

INFORMATION FOR MOTOR VEHICLE & LAW ENFORCEMENT OFFICIALS

ISSUE 3  
2025  
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# move

## ACCELERATING SAFETY

### ALSO IN THIS ISSUE

Improving data  
governance  
and security

A new education  
model to improve  
traffic safety

Q&A with  
Bud Craddock

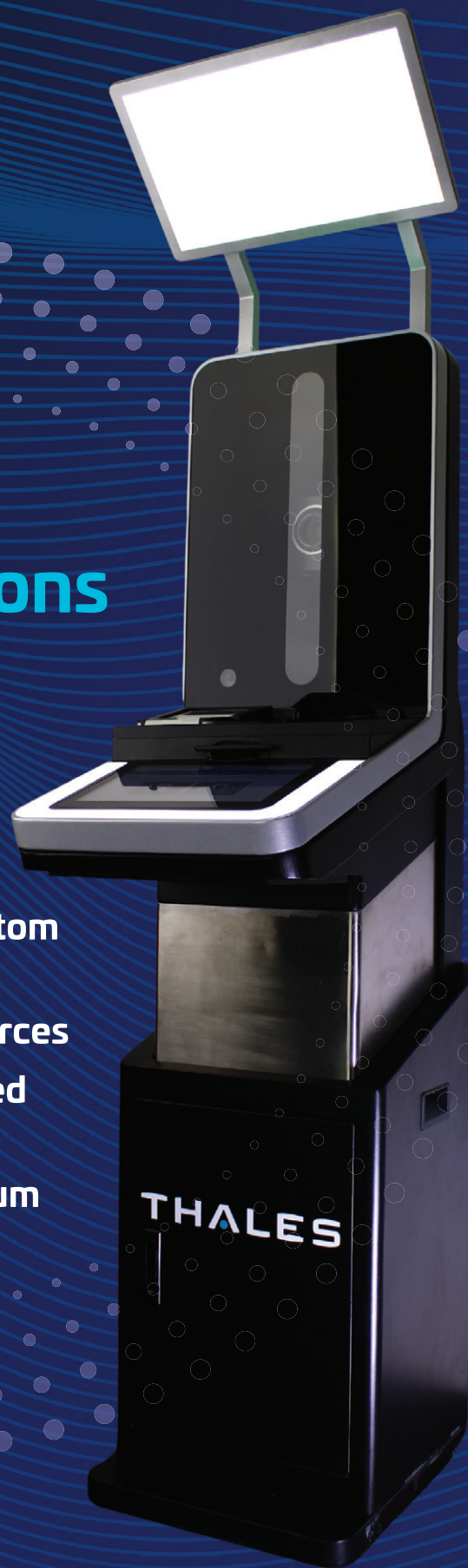
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to reduce reckless  
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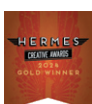
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# 2026 AWARDS PROGRAM

## CALL FOR ENTRIES!

The AAMVA Awards Program recognizes members of the motor vehicle and law enforcement community by honoring individuals, teams, and organizations who have committed their time and resources to the following categories.

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With intelligent speed assistance legislation, states are taking steps to reduce reckless driving and save lives

BY MAGGIE CALLAHAN

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Hear more about AAMVA's expert testimony on mobile driver license legislation on [MOVEmag.org](https://www.move.org)



Check out at [MOVEmag.org](https://www.move.org).





# The Responsibility of Change

*PROMISING NEW TECHNOLOGY REQUIRES SOUND PROCESSES AND AGENCY PROFESSIONALS TO IMPLEMENT THEM WITH CARE*

When contemplating the articles in this edition of *MOVE*, I found myself once again marveling at the rapidly evolving transportation landscape. Technological capabilities seem to grow exponentially overnight. The government's ability to collect and manage data and the expanding reach of embedded technologies to impact behavior intersect in a single familiar place: the motor vehicle agency. As our members adapt to this new terrain, they find themselves not just issuing credentials or recording violations, but at the very heart of policy creation and transformational initiatives. This role presents new challenges and opportunities, and, as always, a need for change.

This issue of *MOVE* features two perspectives on the power and responsibility that come with these changes—one focused on people and process, the other on technology-based approaches to shape driver behavior.

In one feature story, we explore data governance in DMVs, where the accuracy of records forms the foundation of modern identity, licensing and vehicle records that impact everything from travel to law enforcement. DMV data doesn't just power license renewals and title transfers—it increasingly feeds systems far beyond the agency's walls, from TSA checkpoints and commercial driver vetting to insurance underwriting and national security. Errors or mismatches in these records can ripple across systems, with real consequences for individuals and institutions.

Strong data governance—defined by clearly owned processes, timely updates, consistent standards and cross-agency coordination—is essential. Governance is not only a matter of IT architecture; it's fundamentally about people. Our members know frontline employees steward data entry and record-keeping, IT departments design workflows and managers oversee compliance and accountability.

In the cover story, we focus on intelligent speed assistance (ISA)—a technological approach that may represent a transformative shift in traffic safety. Rather than relying on drivers to comply with speed limits—or law enforcement to catch them when they don't—ISA systems can physically prevent vehicles from exceeding posted limits. For decades, public agencies have tried to modify speeding behavior through signage, education campaigns, fines and enforcement. The results have been mixed, at best. But what if technology could take the option to speed off the table entirely? ISA offers this possibility, raising the prospect

of significant reductions in crashes, injuries and fatalities.

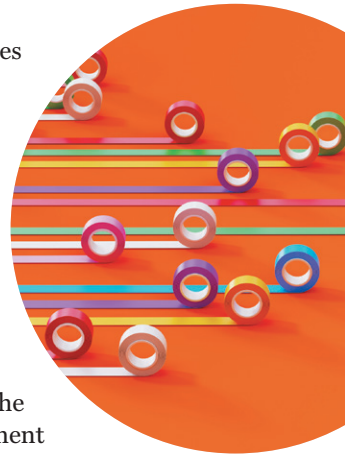
Fundamentally, these articles address technology and the opportunities it offers. For more (and more accurate) data to be used in novel ways. For technology to prevent unsafe driving. And yet, with this promise comes a set of hard questions. In both cases, the technology depends on people—specifically, AAMVA members. It is up to the agency to establish sound processes and the professionals within the agency to implement them. While policy is created in the legislature, it is likely up to our member agencies to maintain public trust.

While motor vehicle agencies do not typically seek the kind of power that comes with being the data arbiter for various identity applications or overseeing safety programs, they often find themselves as the legislative go-to when new policies emerge. To borrow a phrase from a comic book philosopher: With great power comes great responsibility.

This may be especially true at the growing intersection of identity, enforcement and behavioral modification technologies in transportation. Whether it's a frontline worker updating a record that determines if a person can drive or overseeing a program meant to limit a driver's maximum speed, the responsibility will ultimately fall on our members as they operate with transparency, care and a commitment to the public good.

AAMVA is here to support this work, and we will continue to focus on the people doing the job. For AAMVA, as for our members, it's never about maintaining the status quo; it's about being ready for new policies, processes and tools. As we look ahead to how policy and technology will intersect at our doorstep in the future, AAMVA will continue to stand with the people responsible for making it work: our members. **m**

