shopping online lets you know what's really out there, rather than what you can see in a day or weekend when you're driving around. This way, people don't have to speak to a salesperson, they can do the research online and show the dealership exactly what they want.

And sellers can grow their customer base exponentially by selling vehicles online. People from all across the world can see a dealer's inventory, while also potentially lowering the overhead.

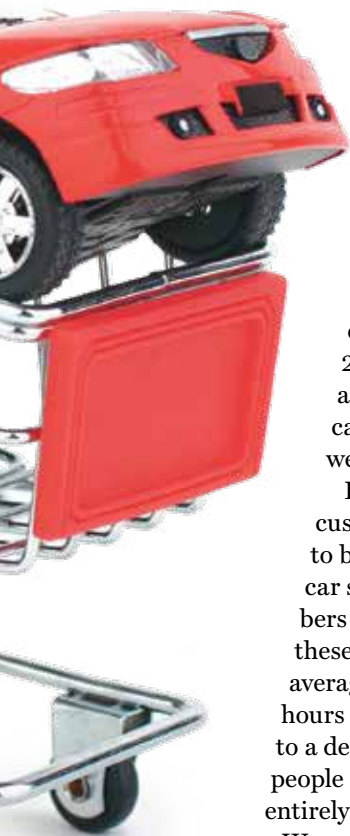
Here in Austin, Texas, we see more and more dealers offering cars for sale online, and then delivering cars. In Texas, you're

still required to have a brick and mortar location where vehicles are displayed so customers have a place to go to resolve any problems, but not all jurisdictions require that.

There are still plenty of flaws with internet vehicle sales, however. First, consumers may have a hard time determining who is actually selling the vehicle—is it a private party or a licensed dealer? Without a physical location nearby, it may be harder to resolve any issues. And if you've never seen the vehicle in person, how do you know its exact condition? This is even more important with used vehicles. Some online dealers allow a certain grace period for returns, but not all. So, consumers have to do their due diligence.

For sellers, online sales could reduce the value of their brick and mortar locations. And if you never establish a connection with the customer, it's harder to upsell them on things like additional features or warranties.

That said, online car buying is here to stay. Ultimately, I think people will weigh the risks vs. the convenience, opting for convenience. You can buy a house entirely online, why not a car? And when you're stuck in an office all week, buying a car online saves you time that is better spent with your friends and family. Who wouldn't want that?



## A BETTER WAY

**WILL MUNSIL**, ASSOCIATE  
CORPORATE COUNSEL,  
GOVERNMENT AFFAIRS, CARVANA

E-commerce has been around for more than 25 years, but vehicle sales have typically lagged behind all the other products available online. Carvana was founded in 2013, and is now publicly traded and ranks as the 8th largest used car dealer in the country. Last year, we sold 94,000 cars.

Fundamentally, we recognized that customers were looking for a better way to buy a car. According to our research, car salesmen are liked less than members of Congress, which is saying a lot these days. We also discovered that the average customer spends about eight hours online looking for a car before going to a dealer to purchase it. We thought that people should be able to finish that process entirely online—from research to purchase.

We realize the challenge of selling a car entirely online, but we view people's skepticism as an opportunity. To show people what they're buying, we offer state-of-the-art

photo technology, which includes a 150-point inspection, and a 360-degree tour of the interior and exterior (and we zoom in on any imperfections). We want you to know everything relevant about the car. We also offer a seven-day money back guarantee. So if you're not completely happy, you can return it.

Where it's required, we secure dealer licenses for physical locations, which include our popular vending machines. But we're hopeful that a lot of the physical requirements could change soon. We encourage dealer regulators to make sure that they're constantly updating statutes that are outdated and don't envision an entirely online transaction.

We don't need a new body of laws, but regulators should work more on the peer-to-peer transactions. That's where the real fraud risk is, not with the bigger dealers.

While the demand is growing, online car buying is not for everyone. Some people will always want to buy their car in-person. There's plenty of room in this space, and we don't see a world without the need for actual dealerships.

Our customer mix is similar to the larger car-buying demographic. It's not just millennials in pajamas buying a car from their sofa, it's everyone. We're happy to provide another option for consumers.

## KNOW THE RISKS

**LARRY PURDY**, CHIEF OF INVESTIGATIONS, OREGON  
DRIVER AND MOTOR VEHICLE SERVICES

I've been involved with Oregon DMV vehicle dealer investigations for over 11 years. During that time, I've seen the number of internet vehicle sales dramatically increase, and all indicators suggest it's going to continue to grow.

But it's important for consumers and sellers to know the risks.

For consumers, it can be difficult to tell if the dealer is properly licensed or not. With a physical location, they have signage, you can ask to see their dealer certificate and they're easy to find again. Unfortunately, we've seen cases of fraud, where someone took a photo of a car from a dealer's website, advertised it online, had the customer wire them the money and then disappeared with the money. How do you know that won't happen to you?

Fraud is a risk for licensed dealers, too. We've seen fraudsters find a smaller dealer that doesn't have a large online presence, create a website using that dealer's name. They use technology to create an impressive inventory of vehicles, and show their own contact information instead of the dealer's. When someone wants to purchase a vehicle, they take their money and disappear, leaving the smaller dealer to pick up the pieces, including having to rebuild their reputation.

Much needs to be done to address issues like this. We, on the regulatory side of things, have been grappling with it for years. Many of our laws are antiquated and crafted before the era of internet transactions. Most jurisdictions would like an update, but it doesn't seem to be a priority for most legislators. I'm betting it'll happen when more lawmakers and their constituents become victims of internet sale scams, and the issue becomes personal to them.

