

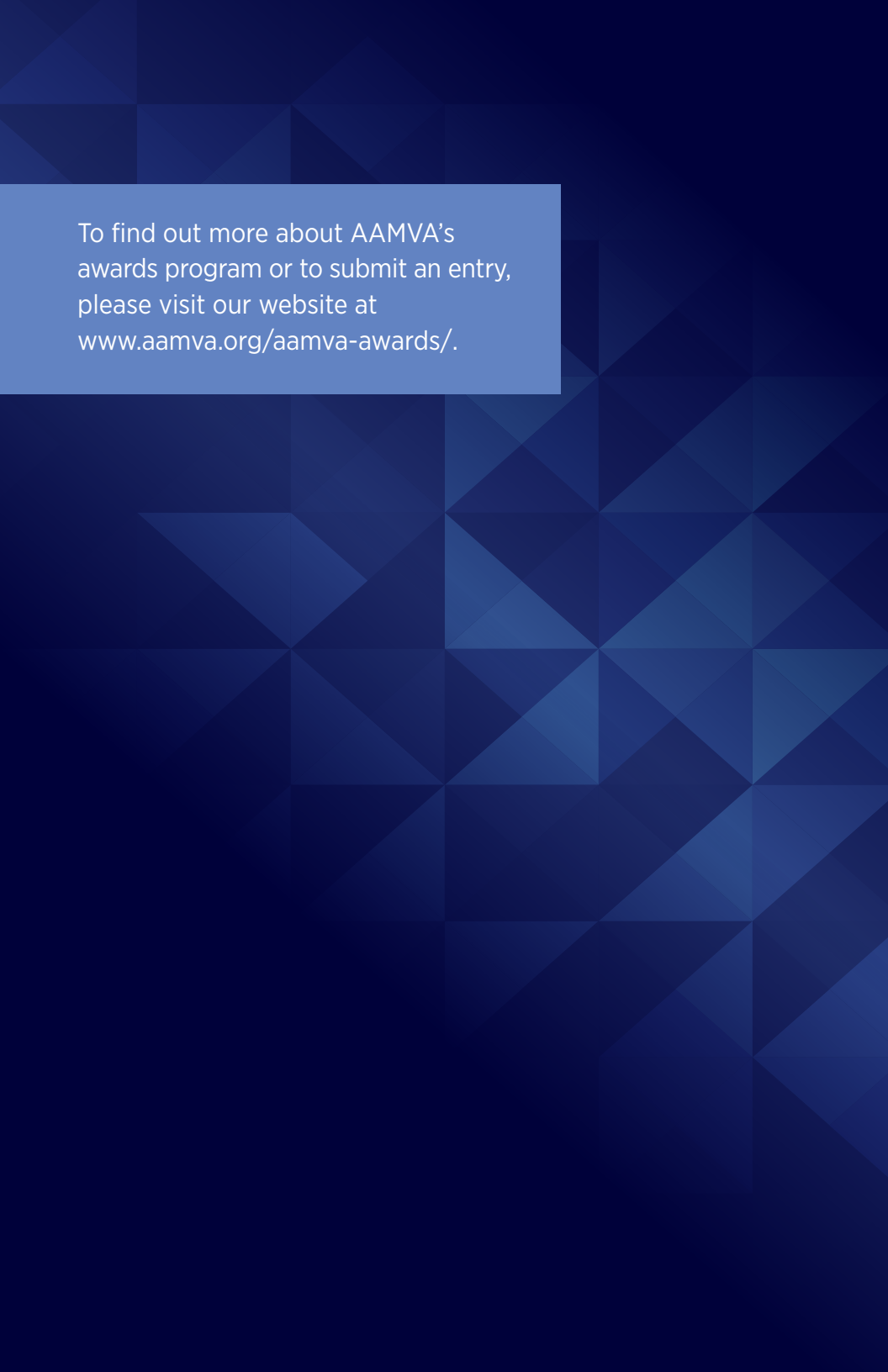
# 2020

## AAMVA AWARDS PROGRAM

*Fostering a Tradition of Excellence*



American Association of  
Motor Vehicle Administrators



To find out more about AAMVA's  
awards program or to submit an entry,  
please visit our website at  
[www.aamva.org/aamva-awards/](http://www.aamva.org/aamva-awards/).

**A**AMVA's awards program fosters a tradition of excellence in the motor vehicle and law enforcement community by honoring individuals, teams, and organizations who have committed their time and resources to safety initiatives, outstanding customer service, and public affairs and consumer education programs throughout North America. Each year, AAMVA receives numerous outstanding submissions in each category and through a rigorous judging process selects those that are exemplary. Awards are presented at our Regional Conferences and at our Annual International Conference though this year, because of the COVID-19 pandemic, awards were presented via video and mailed directly to winners.

## 2020 Safety Awards – International Awards

*AAMVA's Safety Awards are presented to distinguished individuals in recognition of commitment to and accomplishments in highway safety over the course of a career.*

### ***Lifetime Achievement in Highway Safety Winner Motor Vehicle Administration***



**Karen Grim**, *Deputy Commissioner for Operations  
Virginia Department of Motor Vehicles*

Virginia Department of Motor Vehicles' Deputy Commissioner Karen Grim's distinguished career in safety, particularly in driver's licensing and secure driver record data sharing, is unmatched. Recognized by AAMVA in 1998 for her groundbreaking work on the Driver's License Compact and Non-Resident Violator Compact, Grim has long championed the fight against serious traffic offenders wherever they may be licensed. Right after her high school graduation in 1973, Grim took a job as a data entry operator for the Virginia DMV.