Ian Grossman  
AAMVA President and CEO

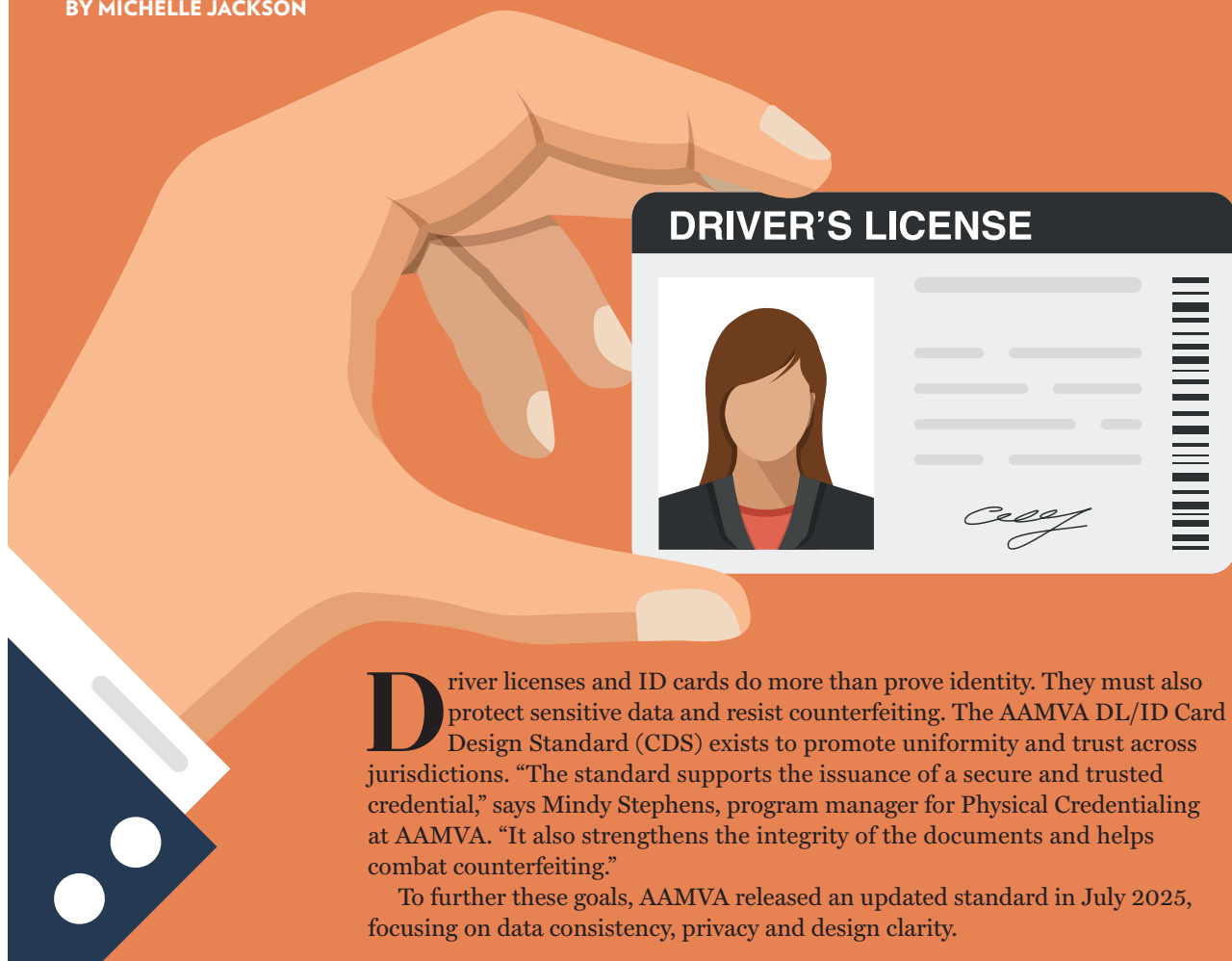


# Boosting Card Accuracy and Trust

resources

*UPDATED AAMVA DL/ID CARD DESIGN STANDARD (CDS) WILL IMPROVE TRANSPARENCY, DATA CONSISTENCY AND SECURITY FOR JURISDICTIONS*

BY MICHELLE JACKSON



**D**river licenses and ID cards do more than prove identity. They must also protect sensitive data and resist counterfeiting. The AAMVA DL/ID Card Design Standard (CDS) exists to promote uniformity and trust across jurisdictions. “The standard supports the issuance of a secure and trusted credential,” says Mindy Stephens, program manager for Physical Credentialing at AAMVA. “It also strengthens the integrity of the documents and helps combat counterfeiting.”

To further these goals, AAMVA released an updated standard in July 2025, focusing on data consistency, privacy and design clarity.



*“To ensure customers are aware of the data that is present in both the human- and machine-readable formats, it is important that the visible data be the same as what’s available in the machine-readable zone.”*

**MICHAEL MCCASKILL**

Vice President, Identity Management Programs and Services,  
AAMVA

**FIXING INCONSISTENCIES**

In response to a handful of related change requests, AAMVA performed a comparative analysis of card data, flagging inconsistencies between barcodes and human-readable information, which could pose a potential privacy risk.

“If cardholders don’t know what’s in the barcode, they may be unknowingly sharing personal data when using the credential at transaction time,” Stephens says. The newly updated standard addresses this by removing elements, such as “AKA Name,” from the barcode when they are not also displayed on the front or back of the card.

The standard also calls for jurisdictions to be transparent with the holder about any data included in the barcode that is not printed on the front or back of the credential. “If jurisdiction-specific elements are being used to share nonvisible information, holders should be informed up front,” Stephens emphasizes.

Meanwhile, the standard also fills data gaps by requiring certain front-facing information—document types such as commercial, non-domiciled, enhanced and permit—to be added to barcodes for accuracy and consistency.

“To ensure customers are aware of the data that is present in both the human- and machine-readable formats, it is important that the visible data be the same as what’s available in the machine-readable zone,” says Michael McCaskill, vice president, Identity Management Programs and Services at AAMVA. “When jurisdictions follow the standard, customers can be assured that they know what data is being shared, whether the relying party visually inspects the card or scans the two-dimensional barcode.”

**find out more**

HEAR MORE ABOUT THE UPDATED DL/ID CARD DESIGN STANDARD IN AAMVACAST EPISODE 267: [bit.ly/AAMVA\\_Cast267](https://bit.ly/AAMVA_Cast267)

**THE CHANGES MADE TO THE LATEST VERSION OF THE AAMVA DL/ID CARD DESIGN STANDARD CENTER ON FOUR KEY THEMES:**



**TRANSPARENCY:** Guidance on communicating nonvisible information contained in the barcode to holders.



**PRIVACY:** The removal of uniform data elements contained in the barcode that are not also available in human-readable format on the front or back of the card, and a new section in the introduction of the document that addresses privacy directly.



**DATA ACCURACY:** The addition of essential identifiers to barcodes, previously contained only on the front of cards, such as commercial, non-domiciled, enhanced and permit card types.



**CLARITY:** Providing various clarifications to the previous version of the standard to help jurisdictions create more uniform, interoperable and secure cards.

**STREAMLINING FOR CLARITY AND COMPLIANCE**

Other enhancements in the latest standard aim to eliminate ambiguity and improve design usability. Stephens notes several examples:

- › Additional diagrams for clarity
- › Updated guidance on back-of-card zone flexibility
- › Standard format for single-name cardholders
- › Phasing out outdated technologies

“These changes have little to no direct impact on jurisdictions. However, they do offer additional clarity, creating new opportunities,” Stephens says.

McCaskill adds: “The card design standard provides jurisdictions a layout and variable set of overt, covert and forensic features to build the card that gives relying parties the confidence that they are interacting with a legitimate credential. This provides overall trust to customers and relying parties alike in the credential.” **m**

**find out more**

EXPLORE THE LATEST CARD DESIGN STANDARD: [bit.ly/AAMVA\\_CardDesignStandard](https://bit.ly/AAMVA_CardDesignStandard)

# Peer Power

## NORTH DAKOTA'S VISION ZERO SCHOOLS INSPIRE A NEW MODEL FOR TRAFFIC SAFETY EDUCATION

BY RENE RYAN

When North Dakota launched the Vision Zero Schools initiative in March 2020, the timing was less than ideal. Just days after its pilot program began, schools across the state shut down due to the pandemic. But what could have been a short-lived experiment has grown into one of the most promising traffic safety education models in the country.

Led by Lauren Wahlman, safety public information program manager at the North Dakota Department of Transportation (NDDOT), Vision Zero Schools empowers students to take the lead in promoting safe driving behaviors among their peers and in their communities. The work is more than necessary, too: Motor vehicle crashes are the leading cause of injury-related deaths among North Dakota teens.

The peer-to-peer Vision Zero program allows students to choose a traffic safety issue—such as distracted driving, seat belt use or impaired driving—that resonates most in their region. Then, supported by Vision Zero outreach coordinators and creative resources, students create public service announcements (PSAs), banners and on-the-ground events to spread the message.

“It’s a more powerful message when it comes from someone in their school—whether it’s the star basketball player or a member of the choir—than from someone at the DOT,” Wahlman says. “These students are local leaders, and their peers listen.”



*The Vision Zero Schools program has earned NDDOT recognition from the AAMVA Awards: International Communications Award for Social Media.*

The program has since grown to 13 participating schools, with several more expected to join this year. More than 100 student leaders are involved.

Rural and tribal schools have embraced the model, tailoring campaigns to meet local needs. One school on a reservation, for instance, chose to focus on impaired driving, while others have

## VISION ZERO SCHOOLS AT A GLANCE

### WHAT IT IS:

A peer-led initiative by the North Dakota Department of Transportation (NDDOT) aimed at eliminating traffic fatalities and serious injuries by empowering students to advocate for road safety within their schools and communities.

### HOW IT WORKS:

- Students select a traffic safety focus—such as seat belt use, distracted driving, impaired driving or speeding.
- They collaborate with NDDOT to create personalized banners and public service announcements (PSAs).
- Schools receive monthly marketing materials and are featured on Vision Zero’s website and social media platforms.

### WHY IT MATTERS:

Motor vehicle crashes are the leading cause of injury-related deaths among North Dakota teens. By fostering a culture of personal responsibility, Vision Zero Schools aim to instill safe driving habits from an early age.