As for the future of internet vehicle sales, it's going to continue to expand. Because of the ease of buying online, people are willing to take on the additional risk, or they're simply unaware of it. They just want a convenient way to shop.

We'll probably see more jurisdictions taking a direct approach to reducing barriers to internet sales. Right now, we won't license a dealer without a brick and mortar location, but some jurisdictions are looking into changing that. Many today are asking: Is that even necessary anymore? We'll have to wait and see. **m**



# A Wealth of Knowledge

## AAMVA'S PORTFOLIO IS AS DIVERSE AS ITS MEMBERSHIP

**D**uring my first few months as chair of the Board of Directors, I have really come to appreciate the distinct flavors of each region. And I'm not just talking about the scrumptious cheese curds I sampled in Wisconsin or the mouthwatering clam chowder I tried in Rhode Island. (But I highly recommend both!)

Each region has its own issues and priorities. For example, in Region 1, there have been many discussions about tolling. Region 2 has discussed how to handle customers entering motor vehicle facilities with firearms. Region 3 covered the increase in internet vehicle sales and how to manage those transactions. And Region 4 has seen an influx of imported and cloned vehicles that sparked some good discussions.

But, as different as each region is, there are also many issues that are consistent across North America, such as the upcoming REAL ID deadline, recall notifications, legalization of marijuana, cybersecurity, fraud detection,

and the focus on serving customers efficiently and with dignity while considering issues related to gender identification.

And no matter where you are in North America, in this technology-driven world, your customers expect faster, higher quality service with instant results.

Through AAMVA conferences and surveys, we get a good look at the variety of issues that are out there across jurisdictions. The hot topics in the motor vehicle industry in your community today may not be top-of-mind in other areas. But just like public opinion and politics, issues and priorities can change rapidly. So, those

challenges that only happen somewhere else may be on your doorstep before you know it.

That's what makes our organization so valuable. AAMVA is as diverse as its jurisdictions and is here to help facilitate the exchange of information and the sharing of knowledge among our members through the different IT systems and forums it hosts. The issues we address together can have a worldwide impact, such as AAMVA's involvement in the standardization of mobile driver licenses and the need for interoperability, not just in North America but around the globe.

Perhaps your jurisdiction has only scratched the surface of what AAMVA has to offer. I have been involved with the organization for 12 years, and now as chair, I am gaining an even better appreciation of AAMVA's vast portfolio.

Whether it's through meetings with the Department of Homeland Security about REAL ID requirements or working with stakeholders on the recently published Salvage and Junk Vehicle Best Practices, AAMVA is here to help you address both emerging and ongoing issues.

If there is a particular challenge you are facing, there is a good chance that there is an expert on this topic within AAMVA's incredible staff or somewhere among AAMVA's 69 member jurisdictions. So, don't hesitate to tap into the extensive resources of this organization.

Through AAMVA's conferences, roundtables, committees, working groups, training, webinars, surveys, Leadership Academy, New Administrators' Orientation and more, the opportunities for learning and networking are endless.

Engagement with AAMVA helps us all do our jobs better. As chair, I will continue to listen, learn and share.

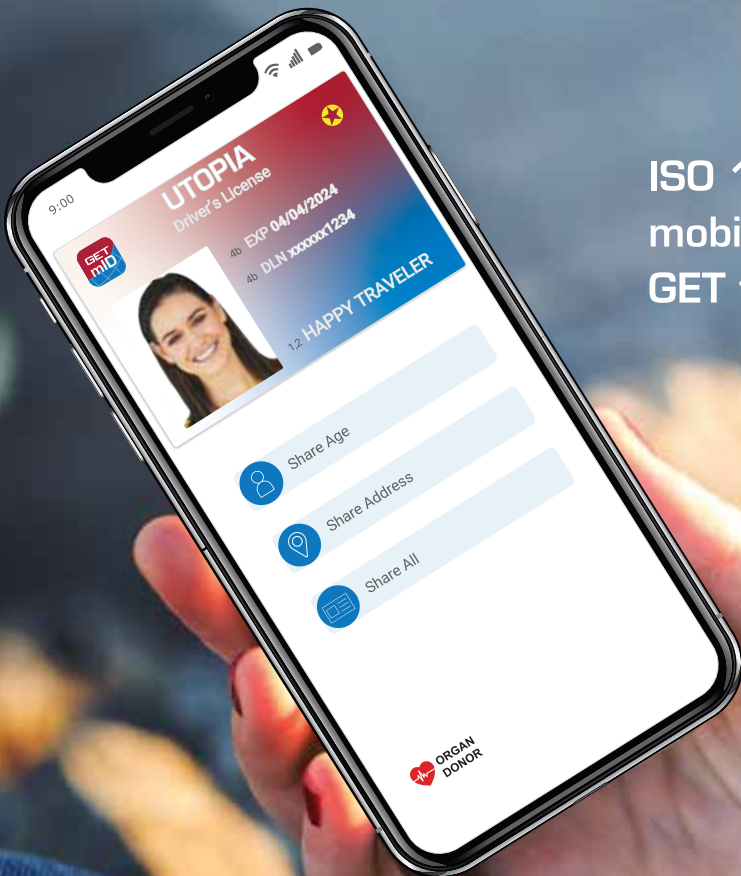
I encourage you to do the same.

And if you want a taste of what's happening in my region—Region 2—come on down for some authentic Texas barbecue! **m**





# My Mobile, My ID



ISO 18013-5 is essential to mobile driver's license solutions, GET the right experts on ISO.



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For more information  
Scott Vien: +1 (617) 902-8577  
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## IDEMIA offers innovative services and unique solutions for REAL ID processing.

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