After 44 years, an associate's degree, several professional certifications, and one dozen roles throughout the agency, Grim will retire in March 2020 as the deputy commissioner for Operations and as one of the most effective and well-respected leaders on the DMV executive team and in the Commonwealth of Virginia. Grim's wide range of experience and knowledge gives her a unique perspective revered by agency stakeholders. She is recognized as a subject matter expert by members of the Virginia General Assembly, law enforcement, the motor vehicle industry and associations, and the judiciary.

Grim is credited with cultivating what has become, over time, a critically important and equally strong relationship between DMV and Virginia's court system. In particular, Grim was instrumental in the original design and development of the interface used by courts to electronically transmit conviction and suspension-related data to the DMV. This system, which replaced antiquated and inefficient paper submissions, dramatically streamlined the process and ensured timeliness, accuracy, and consistency in recording data on customer driving records.

## 2020 Safety Awards (continued)

Active in AAMVA, Grim has been dubbed the “mother” of the Driver’s License Agreement—a national reciprocal program of all states for cooperation to promote highway safety and provide data sharing and security standards for driver licenses and identification cards. Recently serving as the chair of the Driver License Compact Board, she provided experience, knowledge, and most importantly, leadership to the effort of advancing one driver, one license and to highway safety. Grim was elected by AAMVA peers and served as president of AAMVA’s Region 2 Board of Directors and has held several other leadership roles on AAMVA committees and working groups developing best practices and model legislation.

As DMV’s primary liaison with Donate Life Virginia, Grim has strengthened the partnership between the two organizations. By generating the support and enthusiasm of the DMV’s more than 900 front-line employees, she is helping save lives. Of the approximately 4.29 million people who have registered as organ donors in Virginia, about 3.96 million designated their willingness through the DMV.

Grim is keenly aware of advancement opportunities made possible early in her career by female leaders at a time when few women held management positions. In recognition and appreciation for trailblazers before her, she has forged a commendable path of her own and continues the mantle by making a concerted effort to impart knowledge, empower, and pay it forward to future generations.

## **Lifetime Achievement in Highway Safety Winner Law Enforcement**



**Warren A. Stanley**, *Commissioner*  
*California Highway Patrol*

For over 37 years, Commissioner Warren A. Stanley has served as a leader and supported the implementation of traffic safety programs and education, community participation, and has dedicated himself to public service as a member of the California Highway Patrol (CHP). In February 2018, Commissioner Stanley was appointed by Governor Edmund G. Brown, Jr. as the 15th commissioner of the CHP.

In this capacity, he provides oversight to a department with nearly 11,000 staff. He is the first African-American to be appointed as commissioner of the CHP, the largest state law enforcement agency in the U.S. Commissioner Stanley is responsible for maintaining the safety, service, and security of millions of residents and visitors across the Golden State.

Commissioner Stanley has been employed with the CHP since 1982 and is one of the distinguished few to hold every position from officer to commissioner within the CHP. He has demonstrated an unwavering commitment to public service and is firmly dedicated to CHP employees. Commissioner Stanley provides oversight of a \$2 billion budget, works to improve officer safety, and earns the public’s trust through enhanced accountability and transparency.

Commissioner Stanley's commitment to the Highway Safety Corridor Program has promoted education, enforcement, and coordination on California's roadways with high crash rates. He has also sustained support of the Designated Driver Program, which is intended to reduce drinking and driving fatalities and injuries through designated driver education.

Commissioner Stanley is a respected member of the law enforcement community. He has made a life-long commitment to ensure the safety of the people of California. Through his life experiences he has garnered the ability to reach out, connect, listen, and recognize all communities within his state, allowing the California Highway Patrol to develop strong partnerships to promote the safety of the people the department serves.

## 2019 International Driver Examiner Certification (IDEC) Awards

*Annually, the International Driver Examiner Certification (IDEC) Board and AAMVA recognize outstanding examiners through the IDEC Examiner of the Year award. Each member jurisdiction nominates one examiner for outstanding performance as a driver's license examiner. Examiners are selected for their excellence in adhering to the principles and recommended practices of driver examining (the Examiner's Code of Ethics) and for their high level of conduct in their profession. Of the individual jurisdiction winners, one nominee is chosen as the Outstanding Examiner of the Year.*

### **IDEC Outstanding Examiner of the Year Award Winner**



**John Mathieu, Driver License Examiner I**  
*Florida Department of Highway Safety & Motor Vehicles*

John Mathieu has been a driver license examiner with the Florida Department of Highway Safety and Motor Vehicles for 10 years and during that time he has been an exemplary examiner. His spirit of teamwork has earned him the respect of all his co-workers. In addition to serving as a driver license examiner, Mathieu volunteers with the Document Validation Unit Project. This project was created to allow examiners from field offices to assist the unit with approximately 8,000 lawful presence cases monthly which need additional verification prior to issuance. Mathieu has shared his knowledge from an examiner's perspective and the unit staff have been able to better comprehend the issuance process from the field offices. For this volunteer work, Mathieu travels from Miami to Tallahassee every week and in addition he works half days on Saturdays, all without complaint and with full commitment and a positive attitude. Mathieu has long been considered a lead examiner in his office and he has trained and mentored many of the new and seasoned members in his office. He takes his job responsibilities very seriously and goes above and beyond to ensure that his customers are served efficiently and promptly.