Learn more at [visionzero.nd.gov/partners/visionzeroschools](https://visionzero.nd.gov/partners/visionzeroschools).







# Convenience Is Key

*OHIO'S BMV PARTNERED WITH NEUMO TO ROLL OUT SELF-SERVICE AND ONLINE OPTIONS FOR DRIVERS*

BY MEGAN KRAMER-SALVITTI

Since 2019, the Ohio governor's office and Bureau of Motor Vehicles (BMV) have worked to expand online options for Ohio drivers, with a goal of providing increased convenience and a more positive BMV experience overall. This initiative has resulted in two services that have saved customers more than 1 million trips to the BMV, says Ohio BMV Registrar Charlie Norman: online driver knowledge testing and BMV Express self-service kiosks.

## MEETING CUSTOMERS WHERE THEY ARE

Getting to motor vehicle offices during business hours can be tricky for some people. And after the pandemic, many agencies realized that, in addition to in-office services, providing online services and other convenient ways to meet their customers was the way forward, says JR Haglund, director of Sales at Neumo (formerly Intellectual Technology, Inc.), which provides on-demand software to motor vehicle agencies.

Partnering with the Ohio BMV, they rolled out BMV Express self-service kiosks in 2021, with locations in grocery stores, emissions stations and outside BMV offices. Ohioans can renew their vehicle registrations at the kiosks, with registration cards and license plate stickers printed on the spot.

Whether a night-shift worker needs to renew in the early morning after work or a single parent decides to renew during their regular grocery trip, drivers can visit the kiosks at their convenience. To meet the diverse needs of BMV customers, kiosks are also multilingual and set up across the state, including in more rural areas. Norman notes that, so far, there have been more than 700,000 transactions completed at the 58 kiosks.

## IMPLEMENTING ONLINE TESTING

Following this success, the Ohio BMV and Neumo introduced online driver knowledge testing in 2022. Drivers can take the test

online at their convenience and receive a temporary permit after they pass. This can be especially helpful for drivers who initially fail the test, as they don't have to make recurring trips to a BMV office.

Implementing online testing wasn't without its challenges, but it proved to be a valuable learning opportunity for Neumo and a big success for the BMV and its customers.

"With Ohio being one of the first states to implement online driver knowledge testing, there were some parts where we grew and learned through the process, and a lot of that had to do with security," Haglund says. To discourage cheating, the program needs to capture pictures of the driver randomly and compares them throughout the test, so Neumo initially had rigid parameters for what was considered an authorized photo. However, that led to some tests being disqualified that shouldn't have been.

"Maybe the person sneezed or rubbed their face, which would get flagged," Haglund says. "We were able to adjust the parameters so that the test wasn't disqualifying people who shouldn't be disqualified."



BMV Express  
self-service kiosk





But it was still able to capture whether someone was cheating and disqualify them appropriately.”

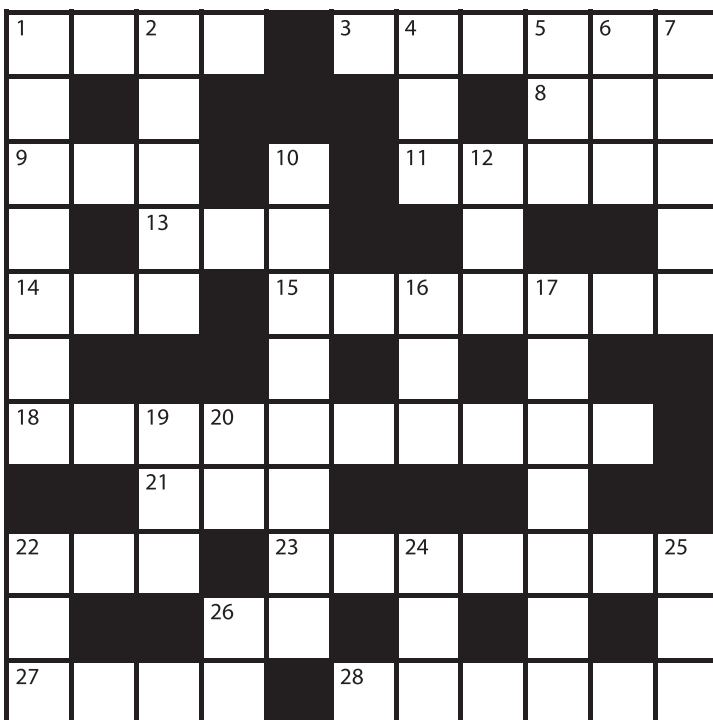
To date, more than 650,000 tests have been taken online.

## LOOKING TOWARD THE FUTURE

Altogether, these services have dramatically reduced lines and wait times at BMV offices, says Norman, which is particularly beneficial for those who need to visit an office or who still like to complete all their BMV business in person. In fact, feedback about the kiosks has been so positive that the Ohio BMV and Neumo are working to expand the number of kiosks available, as well as the services they can provide.

“We’re giving people back the most valuable commodity: their time,” Norman says. “I feel really good about being able to do that through these services.” **m**

## crossword



### ACROSS

- 1 Federal law passed to protect the privacy of personal information collected by DMVs, abbr.
- 3 Right to enter a database or defined personal information
- 8 Established
- 9 Dangerous road surface
- 11 \_\_\_\_\_ speeders (those drivers constantly driving at reckless high speeds)
- 13 Alphabet starters
- 14 Driver's licenses, e.g.
- 15 \_\_\_\_\_ address (often different from a personal address)
- 18 Committee of members that are responsible for the regulation and control of specific fields
- 21 Boise is its capital, abbr.
- 22 Technology that helps drivers adhere to speed limits, abbr.
- 23 Reckless drivers cause these
- 26 Alongside
- 27 Families for \_\_\_\_\_ Streets (an advocacy group working to end traffic violence through policy and public awareness)
- 28 Bring into use

### DOWN

- 1 Many states are now taking steps to curb reckless \_\_\_\_\_
- 2 Court requests
- 4 Trucker's radios, abbr.
- 5 Clairvoyance, e.g.
- 6 Observe
- 7 Go off the main purpose or subject
- 10 Precision and correctness (it's key in relation to data stored in DMV facilities)
- 12 Baseball official, abbr.
- 16 Graduate business degree for executives
- 17 Virginia \_\_\_\_\_ Safety Action Program (will be the body responsible for developing and managing the state's ISA program)
- 19 By way of (on a route)
- 20 Article checker, abbr.
- 22 \_\_\_\_\_ all in a day's work...
- 24 Driver's licenses include this information
- 25 Express
- 26 Exist

# Sound Decisions

## AAMVA'S SUBJECT MATTER EXPERTS CONTINUE TO PROVIDE CONTEXT FOR NEW *mDL* STATE LEGISLATION

**A**AMVA's vision of "Safe Drivers, Safe Vehicles, Secure Identities, Saving Lives!" is at the core of our identity programs as we promote uniformity, reciprocity and interoperability in identity management. Much of AAMVA's identity management team's efforts have been in spreading awareness and knowledge of the mobile driver license (mDL). As more jurisdictions are pursuing mDL legislation at the state and provincial level, they are turning to AAMVA's subject matter expertise to help inform legislators.

“We, as an identity management team, have always offered to support our jurisdictions in their legislative efforts,” says Michel McCaskill, AAMVA vice president of identity management programs and services. “As a result, we’ve been asked to review and comment on legislation, make suggestions to improve it or just provide facts about the mDL and its ecosystem so that the proposed



*“There had been some conversations over the few weeks leading up to the committee meeting about the need for someone from AAMVA to speak about the bill as an impartial and independent voice.”*

**TIM ROUFA**

Identity Management Programs and Services, AAMVA

legislation would allow for the jurisdiction to implement a solution that meets the AAMVA community requirements for privacy, security and interoperability.”

In some cases, AAMVA’s support has led identity management team members to testify before state legislatures. McCaskill testified in Kansas, providing legislators from both the House and Senate with information on ISO/IEC 18013-5-compliant mDLs. In April, AAMVA’s Tim Roufa provided similar information to the Texas House of Representatives’ Committee on Homeland Security, Public Safety and Veterans’ Affairs during a hearing on Texas HB 3426, which would authorize Texas to issue ISO-compliant mDLs.

“There had been some conversations over the few weeks leading up to the committee meeting about the need for someone from AAMVA to speak about the bill as an impartial and independent voice,” says Roufa. “I spoke specifically about ISO 18013-5 mobile credentials and what they are, the improvements they can offer over a physical credential in certain respects, the security, the privacy—all of which come with mDL. Afterward, I was able to answer the legislators’ questions.”

McCaskill emphasizes that AAMVA is not supporting any specific bill or technology but is serving as an expert voice in the process. “What we offer does not promote the bill at hand but provides the facts about the mobile driver license, what it is, what it isn’t, how it works, what the security features are and what other features help ensure that the mDL holder’s privacy is secure. Just talk about the facts, so that the jurisdictions can make informed decisions.” **m**



#### **learn more**

AAMVA'S mDL IMPLEMENTATION GUIDELINES 1.5 AND MOBILE DRIVER LICENSE MODEL LEGISLATION ARE AVAILABLE ON THE AAMVA WEBSITE FOR JURISDICTIONS LOOKING FOR MORE INFORMATION. THE IDENTITY MANAGEMENT TEAM IS AT THE READY IF MORE SUPPORT IS NEEDED. LEARN MORE AT [bit.ly/AAMVA\\_Identity](https://bit.ly/AAMVA_Identity).



# The Modernization Platform for Driver and Vehicle Services

## Addressing Today's Challenges with Tomorrow's Technology

Modernization of a state motor vehicle agency's driver and vehicle services has long carried an air of disruption—often seen as expensive, complex, and difficult to implement successfully. But in today's environment, it's essential to meet evolving public expectations, security needs, and compliance demands.

This shift to adaptable, interoperable technology lets agencies modernize while maintaining service continuity. Technologies like CHAMPgov reflect this evolution—enabling secure, incremental transformation aligned with state priorities.

## The Bottleneck Beneath the Surface

Many DMV systems use legacy infrastructure that wasn't designed to support modern capabilities like mobile credentials, real-time validation, or automated tools intended to aid in processing and fraud detection. These new technologies continue to introduce challenges which can make it difficult for agencies to meet changing expectations.

### Current Challenges Facing Agencies:

- Disconnected platforms causing redundant logins, and clerical overload
- Increased risk of fraud and compliance issues
- Vendor lock-in that restricts innovation
- Closed architectures that block third-party integrations

### How Modernization Solves These Challenges:

- Flexible architecture for full system of record replacement—or targeted modular upgrades
- Engineered for integration with legacy systems and third-party vendors—without being limited by them
- Automated tools for streamlined workflows, fraud detection, and eligibility checks
- Open architecture to prevent vendor lock-in

## A Modular Approach to Modernization

Technologies like CHAMPgov support modernization through a flexible, four-part framework that aligns with the structure and service demands of most DMV organizations. Each suite can be deployed independently or in combination with others—offering agencies choice over what they modernize:

- **Core Agency Services:** Supports high-volume DMV tasks like driver identity and vehicle processing via tools like Clerk's Information Control Service (CICS).
- **Electronic Agency Services:** Enables electronic communication with external users for titles, registrations, liens, and plates.
- **Digital Agency Services:** Provides paperless tools for identity verification, fraud detection, and digital title storage.
- **Business Agency Services:** Streamlines internal operations—scheduling, documents, finances, and reporting.

## A New Blueprint for Vehicle Services

Vehicle title and registration processes are among the most intricate within a DMV's operations, involving multiple stakeholders. Emerging technology can address these complexities through modular, interoperable platforms that support every phase of the vehicle service lifecycle.

Each of CHAMPgov's 12 modules—including ELTS, ETRS, DTMS, VTAS, IDLS, and CADE—can operate as part of a complete system replacement or be implemented individually to complement and integrate with a state's existing systems. This modular approach empowers agencies to modernize at their own pace, aligning with their current infrastructure, policy goals, and operational priorities.

## A Real-World Example: West Virginia

**How CHAMPgov's Modernization Delivered Immediate Results**  
West Virginia adopted a phased approach to modernization,



implementing CHAMPgov's vehicle modules in high-impact areas first. Within the first year, the results were significant:

#### Key Outcomes:

- **20M+** sheets of paper saved annually
- **5M** fewer days vehicles sit in salvage yards awaiting titles
- Title turnaround cut from 30–45 days to **24 hours or under**
- **10x** increase in clerk productivity
- **Cost saving**

CHAMPgov's impact in West Virginia was immediate and far-reaching. Dealers, lenders, insurers, and citizens experienced faster service and fewer errors, while clerks saw reduced workloads and improved productivity. The state proved that phased, modular modernization delivers results—no full overhaul required.

## Driver Services Through Digital-First Workflows

Licensing and identity management are core DMV functions, yet many jurisdictions use tools that require manual verification and system toggling. Modular platforms like CHAMPgov streamline Driver Services with integrated, configurable tools that improve efficiency and user experience.

#### Clerk-Centered Workflow Management

CHAMPgov streamlines licensing with a browser-based, single-login system featuring:

- Configurable workflows, business rules, and fees
- Tools for managing licenses, permits, endorsements, restrictions, and more

#### Intelligent Automation & Validation

CADE automates identity and eligibility checks to speed approvals and reduce manual work:

- Real-time fraud detection and application validation
- Automated logic to verify driver and vehicle data

#### Flexible Digital & Physical Credentialing

CHAMPgov supports both digital and physical ID issuance by integrating with:

- Mobile ID platforms like Apple Wallet

- State-selected physical card vendors
- Existing identity systems—enhanced, not replaced

## The Benefits of Modernization

Modernizing DMV operations with modular digital platforms like CHAMPgov allows agencies to reduce complexity, improve service delivery, and meet growing constituent expectations—all without a full system overhaul.

#### Benefits for Vehicle Services

- **Lower Costs:** Reduces paper, postage, storage.
- **Faster Processing:** Cuts title turnaround from weeks to hours with end-to-end digital tools.
- **Improved Security:** Automates fraud checks and applies high-level security standards.
- **Better Customer Experience:** Enables mobile-friendly, transparent services for citizens and industry partners.

#### Benefits for Driver Services

- **Streamlined Workflows:** Consolidates tools into a single platform with configurable interfaces.
- **Enhanced Verification:** Uses automation to validate identities and eligibility in real time.
- **Digital-Ready:** Supports mobile driver's licenses and integrates with current card vendors.
- **Flexible Deployment:** Allows for phased rollouts tailored to agency timelines and priorities.

## The Path Forward is Future-Proof

CHAMPgov isn't just a platform—it's a commitment to continuous progress. As a SaaS-based solution, it eliminates the cycle of costly overhauls by delivering automatic updates, new features, and evolving security protections without added burden on state IT teams. Agencies gain a flexible foundation that adapts to policy shifts, technology advances, and public expectations over time. Whether replacing an entire system or starting with one module, CHAMPgov ensures agencies aren't just catching up—they're staying ahead. Future-proofing means modernization doesn't end; it evolves, sustainably and securely.



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safety

# ACCELERATE

**D**rive down any interstate, and you'll see a variety of signs urging drivers to reduce their speed. "Arrive alive. Don't speed." "Slow down. Save lives." "Fast drive. Last drive."

No matter the slogan, the underlying message is the same: speeding kills. For those working in motor vehicle and law enforcement agencies, these messages are more than just warnings—they represent an ongoing roadway safety challenge. In 2023 alone, speeding was a factor in 29% of all U.S. traffic fatalities, killing 11,775—more than 32 people each day, according to the National Safety Council. Similarly, in recent years, roughly 25% of fatal motor vehicle crashes have involved speeding in Canada.



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*WITH INTELLIGENT SPEED  
ASSISTANCE LEGISLATION,  
STATES ARE TAKING STEPS TO  
REDUCE RECKLESS DRIVING  
AND SAVE LIVES*

BY MAGGIE CALLAHAN

# SAFETY



“Our current solutions aren’t working,” says Amy Cohen, the founder of Families for Safe Streets, an advocacy group that is working to end traffic violence through legislative and policy change. Its members have all lost loved ones or suffered serious injuries due to crashes. “We suspend licenses, we seize cars—and the worst offenders and superspeeders still keep driving. We need to stop these people from causing need-less harm.”

Now, states from Virginia to Washington are implementing intelligent speed assistance, also known as intelligent speed adaptation (ISA), to curb dangerous speeding before it occurs.

### PREVENTIVE MEASURE

Similar to an ignition interlock device, an ISA system connects to a car’s accelerator and pairs GPS with digitally mapped speed limit data to determine the legal speed limit for a specific location. When active, the technology prevents the driver from accelerating beyond the speed limit. It doesn’t cause the car to brake; instead, it gradually limits throttle input for smooth deceleration. If a vehicle enters a lower speed zone, the driver is still responsible for initiating braking.

“From a roadway safety perspective, this technology is designed for a specific group of drivers—those with serious violations, whether due to reckless driving or repeated speeding,” says Jessica Ross, manager, Driver Programs and Services, AAMVA. “It’s a win because it prevents them from speeding in the first place, while offering a way for them to maintain their driving privileges.”