## *2020 IDEC Awards (continued)*

If a customer issue arises, he takes the time to explain and makes sure the customer's needs are met. Mathieu also displays a high level of initiative, effort, and commitment toward completing any assignment he is given. In both his job and his volunteer work, he is a team player and always represents his department professionally. When the department asked for volunteers for Hurricane Maria relief he gladly assisted the Florida Licensing on Wheels units. Mathieu is a dedicated employee who adheres to the principles and recommended practices of a driver license examiner.

### ***IDEC Examiner of the Year Award Winners***

#### ***BRITISH COLUMBIA***

Julian Morgan

#### ***MAINE***

Amy Paradis

#### ***SOUTH CAROLINA***

Sharon Feliciano

#### ***COLORADO***

Jonathan Jacobs

#### ***MINNESOTA***

Richard Kottke

#### ***UTAH***

Rachel Hansen

#### ***FLORIDA***

John Mathieu

#### ***MONTANA***

Susan Kyriss

#### ***VERMONT***

Deborah Sheldon

#### ***GEORGIA***

Debra Tharpe

#### ***NEVADA***

Holly Paterson

#### ***VIRGINIA***

Jim Campbell

#### ***INDIANA***

Cheryl Seubert

#### ***NEW JERSEY***

Beau Christy

#### ***WEST VIRGINIA***

Beth Jenkins

#### ***IOWA***

Duane Hartman

#### ***NORTH DAKOTA***

Melia Shaw

#### ***WISCONSIN***

Nicole Cropp

#### ***KENTUCKY***

Karen Williams

#### ***ONTARIO***

Andrew Brown

#### ***WYOMING***

David Reid

## 2020 Public Affairs and Consumer Education (PACE) Awards

*The Public Affairs and Consumer Education (PACE) Awards recognize public relations, public affairs, and consumer education excellence among the motor vehicle, law enforcement, and traffic safety agencies across North America. They reward creativity, cost effectiveness, and the ability to reach consumers with a well-crafted, measured, and executed message.*

### **PACE Overall Campaign: Budget Over \$50k Winner**

#### **Saskatchewan Government Insurance | Distracted Driving Kills Campaign**

SGI's 2019 Distracted Driving Kills campaign took aim at distracted driving, building on the success of their emotional impaired driving awareness campaign, People Shouldn't Disappear. Distracted driving is the top contributing factor in collisions and in injuries and deaths on Saskatchewan roads. The Distracted Driving Kills campaign puts a name, a face, and a story to one of those lives—Kailynn Bursic-Panchuck from Tyvan, Saskatchewan, who lost her life to distracted driving a day after she turned 17. Using real photos of Kailynn, the campaign also includes the voice of Sandra LaRose, Kailynn's mother, to narrate a television commercial and radio ad. Through paid and earned media SGI's message reminded viewers about the hopes and dreams for the future: graduating college, travelling the world, finding a career, finding love, getting married, and building a family, only to be cut short by driving distracted. These milestone moments are the focus of the campaign's 60-second feature video narrated by Kailynn's mother, concluding with the gut wrenching quote "We all dream about our future...My daughter's dreams are over. She lost her life using her phone while driving."

### **PACE Overall Campaign: Budget Under \$50k Winner**

#### **North Dakota Department of Transportation | Nelson Rural Roads Campaign**

This occupant protection campaign featured the Nelson family who lost their son and brother in a rural vehicle crash in North Dakota. Kyle Nelson was not wearing a seat belt at the time of the crash and was ejected from the vehicle. Kyle's mom, dad, and brother tell their heartbreaking story with the hope of preventing others from making the same choice Kyle did. North Dakota used their story to reach citizens in rural areas and to promote seat belt use. The Nelson campaign included a mix of social media and digital ads, along with a YouTube video and a page dedicated to the campaign on the Vision Zero website.

## **PACE Division 1: Print and Electronic Publications Award**

### **CATEGORY 1A WINNERS: PRINT OR ELECTRONIC NEWSLETTER, INTERNAL OR EXTERNAL**

#### **Colorado Department of Revenue | DMViews Newsletter**

The DMViews newsletter was launched in March 2019 with the goal of helping improve the employee experience from “just a place to work” to a desirable place to work, which is one of the Colorado DMV’s three strategic policy initiatives. The monthly newsletter is distributed electronically as well as physically in employee common areas throughout the state, so front-line team members who often don’t have access to their work email can read it when not serving customers. DMViews is a grassroots publication where readers submit content monthly. The newsletter is also integral to communicating upcoming projects or initiatives.

#### **Illinois Office of the Secretary of State | Life Goes On Newsletter**

The Life Goes On newsletter is an internally-produced, quarterly publication provided to all driver services facilities, federally-designated organ procurement agencies, hospitals, libraries, recipients, donor family members, and others in the Illinois organ and tissue donor community. The newsletter highlights the activities of the Illinois Organ/Tissue Donor Program including national donor observances and donor staff activities such as registration drives and participation in community awareness events. For instance, the Summer 2019 edition spotlighted numerous donor program activities in April, many of which Illinois Secretary of State Jesse White participated in. The publication, widely circulated throughout the state, encourages readers to consider donation by showing individuals registering as donors at events and sharing stories of individuals whose lives have been touched by donation.