Although the technology has been around for approximately 30 years, ISA has garnered significant attention over the last decade. The European Union passed legislation in 2019 that made passive ISAs mandatory in all new vehicles sold starting in July 2022. (Passive ISA sends the driver an alert, such as a flashing light or alarm, when they exceed the

## ISA LEGISLATION STATUS BY STATE (AS OF JULY 1, 2025)

REGION	JURISDICTION STATUS
Washington, D.C.	Passed, going live September 2025
Virginia	Passed, going live July 2026
Washington state	Passed, going live January 2029
Georgia	Passed, vetoed by governor
New York	Introduced
Maryland	Introduced
California	Introduced
Arizona	Introduced

Please reach out to Jessica Ross at [jross@aamva.org](mailto:jross@aamva.org) if you’re interested in joining the ISA working group. For a full listing of AAMVA volunteer opportunities, please visit [bit.ly/AAMVA\\_Volunteering](https://bit.ly/AAMVA_Volunteering).

speed limit but does not prevent the car from accelerating.)

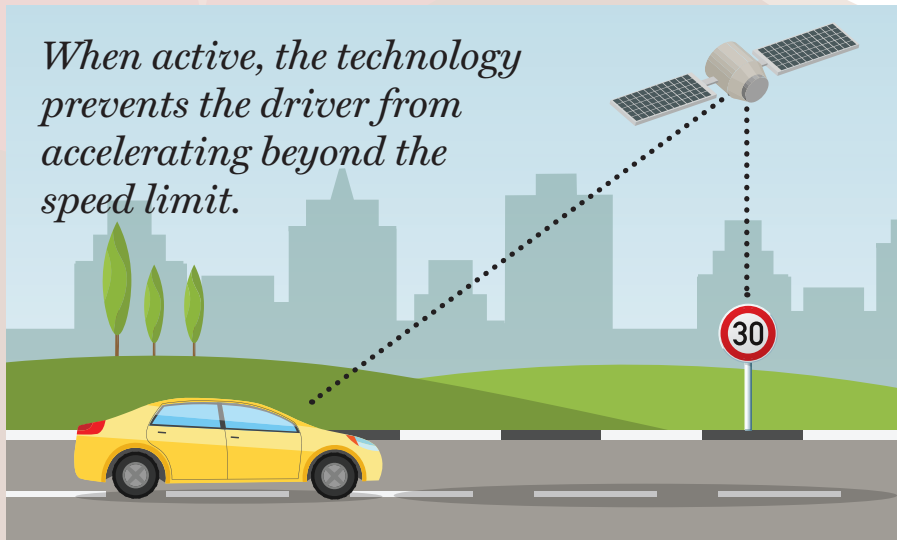
In the U.S., New York City’s City Fleet rolled out ISA in 500 vehicles in 2022. An early City Fleet analysis is promising: In 270 vehicles equipped with the system, there was a 64.18% relative decrease in the time driven more than 11 miles per hour over the posted speed limit following ISA activation compared to before activation, according to City Fleet.

### JURISDICTIONS TAKE ACTION

In 2024, Washington, D.C., became the first jurisdiction to pass ISA legislation. Taking effect in September 2025, this law will affect drivers with speeding-related suspensions. Virginia was the second jurisdiction to pass a bill on ISA. When its law takes effect in July 2026, judges will have the option to order ISA devices for certain reckless driving offenses, such as driving over 100 miles per hour. Washington state was the third jurisdiction to pass the law, which will take effect in January 2029.

The bills in D.C., Virginia, and Washington all received strong bipartisan support—D.C.’s vote was unanimous—reflecting a growing consensus among leaders that proactive solutions are necessary to protect and modernize public safety and traffic enforcement. “We hear from courts here that they are seeing excess speeds they’ve never seen in the past,” says

*When active, the technology prevents the driver from accelerating beyond the speed limit.*



Christopher Morris, special programs coordinator for the Virginia Alcohol Safety Action Program (VASAP), which will be responsible for developing and managing the state's ISA program. "If somebody has this on their car, they're no longer a threat."

Morris adds that ISA will also act as a deterrent because no one will want it in their car or to incur the costs of the program, as offenders will have to pay for the device.

"From a law enforcement perspective, ISA will likely make the job more efficient because there will be fewer traffic violations and reckless driving incidents," says Morris, who has a background in law enforcement.

## GRASSROOTS MOVEMENT

The initial fuel for ISA legislation came from advocacy groups like Families for Safe Streets, which now consults with states by offering support and guidance as they prepare their bills.

Cohen created the group after her 12-year-old son, Sammy, was killed by a speeding driver while crossing the street near his home in Brooklyn, New York, in 2013. In her grief, Cohen met others who had lost loved ones to reckless driving, quickly realizing how widespread the problem is. Staggeringly, tens of thousands of people are killed or injured every year in New York City alone. Preventing another parent from experiencing the pain she felt quickly became her driving force.

"Sammy would be turning 25 this year," Cohen says. "He was at the top of his class, an athlete, a kid who rode his bike 100 miles in one day and refused to quit. Every time I speak to young legislative aides—people who would have been his age—I tell them, 'He would've loved your job.' He wanted to make the world better. And if intelligent speed assistance had existed back then, he'd still be here."

Rosario Carrasquillo, special programs design technician for VASAP, says these personal accounts from the families have been key in garnering support for this legislation. "The testimonies of the victims' families helped pass the bill in Virginia," says Carrasquillo. "Hearing their stories and how they want to prevent these tragedies from happening to someone else is incredibly impactful."

## AAMVA SUPPORT

Recognizing the legislative trend and upcoming demand on motor vehicle agencies to implement new ISA programs, AAMVA quickly created a new ISA Working Group charged with

developing tools and guidance to assist members through this process.

"We see the immediate need, and we want members to have a fully robust solution, with a framework for legislation, policy resources and direction on reciprocity state to state," Ross says. "With ignition interlock enforcement, we've encountered a problem with reciprocity because there are 69 different policies and laws guiding it. One of our main goals with ISA is to have outlined reciprocity from the very beginning."

The working group will include experts in law enforcement, motor vehicle operations and speed device technology. The working group has a multi-year plan to compile legislative recommendations for states to utilize and track trends. This group is actively recruiting.

## PREPARING FOR CHANGE

Angela Coleman, the executive director of VASAP, and her team will be busy over the coming months as they prepare for implementation. Coleman said her checklist includes:

- ▶ Educating judges. "We're embarking on what we call a 'judicial roadshow,' educating judges on the concept, the device and its fee structure. So then they can begin to think about how they would like to implement the program," she says.
- ▶ Meeting with DMVs. "We'll be meeting frequently over the coming months, refining the administrative process and detailing any system or coding modifications that may be needed for implementation," Coleman says.
- ▶ Completing paperwork and drafting the program participation agreement.
- ▶ Interviewing device vendors.
- ▶ Preparing class material. Virginia's program will require anyone who has an ISA device installed to attend a four-hour behavior modification class. "We are all about education, changing behavior and lowering the recidivism rate," says Coleman.

As for vendors, sources agree that the program will have no problem with device supply because the same industry that has traditionally installed ignition interlock devices for DUIs is now involved in this ISA technology.

## A FUTURE OF SAFER STREETS

Coleman says her team is proud that Virginia is a trailblazer in ISA implementation.

"It's a lot of work and pressure, but we're excited to offer support to other states when they roll this out—we're not gatekeepers," she says. "When they are ready, we're happy to offer our regulations as a template."

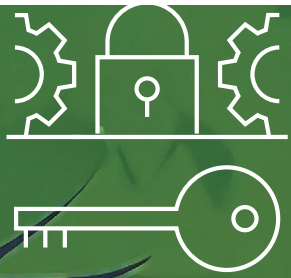
More than anything, Coleman is looking forward to future data showing the reduced number of injuries and fatalities caused due to less speeding. "Our end goal is to save lives, and ISA is another tool to help us do that," says Coleman. "That mission is at the core of everything we do. If even one life is saved, then we've been successful." **m**

## find out more

LEARN MORE ABOUT ISA IN  
AAMVACAST EPISODE 256:  
[bit.ly/AAMVA\\_Cast256](https://bit.ly/AAMVA_Cast256)



safety



# THE CRUCIAL ROLE OF DATA GOV

Collecting, storing and sharing data is essential to a DMV's function. This data isn't just license plate numbers, either. It includes everything from personally identifiable information, vehicle information and driving records to details on individuals' health, finances and employment. This data is essential beyond roadways, too; air travel and public safety also rely on this information.

Accordingly, a robust data governance system is crucial for managing such a large volume of sensitive information. "Data governance promotes or encourages data integration consistency, reduces risk and is compliant within the various regulatory frameworks that may exist," says Julie Knittle, AAMVA's regional director for Regions 3 and 4. "It adds a level of accountability as well."





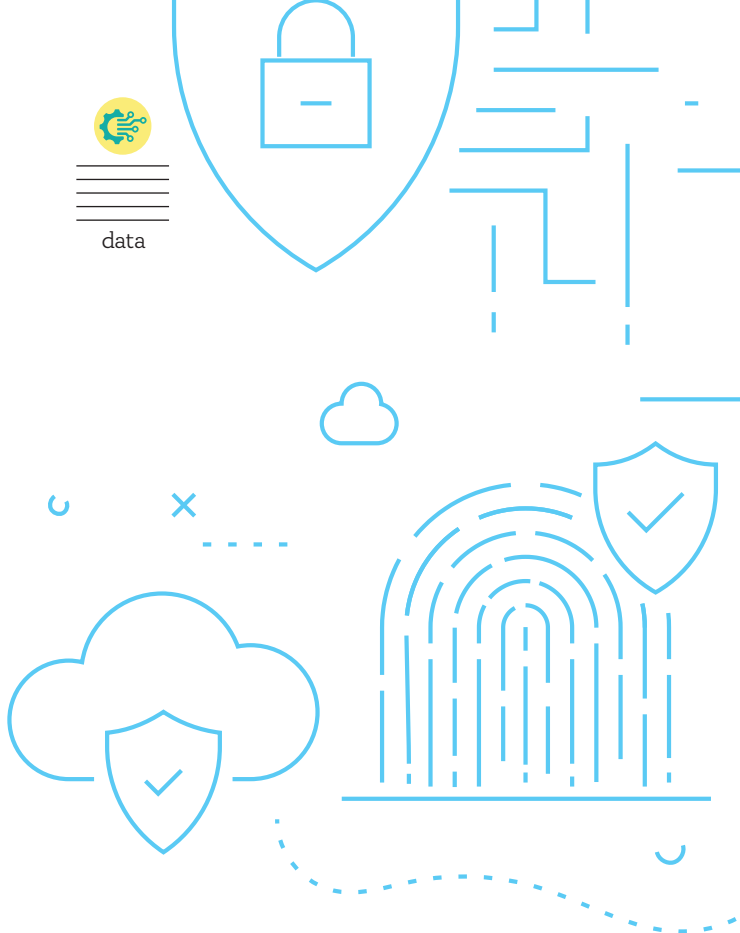
data

*HOW DMVs CAN BE  
RESPONSIBLE STEWARDS OF  
SENSITIVE INFORMATION*

BY AMY BERNSTEIN

# PERNANCE





This accountability is only growing more important, especially given that jurisdiction-issued ID is at the nexus of many identity efforts. “A driver’s license is critical to drive a motor vehicle, and you must have proof of identity to gain credit. The ability to get on airplanes now is tied to the information at the DMV,” says Mike Wyatt, a principal at Deloitte & Touche LLP and the Global Identity Offering leader of the Cyber & Strategic Risk practice of Deloitte.

### ESTABLISHING A FRAMEWORK

In the United States, DMVs are subject to the Drivers Privacy Protection Act (DPPA), as well as state privacy and public records laws. In Canada, the Consumer Privacy Protection Act (CPPA) provides rules for handling personal information. These laws regulate the protection and sharing of certain data, but they don’t dictate how DMVs handle data governance. It is

up to each DMV to create a framework that promotes data accuracy, accessibility and security.

To develop a well-defined approach, frameworks like the DAMA Data Management Body of Knowledge can be a handy guide. “You can take the general principles there and align them with the size of the organization, using the structure that it provides,” Wyatt says.

This data framework enables an organization to establish standard terminology, define key functions and roles, and build methodologies to effectively manage data. According to Wyatt, core policies and controls should include data quality rules, such as mandatory address standardization and state-to-state pointer checks; defining the different types of data and who has access to them; and establishing data lifecycle and retention policies aligned with the Department of Homeland Security (DHS) guidance.

Creating a diverse team helps establish and maintain the data governance framework. “The governance decisions need to be made by a team with an agency-level view,” says Will Saunders, data stewardship and privacy administrator at Washington State Department of Licensing. “One of the key components of our data governance strategy is what we call our data governance committee.”

Saunders says this group typically includes individuals from various agency areas, such as legal, compliance, IT and data management, as well as some members from outside the agency. This gives the committee a holistic view of the agency and the various data stakeholders.

It’s also important that agency leadership is involved. “Data governance starts and should be supported from the top and works its way down,” Knittle says. “It has to be supported at all levels if you’re going to have true governance and integration.”

### DATA QUALITY

A data governance system is only as effective as the data it contains. After all, the volume and variety of data that DMVs handle can lead to challenges with accuracy and consistency.


*These laws regulate the protection and sharing of certain data, but they don’t dictate how DMVs handle data governance. It is up to each DMV to create a framework that promotes data accuracy, accessibility and security.*





*When sharing data with an external organization, it's important to have a clear legal agreement in place that defines what will be shared, how the organization may use the data and how to address contract breaches.*





*DMVs collect data with varying degrees of sensitivity, some of which is governed by the DPPA and state laws, such as the California Consumer Privacy Act.*

As an example, Saunders points to a common data point: addresses. “There’s a big difference between a home address and a registered vehicle address, particularly when you’re talking about company vehicles,” he says. Defining common terms and how they are used in the data system helps avoid misunderstandings. “We have a business glossary that goes into a new employee orientation and is available to staff all the time, and it’s amazing how useful it’s been,” Saunders says.

Knittle emphasizes that providing formal training for staff on data levels, types, processes, policies and risks is crucial for effective data governance. Saunders adds that his organization has started providing education on data literacy, so employees not only know how to handle the agency’s data but also understand it. Both agree that training should be ongoing, ideally repeated annually.

When mistakes are made, there should be policies and people in place to fix them.

“DMVs are responsible for issuing documents that enable people to function bureaucratically within our society,” Saunders points out. “A mistake by a DMV can lead to serious consequences for a customer.”

The Washington State Department of Licensing has a team in the Support Services department that is dedicated to corrections. The privacy section of their website details an individual’s rights regarding their data and how to request a correction. “If a customer finds that something about their data is wrong, we do our best to correct it as quickly as we can,” Saunders says.

## **PRIVACY AND DATA SECURITY**

DMVs collect data with varying degrees of sensitivity, some of which is governed by the DPPA and state laws, such as the California Consumer Privacy Act (CCPA). Saunders refers to the National Institute of Standards and Technology (NIST) as a resource for cybersecurity standards, guidelines and best practices. Every system should be built with industry-standard security. However, security breaches or unintentional data loss may still occur, whether from human error, cyberattacks or other issues.

Wyatt advises implementing access controls, data masking and tokenization to limit data exposure. “Only provide the information to the DMV staff that they need to perform their job function,” he says.

In addition, Wyatt cautions DMVs against storing data that is no longer needed. “One of

the things we find is when an adversary gets into a system and is able to take data away, a lot of times there's an excess amount of data that was retained beyond the legal retention limits. That's very unfortunate and easily preventable," he says.

## DATA SHARING

DMVs must strike a balance between keeping data secure and facilitating data sharing. Various entities, such as auto manufacturers, commercial data brokers and law enforcement agencies, require different levels of access to DMV data.

When sharing data with an external organization, it's important to have a clear legal agreement in place that defines what will be shared, how the organization may use the data and how to address contract breaches. Saunders adds that the agreement should have a defined, limited term.

It is also essential to share data using encrypted, secure formats. "A lot of times, I'll see information that is encrypted within the DMV environment, but when it is shared, it is put into plain text and insecurely transferred," Wyatt says. Best practices for sharing sensitive data include using an application programming interface (API), which allows a computer-to-computer connection governed by a set of rules and protocols.

Keep in mind that not all data requests require the highest level of security. Saunders suggests looking for alternative methods for sharing non-protected information.

"We've been able to replace some of our confidential data contracts with non-confidential open data," he says. "It lets us do the data cleanup ahead of time, make sure that it's understandable and well documented, and then we put it out there where people can get it through the state's open data portal. This relieves our staff of supporting yet another technology system."

## HANDS-ON APPROACH

Data governance is a continuous effort. "It's not just one-and-done," Knittle says. "The world of data privacy is changing rapidly."

Having a strong data governance framework in place enables an agency to adapt to the changes more easily. "If they have the foundational elements in place, they can look at the current environment and anticipate the impacts of change—things like moving to a mobile driver license and the risks and opportunities of various AI tools," Wyatt says.