### **DIVISION 1 WINNER AND CATEGORY 1B WINNER: PRINT OR ELECTRONIC MEDIA KIT**

#### **California Department of Motor Vehicles | Operation Excellence Media Kit**

In July 2019, the California DMV took the unprecedented step of closing all of its public-facing offices for a half day to conduct customer service training. With offices located across the state’s 11 media markets, communication was essential to ensure potential customers were aware of the half-day closure—dubbed “Operation Excellence: DMV Training”—and its intended purpose. The DMV’s Office of Public Affairs employed a variety of strategies to spread the word, culminating with media availability in Los Angeles, San Francisco, and Sacramento on training day. Reporters who attended received a media toolkit filled with news releases in English and Spanish, fact sheets, FAQs, training agenda, helpful links, and more information. In addition, an electronic version of the toolkit was available online.



## CATEGORY 1C WINNER: OTHER PRINT OR ELECTRONIC PUBLICATIONS

### Maryland Motor Vehicle Administration | Speeding: The Real Cost Pocket Brochure

Speed is a contributing factor in one in every three crashes in Maryland. Speeding is defined as driving in excess of the posted speed limit or driving too fast for conditions. This mini-booklet titled *Speeding: The Real Cost* aims to educate motorists on the real and everlasting effects that a crash can have, especially from a preventable action such as speeding.

## PACE Division 2: Visual Arts Award

### CATEGORY 2A WINNER: LOGO

#### California Department of Motor Vehicles | REAL ID Logo

In August 2019, the California DMV refreshed and redesigned its REAL ID logo based on customer feedback and market testing. The new logo has clear branding with the golden bear and REAL ID star on California-issued REAL ID cards, and the tagline—Safe. Secure. Smart—to reinforce the importance of security for REAL IDs.

### CATEGORY 2B WINNER: PHOTOGRAPHY

#### Colorado Department of Revenue | Join the Team Photograph

In this photograph, Assistant Manager Elise Cornett posed in the rotunda of the Lakewood Driver License Office. Cornett and her family have participated in the Donor Alliance of Colorado's Donor Dash 5K fun run every year since 2011. Cornett invited other Department of Revenue and DMV staff to join her fun-run team.

### DIVISION 2 WINNER AND CATEGORY 2C WINNER: DISPLAY

#### New York State Department of Motor Vehicles | Albany District Office Mural

When NYS DMV opened a new office in Albany, New York, they wanted to highlight the history of the capital city and the DMV. Designer Serena Brucker created a mural that combined historic photos of street scenes and DMV documents. The vivid mural combines with up-to-date technology in the office to show respect for Albany's history as well as a desire to serve customers with the most modern technology available. The mural serves as a major focal point and conversation piece.

### CATEGORY 2D WINNER: DIGITAL GRAPHICS

#### Virginia Department of Motor Vehicles | REAL ID Airport Graphics

Virginia DMV's REAL ID communications campaign has largely targeted the air-traveling public, who are more likely than others to want a REAL ID. The placement of digital graphics in four major Virginia airports has been a successful, high-visibility tactic in this campaign. Designed by the DMV Communications Office with a clean, clear, and compelling look and text, these ads have greeted millions of travelers at Virginia airports since they began appearing in late 2018. The graphics were placed on screens in high-traffic areas in the airports; for example, one appeared on a large screen between the

arrival and departure boards at Richmond International Airport. The graphics are an integral part of a highly successful overall campaign to promote REAL ID in Virginia.

## **PACE Division 3: Advertising Award**

### **CATEGORY 3A WINNERS: TV COMMERCIAL OR PSA, EXTERNALLY-PRODUCED**

#### **Illinois Office of the Secretary of State | Organ/Tissue Donor Program “Miracles Happen” Commercial**

Part of a National Donate Life Month public awareness campaign in April 2019, this commercial, produced in both English and Spanish, increased public awareness about organ/tissue donation. Its goal was to educate Illinoisans about the critical shortage of donated organs and tissue and to encourage participation in the Illinois Secretary of State’s Organ/Tissue Donor Registry. In addition, legislation implemented in 2018 allows those ages 16 and 17 to join the donor registry for the first time since 2005. Each April, the Illinois Secretary of State’s Organ/Tissue Donor Program produces a 30-second television PSA. The comprehensive, paid-media placement commercial is part of the Life Goes On organ/tissue donor public awareness campaign which targets both large and small media areas.

#### **Tennessee Department of Safety & Homeland Security | REAL ID Media Campaign**

Tennessee Titans legendary running back and Heisman Trophy winner Eddie George and his wife singer Taj (known best for her role in the R&B singing group Sisters with Voices) agreed to record a commercial for the Tennessee Department of Safety and Homeland Security to advertise the roll out of REAL ID in Tennessee. In the commercial Eddie and Taj enter an airport and approach a TSA checkpoint. Eddie shows a license without a REAL ID star and is denied by the TSA officer. His wife has a REAL ID though and is cleared. Eddie shows his passport as an alternate form of ID to board an aircraft in the U.S.