No matter how the technology landscape changes, one thing remains constant: Data governance begins with people and processes. **m**



*"A lot of times, I'll see information that is encrypted within the DMV environment, but when it is shared, it is put into plain text and insecurely transferred."*

**MIKE WYATT**

Principal, Deloitte & Touche LLP



**Q & A WITH**

# Walter “Bud” Craddock

*ADMINISTRATOR, RHODE ISLAND DIVISION OF MOTOR VEHICLES;  
2025-2026 AAMVA CHAIR OF THE BOARD*

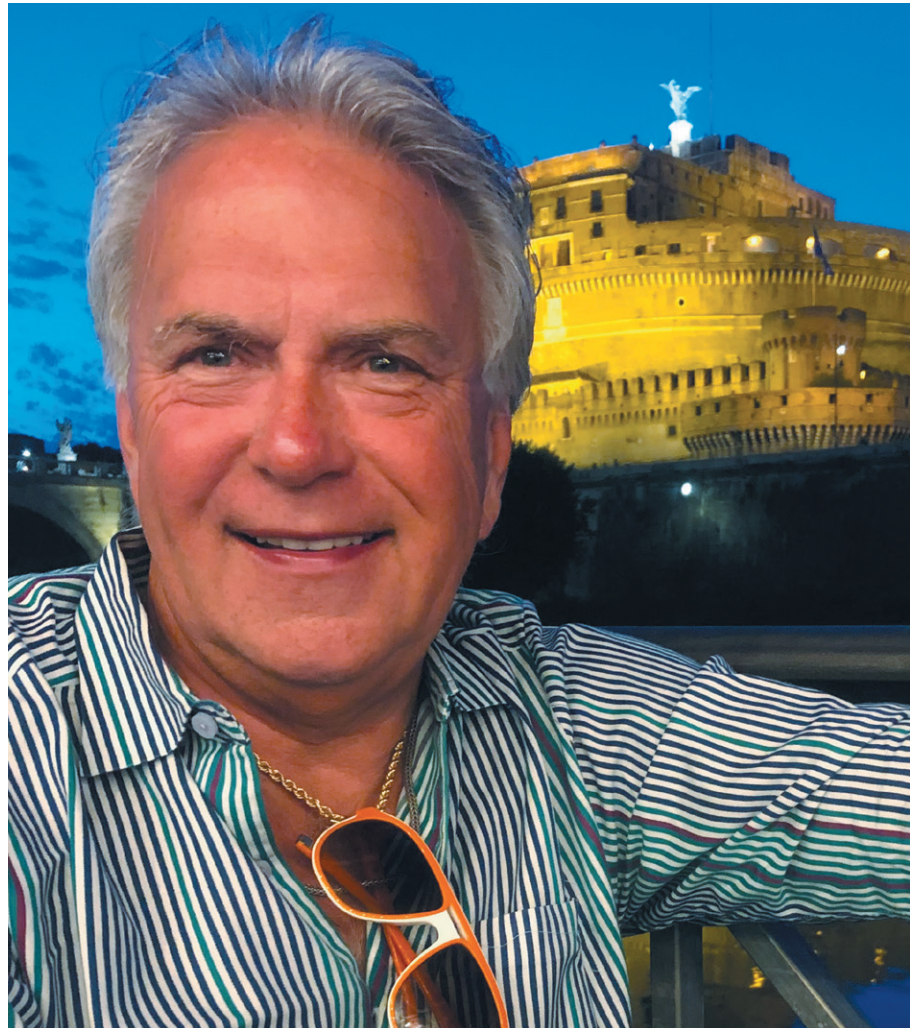
**Q CAN YOU TELL US ABOUT  
YOUR CAREER JOURNEY?**

I started out in law enforcement and spent 26 years in a municipal police department, working my way through different ranks and positions, including being on the SWAT team and in charge of the narcotics and organized crime unit. While working, I went to law school, and after I passed the bar exam in Rhode Island, I was about to retire when the police chief retired, and I was promoted to the deputy chief's position. Just as I was set to retire again, the new police chief retired, so I was promoted again and ended my career as the police chief.

After I passed the bar exam, my mentor, a former police chief and the administrator of the Rhode Island DMV, appointed me as the chairman of the Rhode Island Motor Vehicle Dealers Hearing Board. I served in that position for 16 years. When I finally retired from the police department, I practiced law for eight years and eventually transitioned into academia, where I served as an associate professor of criminal justice before becoming the administrator of the Rhode Island Division of Motor Vehicles.

**Q WHAT HAS YOUR INVOLVEMENT  
WITH AAMVA BEEN LIKE?**

Many people think of DMVs as just licenses and registrations, but within the first week of working there, it was eye-opening to see how complex DMV operations are. I asked the senior staff that I worked with, “What can I do, besides learning from you, to get up to speed and to be more effective in my position?” They all said to look into AAMVA and get involved with the organization. So I jumped in with both feet, and it's probably one of the best moves I've made because the



experiences you get at the conferences or interacting with your contemporaries are second to none.

We're all faced with the same problems. Whether it's a small state like Rhode Island or a larger state like California or Texas, we still have similar problems. It's just on different scales; a problem that we might be having, somebody else may have already come up with a great solution that you could try and see if it works in your own jurisdiction.



## FAST FACTS

### Walter “Bud” Craddock



#### HOMETOWN:

Born in Pawtucket, Rhode Island; lived in Cranston, Rhode Island since 1977



#### WHAT DO YOU DRIVE?

BMW X5 Hybrid



#### FAVORITE MUSIC

I'm a big parrot head—a lot of Jimmy Buffett. We've been to 36 of his concerts. Also, a lot of classic rock from the '60s and '70s: Beatles, Creedence Clearwater Revival, Doobie Brothers.



#### PROFESSIONAL TRAINING AND EDUCATION:

Bryant University (undergraduate), Salve Regina University (master's), Roger Williams University (law school)



Bud with his wife, Lynne.

### Q WHAT'S YOUR LEADERSHIP STYLE LIKE?

My style is very participatory. Ultimately, as the police chief or the administrator for an agency, you have to make the final decision, but I want as much information as possible from everybody who is involved. I always try to get the information from people who are actually doing the job on a daily basis. Then, when you do make a final decision, it is usually easier to get buy-in from staff because they've had some say in it or feel like they've been heard.

### Q WHAT ARE YOU MOST PROUD OF IN YOUR CAREER?

Becoming police chief was very, very exciting and thrilling. I was with one of my best friends for a coffee this past weekend. We were reminiscing and remembered when we were both patrolmen and

would sit and wonder, “Where do you think you’ll be at the end of your career?” His goal was to retire as a detective sergeant, and mine was to retire as a lieutenant. As it turned out, we far exceeded our goals as two young officers. We both retired as the chief of police. He replaced me when I retired.

To be named administrator for the DMV was also thrilling. As we all know, DMVs get a bad reputation—that we’re the worst agency in state government and are the punch line for many jokes. One of my goals was to change that perception. Team members at DMVs work hard, and the public often doesn’t understand the complexities the staff face every day. But, when I was at a Senate finance committee hearing recently for a budget presentation, the Senate Finance Chair made the comment that one of his constituents said, “Why can’t

other state agencies run like a DMV?” That was probably one of the nicest compliments I’ve received. It shows that our hard work is being noticed.

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

I like to read, usually fiction—authors like James Patterson, David Baldacci, Robert Ludlum or Tom Clancy. I’m a football fan, and naturally, a fan of the New England Patriots.

I enjoy golf, although I definitely will not be on the PGA Tour anytime soon. But it’s a way to get out with friends, get a little fresh air and enjoy some camaraderie outside of your business environment.

I enjoy traveling with my wife. Italy and Greece are our favorite destinations. We also spend a lot of time with our two grandnieces. My project with them this summer is teaching the 16-year-old to drive and the 3-year-old to swim. **m**



Bud with Gabriel Robinson, director, Washington D.C. Department of Motor Vehicles.

# The Push to Start Changing Lives

*THANKS TO VARIOUS GROUPS AND JURISDICTIONS, INTELLIGENT SPEED ASSISTANCE PROGRAMS ARE GAINING MOMENTUM ACROSS THE COUNTRY*

## CONNECTED THROUGH SAFETY

**GABRIEL ROBINSON**, DIRECTOR, WASHINGTON D.C.  
DEPARTMENT OF MOTOR VEHICLES

Speeding can do damage beyond repair, and when you drive over the speed limit, you put yourself and everyone on the roadway in danger.

Intelligent speed assistance (ISA) devices actively enforce compliance with speed limits to mitigate injuries and potentially fatal crashes. In the District of Columbia, which will be the first ISA program in the nation, we are starting out by looking at aggressive drivers. And we do believe that anyone who's been convicted of aggravated, aggressive driving has demonstrated that their behavior could cause damage or even death to others on the roadway.

I've had the opportunity to drive in a vehicle with ISA to see what it does and how it reacts. It allows you to drive as usual, so you feel no difference in the mechanics of the vehicle until you are attempting to go above the speed limit (the car I drove had a grace period of about 5 miles per hour over the speed limit). It did give me, however, an opportunity to override the system briefly, potentially in the case of an emergency, like needing to get around a car quickly.

And it worked. The device understood the speed limits as it changed from location to location, and it kept me in compliance with the local speed limit. I think drivers will have a period of adjustment that they will need to go through, which is why we have a public awareness campaign about ISA in D.C. this summer, and we are requiring our vendors to educate drivers. We don't want to put drivers in a dangerous situation because they think their car can do something that it no longer can.

All of this has been a journey for us—learning and educating ourselves about what the industry has for these types of devices

and from areas, mainly in Europe, where similar devices have already been implemented. It's been a journey of talking to a lot of people and trying to understand how we can build a framework for this program around the individuals and convictions that we have designated as needing this device.

I have had lots of conversations with AAMVA and my colleagues at other DMVs and jurisdictions across the nation. As we do this roadway safety, I think it's important to work together—no road ends in one state. In order for us to have safer roads, we need safer drivers in all jurisdictions, so I'm very excited about the future and appreciative of the collaboration. It's been a process, and not always easy, but just because it's not easy doesn't mean it shouldn't be done.





## OWNING THE MESSAGE

**MICHAEL HANSON, CHAIR, GOVERNORS  
HIGHWAY SAFETY ASSOCIATION (GHSA)**

Speeding is the one behavior that every driver is in complete control of. To use a hockey metaphor, coming from Minnesota, it takes away time and space. You don't have time to react, you don't have space to react, and when you lose those two, bad things are going to happen.

In our urban areas, 5 miles an hour literally can make the difference between life and death if a pedestrian is struck—especially when we look at how big our motor vehicles have become (and that they're easier to drive and more powerful than ever). The high-profile, over 100-mile-an-hour violations that we see on our freeway systems are attention-getting, but it's really critical that we address speeding across the entire spectrum of speed limits.

We need a robust educational campaign—a lack of education is one of the biggest challenges we face. Effort has to go into dispelling the fear of this technology, that big brother shadow. Why is this important? How does it work? How is it going to be applied? Who is going to be affected by it?

The reason that we implement any of these things, the core mission, is safety, safety, safety. That is the sole purpose. It is not intended to penalize somebody. It's not a money-making scheme. It's meant to be a corrective action, giving the driver a tool that will help them be safer and prevent crashes from happening in the first place.

You have to do a lot of that background work so everybody has a clear understanding of what this is going to mean for their state, before any legislative hearings or anything like that. You need a widespread campaign and to use every avenue of communication you can afford. Social media is obviously huge, but also TV messages, billboards and wraps on buses, semis and metro trains.

It took a while for alcohol ignition interlocks to take root, and progress always takes time—and data. The one thing we kind of lack right now is data, because this technology is relatively new here. The more data that we assemble from the jurisdictions that implement this, the better the case we can make.

When I look across our European neighbors, where this type of technology is widely used, their crash rates pale in comparison to ours. So we know the technology works, and the more we can leverage technology to reduce the human factor in driver error, the better.

The fact that we're still killing over 40,000 people a year on U.S. highways in 2025 in completely preventable events tells me that we have a tremendous amount of work to do, and that we have to use every tool in our toolbox to fix this. It's up to us in leadership positions to make the case that programs like ISA are a good policy decision.



## TECHNOLOGY TO SAVE LIVES

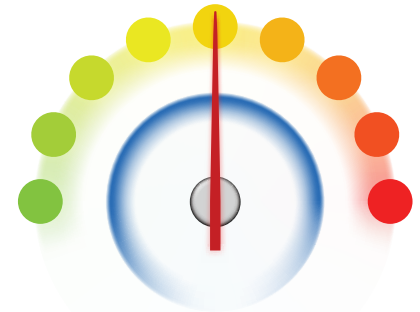
**BRANDY NANNINI**, CHIEF GOVERNMENT AFFAIRS OFFICER,  
SMART START, INC.

Until recently, I've primarily focused on impaired driving prevention throughout my career. But we really need to start normalizing that speeding is every bit as dangerous as other risks like impaired driving and distracted driving.

Through our Steer Safe partnership with Life Saver, we want to replicate the model that ignition interlock has used for drunk driving. We want to look at people who have proven to be dangerous on the road, falling under several categories: whether that's repeat offenders, people charged with racing or reckless driving, or someone who caused a death or injury as a result of speeding.

This project is my first time working with Families for Safe Streets, and it's a daily reminder of why this cause is so important because there are families whose whole lives have been devastated because of speeding. I am blessed that I haven't been personally affected, but far too many people have suffered from that.

My son got his license this year, and it's fascinating thinking about this connection between driving age in the U.S. and brain development. The risk-taking part of your brain is what



develops first, and right when that risk-taking part of your brain is developing, that's when we allow people to drive. The part of your brain that controls critical thinking, which leads to safer behaviors, develops much later, especially in boys.

Speed hasn't been a front-burner issue for many people despite a lot of traffic safety groups urging a bigger focus on speed. But with COVID, for all of us in traffic safety, we were shocked to see that the people who were on the roads were driving so unsafely that deaths went up despite vehicle miles traveled going down.

Suspension used to be the only measure we could take. But we know from research that roughly 75% of people continue to drive on a suspended license. In many parts of the U.S., suspending a person's license puts them in one of two places. They either have to violate the law to fulfill their obligations, or they don't drive. Not driving could mean taking ride shares, which can be expensive; relying on family for rides, which can be stressful; or potentially losing a job.

ISA is a good alternative: It's a chance to change behavior while still letting people fulfill their daily obligations without posing a threat on the road. The studies on these programs from Europe and in commercial fleets here have shown that these devices are very effective. While public awareness campaigns and license suspensions have been useful tools, too, ISA just seems like a no-brainer—the type of technology that could really save lives. **m**





# Our Shared Future

*OUTGOING CHAIR ERIC JORGENSEN SHARES HIS FINAL LETTER AS WALTER “BUD” CRADDOCK STEPS INTO THE ROLE FOR 2025–2026.*

The theme of this last year seems to be investment. As an organization and community, we’ve been making significant ones, and they are starting to pay dividends.

Reorganizing the committee structure has been a major investment. With the new Identity Management and MVA Operations and Customer Experience committees come additional meetings, staffing and expenses, but with a great return. To properly support the new structure, AAMVA staffing was also reorganized and augmented.

Often, our thorniest issues as motor vehicle administrators are more related to operations and customer experience than any policy issue. This year’s standing committee meeting in March included some of the best discussions and planning we have ever had.

Continued investment in digital identity has kept AAMVA’s voice loud and clear on the global stage, positioning it as a recognized leader in the space. This ensures that jurisdictional needs and concerns are addressed from the beginning. International cooperation to recognize driver’s licenses is also growing.

E-title efforts are moving forward, too, with the interstate pilot and a board commitment to invest resources in the coming year to make e-title a reality. E-titling is a significant win for customer convenience while also substantially reducing fraud.

These are just a few of the investments we’ve been making, and I’m grateful for the opportunity I’ve had as chair to be a part of it. Wherever you are, whatever your role, thank you for your investment in our shared future and for your ongoing commitment to making it a success.

*Eric Jorgensen*  
2024–2025 AAMVA Chair of the Board



Greetings from Rhode Island. Like most people, I used to think the DMV only oversaw simple processes, such as issuing a driver’s license or registering a car. Boy, was I wrong!

When I was appointed administrator of the Rhode Island Division of Motor Vehicles, I quickly learned the myriad transactions that are processed daily, and that issuing licenses and registering cars is not as simple as I thought. I asked the existing team what I could do, besides learning from them, to become more effective in my new position. Every person suggested I visit the AAMVA website, strongly recommending I become active and participate.

Needless to say, I did. And here I am today.

I think AAMVA provides us the opportunity to learn, participate in establishing the best practices, share ideas and talk with contemporaries who may be facing, or have faced, the same issues or challenges. Some may already have the solution that you need.

During my tenure in various capacities in Region 1, I have had the opportunity to develop special relationships and friendships with the leaders and staff of different jurisdictions.

Over the next year, I look forward to being able to build new relationships and friendships in Regions 2, 3 and 4. Thank you for the privilege and honor of serving as your chair for the next year. If I can be of service in any way, please feel free to reach out to me. [m](#)

*Bud Craddock*  
2025–2026 AAMVA Chair of the Board

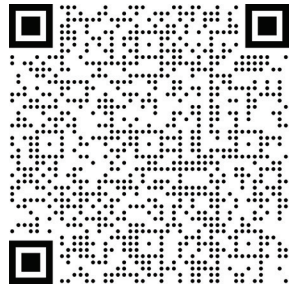




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