### **CATEGORY 3B WINNERS: TV COMMERCIAL OR PSA, INTERNALLY-PRODUCED**

#### **Idaho Division of Motor Vehicles | Shift Idaho Campaign Video**

The Shift Idaho campaign conducted by the Idaho Transportation Department’s Office of Highway Safety focuses on driving in the moment, free from distractions. The goal is to encourage conversations about engaged driving to reduce preventable accidents and deaths on Idaho’s roadways. Bicycling is a growing recreational sport and used increasingly for commuting in Idaho—and subsequently automobile/bicycle injury crashes and fatalities have been rising approximately 15% annually in the state since 2010. The video was produced in cooperation with the Idaho Walk/Bike Alliance to address this growing concern.

## **Tennessee Department of Safety & Homeland Security | Tennessee Highway Patrol 90th Anniversary Video**

The Tennessee Highway Patrol celebrated its 90th anniversary on December 14, 2019. In anticipation of this notable anniversary, Colonel Dereck Stewart asked that a video be created celebrating the Tennessee Highway Patrol's illustrious history. This video honors the troopers that laid the foundation of the Tennessee Highway Patrol, those currently working for the Highway Patrol, and at the same time reaches out to those who are not yet part of the Highway Patrol. This is a powerful and beautiful video created by the department's communications division to celebrate THP's anniversary. To add to this already important date, the THP graduated 37 new cadets on that day.

### **CATEGORY 3C WINNER: RADIO COMMERCIAL OR PSA, EXTERNALLY-PRODUCED OR INTERNALLY-PRODUCED**

#### **Manitoba Public Insurance | Friendly Manitoba Campaign**

The message of the campaign is that angry driving is unsafe driving. It can distract us from the road and cause us to make dangerous decisions, increasing our risk of being in a collision. The culture of Manitoba is to be kind and friendly and this characteristic is included in their license plates. Yet somehow when drivers get behind the wheel, they change and become overwhelmed by anger and frustration which affects their driving. Many can identify with these emotions and it's time to recognize how this stress can influence driving.

### **DIVISION 3 WINNER AND CATEGORY 3D WINNER: INDOOR OR OUTDOOR PRINT OR DIGITAL ADVERTISING**

#### **California Department of Motor Vehicles | REAL ID Print/Digital Advertising Poster**

To make Californians aware of changes to federal ID requirements to fly domestically or enter secure federal facilities, the CA DMV used existing staff and resources to develop a friendly, eye-catching poster that would inform the public about the REAL ID driver license and identification card being offered by the California Department of Motor Vehicles. Variations of the poster were developed to be delivered through both print and digital platforms.

## ***PACE Division 4: Special Events Award***

### **DIVISION 4 WINNER AND CATEGORY 4A WINNER: MEDIA EVENT/PRESS DAY**

#### **Florida Department of Highway Safety & Motor Vehicles | Florida Highway Patrol Trooper Carlos Rosario's Return to Duty Ceremony**

On the morning of Friday, March 17, 2017, Trooper Carlos Rosario was conducting a speed enforcement detail on State Road 836 when he was struck and nearly killed by a motorist who was texting while driving. Almost two years later, Trooper Rosario made a full recovery and prepared to once again serve as a Florida State Trooper. On Wednesday, January 9, 2019, The Florida Highway Patrol, along with his family, members of the South Florida law enforcement and fire rescue community, and all

## *2020 PACE Awards (continued)*

those that supported his healing journey in the community celebrated the return and miraculous recovery of Trooper Rosario. A press release was issued and many media outlets were present to report on this event across the state.

### **CATEGORY 4B WINNER: NON-MEDIA EVENT**

#### **Florida Department of Highway Safety & Motor Vehicles | Behind the Drive: FLHSMV 50th Anniversary and FHP 80th Anniversary Exhibit**

In 2019, FLHSMV celebrated its 50th anniversary and FHP commemorated its 80th year. From March 14 to June 2, 2019, the department presented a public exhibition showcasing the rich history of FLHSMV and FHP and their profound effect on the lives of Floridians at the Florida Capitol. To convey the department's story, the exhibit blended historical images and artifacts with an educational narrative. Photographs depicting historical highlights of the department were incorporated with FLHSMV and FHP artifacts and memorabilia. Items displayed included vintage license plates, FHP patches and badges, samples of driver licenses through the years, and a retrospective of the official Florida Driver License Handbook. Additionally, FHP displayed items from the 1940s and a 2019 FHP Trooper vehicle in the Capitol Plaza Courtyard concurrently with the Old Capitol Museum exhibit.

### ***PACE Division 5: Video Award***

#### **DIVISION 5 WINNER AND CATEGORY 5A WINNER: VIDEO PRODUCTION, INTERNALLY- PRODUCED**

##### **Delaware Division of Motor Vehicles | SB 168 Video Series**

The SB 168 video series was developed in response to new Delaware legislation. Senate Bill 168 required the inclusion of new questions relating to traffic stop procedures on the state-issued driver exam. These questions covered what to expect when a person is pulled over by Delaware law enforcement, how to conduct oneself as the driver, and how an officer should interact with the person during the stop. This legislation involved the Delaware Division of Motor Vehicles because the driver exam is administered and preparatory exam materials are distributed at all of the four locations throughout the state. Among other requirements, SB 168 mandated that Delaware DMV and law enforcement agencies raise awareness of these changes and provide education on the topic to the public. The Delaware DMV composed a series of six short, animated videos to educate the public and published them on YouTube. The style and length of the videos were intentionally brief for optimal viewer attention and simply illustrated for a congenial, entertaining tone. The series has been viewed nearly 3,600 times as of November 2019.

## **DIVISION 5 WINNER AND CATEGORY 5B WINNER: VIDEO PRODUCTION, EXTERNALLY-PRODUCED**

### **Massachusetts Registry of Motor Vehicles | Preparing for a Massachusetts Road Test Video**

The RMV created an educational video to relieve applicants' anxiety when preparing to take a road test. The team worked together for 3 months on an iterative process to create these videos—storyboarding, filming, editing, and finalizing a helpful, informative, and fun set of videos for road test applicants. The videos were filmed on location at an RMV Service Center and they used an actual route of a road test to ensure the video depicts a genuine road test and all that goes along with it. The videos showcase RMV employees acting as students, parents, sponsors, and even a few of our own road test examiners playing themselves. In addition, a local personality—Ray Magliozzi, star of NPR's Car Talk—introduces and concludes each video with a little bit of humor. In advance of the videos release, the RMV hosted a 'world-premier' event at the RMV's Road Test Examiner Summit to show road test examiners throughout the state the final videos. The videos have received over 18,000 views since being posted on YouTube.

## ***PACE Division 6: Writing Award***

### **CATEGORY 6A WINNERS: NEWS RELEASE**

#### **District of Columbia Department of Motor Vehicles | Breast Cancer Specialty Plate Press Release**

The press release announced the availability of a new Breast Cancer Awareness specialty license plate that DC residents could purchase from DC DMV. The intent of the release was to encourage residents to purchase and display the new specialty plate as a visual reminder of a disease that affects many residents in the District. In addition, the release also informed residents that their yearly display fee for the specialty tag supports a local non-profit organization committed to breast cancer prevention and treatment.

#### **New Jersey Motor Vehicle Commission | REAL ID Press Release**

Not only did the NJMVC's press release for REAL ID announce New Jersey's rollout of this federal standard in IDs, it also became a tool for unveiling a universe of necessary and related initiatives that were simultaneously introduced. These initiatives were designed to improve the speed and efficiency of the agency as well as reducing overall foot traffic by increasing online offerings.

## **DIVISION 6 WINNER AND CATEGORY 6C WINNER: FEATURE STORY**

### **California Department of Motor Vehicles | Tragedy in Paradise Article**

An article in the January 2019 edition of the DMV Spirit Record employee magazine chronicles the trials and resiliency of the DMV's Paradise Field Office staff in the aftermath of the deadly Camp Fire of November 2018. Thanks to their quick, decisive actions, staff members were able to safely and securely evacuate the office as the fire

## 2020 PACE Awards (continued)

descended on the town of Paradise. The staff rallied around their fellow employees, three of whom lost their homes, as well as their community in the ensuing months.

### **CATEGORY 6D WINNER: STORY PLACEMENT IN PUBLICATION**

#### **Florida Department of Highway Safety & Motor Vehicles | Trooper Barbara Ehrhart, Longest Serving Female Trooper Article**

Trooper Barbara Ehrhart retired on July 30, 2019. To honor her 36 years of outstanding service, Lieutenant Greg Bueno, the Public Affairs Officer for Troop F in Ft. Myers, Florida, compiled a career highlight biography of Ehrhart, directly contacted several local reporters to promote her story, and video recorded her final radio call log off. The team worked with national news organizations to push the story to the public and attain a larger reach.

### **CATEGORY 6E WINNER: SPEECH**

#### **Maryland Motor Vehicle Administration | Chesapeake Bay License Plate Speech**

In October 2018, the Maryland Department of Transportation along with partners at the Chesapeake Bay Trust unveiled the third iteration of the famous Chesapeake Bay license plate. The funds from the Bay plate go to the Chesapeake Bay Trust, which works to restore Maryland's shorelines and provide environmental education for students. The new plate was designed to help the Chesapeake Bay Trust garner new funding sources by enticing new plate holders and those drivers with the existing plate to purchase the new design. MDOT Secretary Pete Rahn provided keynote remarks at the unveiling of the plate. His words were inspiring, encouraging, and supportive of the Bay plate and illustrated the connection between the environment and transportation.

## ***PACE Division 7: Websites/Technology Award***

### **CATEGORY 7A WINNER: WEBSITE, INTERNALLY-PRODUCED**

#### **Kansas Division of Vehicles | Get Real with REAL ID Website**

The Kansas Department of Revenue, Division of Vehicles created a REAL ID website to help the public navigate through the topic better. The website was created with internal resources. The website is user-friendly and easy to navigate and includes a REAL ID checklist, TSA videos, FAQs, a REAL ID brochure and a DL status check. The status check allows the citizens of Kansas to check if their DL is REAL ID compliant.

### **CATEGORY 7B WINNER: WEBSITE, EXTERNALLY-PRODUCED**

#### **New Jersey Motor Vehicle Commission | REALIDNJ.com Website**

REALIDNJ.com is a user-friendly, interactive website designed to educate and assist customers as they weigh whether a REAL ID is right for them and if so how to go about getting one. Content on the website includes educational elements, FAQs, and a short video. A customized document selector walks each unique visitor through the

documents they will need to ensure a successful agency visit. The website's reach and effectiveness can be measured in part by the number of customers who have signed up for a REAL ID, approximately 150,000 with 25,000 appointments made.

## **CATEGORY 7C WINNER: INTERACTIVE PRESENTATION**

### **Arizona Motor Vehicle Division | Travel ID Document Guide**

The purpose of the interactive tool is to simplify one of the most complicated aspects of obtaining a REAL ID and it has been overwhelmingly successful. Instead of seeing a page with dense writing and government language, everything is condensed to a step-by-step process with simple, clear instructions. Because of this, more people are coming to the office prepared with correct documents, and as a result they have a more efficient and satisfying office visit, benefiting them and the MVD.

## **DIVISION 7 WINNERS AND CATEGORY 7D WINNERS: USE OF SOCIAL MEDIA**

### **Maryland Motor Vehicle Administration | Social Media Strategy**

Prior to December 2018, the Maryland Department of Transportation Motor Vehicle Administration lacked a social media strategy. They were posting only sporadically, had a limited number of videos, and rarely engaged with their audience. Since December 2018, MDOT MVA has averaged two social media posts per day on Facebook and Twitter. They have also increased the number of videos posted. Their new strategy has helped them to effectively leverage social media platforms to reinforce their message, connect with customers, and provide premier customer service.

### **New York State Department of Motor Vehicles | Use of Social Media**

The New York State DMV uses both Twitter and Facebook to keep the public informed and to promote the department's services. By closely monitoring trending topics, the NYS DMV uses their hashtags to promote REAL ID, traffic safety, and other topics. Whether it be National Pancake Day, International Dog Day, or World Poetry Day, the DMV uses the occasion to boost their services. In addition, they use direct messaging to serve customers who ask for help.

## **2020 Service and Security Awards**

*AAMVA's Service and Security Awards recognize achievements in the following areas: excellence in government partnership, innovative use of technology, customer convenience, improvement through efficiencies, and fraud prevention and detection.*

### **Trailblazer Award**

#### **INTERNATIONAL WINNER**

### **Texas Department of Motor Vehicles | eTITLE Application**

The Texas Department of Motor Vehicles (TxDMV) eTITLE application affords licensed motor vehicle dealers the ability to create, view, and store titles

## *2020 Service and Security Awards (continued)*

electronically within the department's webDEALER application. It facilitates the secure transfer of electronic titles between dealers in the wholesale market, eliminates the requirement for lienholders to convert electronic titles to a paper document when vehicles are traded in, and uses electronic titles as ownership evidence in retail sales. eTITLE allows titles to remain electronic from first issuance through subsequent transfers and prevents fraud by providing visibility into title transfers not previously available.

### **Customer Convenience Award**

#### **INTERNATIONAL WINNER AND REGIONAL WINNER**

##### **California Department of Motor Vehicles | DMV2U Program**

The Federal REAL ID Act places new rules on which forms of identification may be used to board flights within the U.S. and enter secure federal facilities, such as military bases, federal courthouses, and others. These new requirements are effective October 1, 2020, and it is anticipated that approximately 24 million California residents may need to visit a DMV field office to obtain a REAL ID. In an effort to increase the number of REAL ID credentials issued and to reduce the impact to field offices, the DMV implemented the DMV2U program. DMV2U offers on-site REAL ID processing services to large, primarily corporate organizations with a high propensity for travel related to commerce aimed at supporting the economy. This convenient option means customers don't have to miss work or wait in line, which reduces lost productivity and increases morale.

#### **REGIONAL WINNERS**

##### **New Jersey Motor Vehicle Commission | REAL ID Readiness in NJ**

In 2019, the Motor Vehicle Commission massively overhauled its operations. They added customer-facing staff and upgraded IT systems, replacing obsolete credit card scanners, old servers, slow driver testing software, and rolling out both an appointment system and a take-a-ticket queuing system. They also added capability to do license renewals and replacements and replacement registrations online. They updated the old mail-based "Skip the Trip" program to focus on online transactions. Now one third of license renewals and two thirds of registration renewals are done without a visit to MVC. These cumulative improvements brought wait times at their agencies down to an average of less than 35 minutes. Finally, they rolled out their REAL ID, with an aggressive communications program to inform and educate the public.

##### **Ohio Bureau of Motor Vehicles | Get in Line Online**

The Ohio Bureau of Motor Vehicles implemented a new system to cut down wait times and ensure overall customer satisfaction. It allows a customer to secure a spot in line at the agency without actually being physically present. Once the customer arrives to check in, they move to the front of line with minimal wait time. This feature



has saved customers time and has made for a more pleasant experience and a better outlook on the BMV.

### **Virginia Department of Motor Vehicles | Mobile Operations Optimization Strategy for Superior REAL ID Service**

As many as 2.6 million Virginians may choose to obtain a REAL ID between October 1, 2018 and October 1, 2020. Adding a host of new brick-and-mortar offices is not an efficient or cost-effective solution as they will no longer be necessary once REAL ID customers recede. Instead, Virginia DMV strategically optimized its successful mobile operations program and leveraged community partnerships to provide even more convenient service options to Virginians without acquiring real estate.

## ***Excellence in Government Partnership Award***

### **INTERNATIONAL WINNER AND REGIONAL WINNER**

#### **Nebraska Department of Motor Vehicles | Vehicle Titling & Registration Modernization**

The modernization of the Vehicle Titling and Registration (VTR) system was an enormous task encompassing 93 elected county treasurers, the state auditor, the state treasurer, and the Game & Parks Commission. The system is critical to state operations, processing over 2.5 million registrations and collecting over \$720 million annually. Corraling a cohesive and effective team meant reaching across traditional silos in order to deliver a system to meet the needs of everyone. Led by the DMV, this project was truly an example of first class government partnership. By maintaining the focus on customers, the team was able to successfully deliver a product which provided a more convenient, efficient, and effective service for customers. The project was delivered on time and 3% under budget.

### **REGIONAL WINNERS**

#### **Georgia Department of Revenue | Georgia DRIVES Project Partnership With FAST Enterprises**

The Georgia Driver Record and Integrated Vehicle Enterprise System (DRIVES) is a multi-year technology upgrade effort between the Department of Revenue and Department of Driver Services to modernize and combine into one application two of Georgia's largest and most complex legacy software systems. The Department of Revenue's motor vehicle system upgrade was implemented in May 2019. The Department of Driver Services' upgrade will be implemented in January 2021. Georgia's partner in this endeavor is FAST Enterprises.

#### **Montana Motor Vehicle Division | Montana MVD & County Treasurer Office Statewide Scanning Launch**

In early 2019, MVD set a goal to streamline and radically reduce the cost of processing vehicle title work within a year. To accomplish this, MVD would move the title work scanning process from their centralized, third-party vendor to each county

## *2020 Service and Security Awards (continued)*

treasurer office in Montana. After demonstrating success at a pilot location, the MVD began introducing the project to other counties, phasing them in over several months. As of December 2019, all 56 county treasurer offices in Montana have signed up to complete title work scanning at their locations.

### **Pennsylvania Department of Transportation | Boat Registration Renewal Processing for Pennsylvania Fish and Boat Commission**

The PA Fish and Boat Commission (PFBC) annually processes approximately 160,000 biennial boat registrations which all expire at the end of March. Staff at the PFBC had to manually renew all the registrations. After PennDOT assisted in changing the requirements of what information was required to renew a boat registration, PFBC was able to transition to using PennDOT's high speed remittance processing equipment to process their renewals.

## ***Improvement Through Efficiencies Award***

### **INTERNATIONAL WINNER AND REGIONAL WINNER**

#### **Connecticut Department of Motor Vehicles | Branch Operations**

As a result of extremely high wait times, inconsistent service at windows, and high number of repeat visits required because of wrong documentation, customer service feedback at the CT DMV had been negative. To better understand and address their shortcomings, CT Branch Operations undertook an end-to-end review of operational workflows, with the goal of re-engineering the customer experience. Both customers and staff gave feedback on everything, starting with the informational posters leading into the branches, the initial contact with customers, the ticketing process, the advocate role, gap-times between customers, time and outcomes at the windows, the follow-up process when additional information is needed, staff knowledge and communications, and impacts to staff satisfaction. The result was customer-focused change at every level.

### **REGIONAL WINNERS**

#### **Arizona Motor Vehicle Division | Virtual Inspections Produce Extensive Efficiencies**

The Arizona Department of Transportation Motor Vehicle Division (MVD) oversees private companies that conduct MVD services and perform onsite inspections before giving final approval to open a business. For businesses located in a remote area of Arizona, it could mean a six-hour, one-way drive for the MVD inspector. The MVD unit needed a better solution and found it in consumer video technology that millions of people use to keep in touch. The service provider and MVD inspectors used Apple's FaceTime to communicate and conduct virtual inspections. These virtual inspections began on a trial basis in late 2018 and the program became fully functional in 2019, saving hours of driving time and reducing expenses.

### **Ohio Bureau of Motor Vehicles | Vehicle Registration Process Improvements**

The Ohio BMV found that there were continued delays in the vehicle registration process due to forms being returned without a signature. To ensure customers were getting their vehicle registration in time, without error, they moved the mandatory signature line to the front of the form. Since making this change the delays have dropped significantly, causing the vehicle registration process to be much quicker for the office and for the customer.

### **Texas Department of Public Safety | Recruiting Open Houses**

The Texas Department of Public Safety received funding during the legislative session for an additional 713 employees to work in driver license offices. Though this large investment would not come into the department until September 1, 2019, the funding was announced in June 2019, raising the expectations of customers immediately. Texas DPS created the concept of the “open house” in order to speed up the hiring process and make an impact to customer service. As of December 1, 2019, they had conducted 160 open houses throughout the state and as a result 805 individuals were hired and trained for the department.

## ***Innovative Use of Technology Award***

### **INTERNATIONAL WINNER AND REGIONAL WINNER**

#### **Washington State Patrol | Using Unmanned Aerial System Technology in Collision and Crime Scene Reconstruction**

The Washington State Patrol's Criminal Investigation Division (CID) had been looking for ways to reduce road closure time associated with the investigation of collisions and crime scenes on state routes and interstate roadways. Traditional methods of detectives using hand measurements, total stations, and 3D laser scanners still resulted in lengthy road closures and often long hours at each of these investigations. The challenge of reducing road closure time and congestion, especially along the I-5 corridor, was an issue of constant complaint and discussion at the highest levels of state government. This led to an evaluation of emerging technology and the eventual use of unmanned aerial systems as a tool to expedite the forensic mapping of collision and crime scenes in Washington State.

### **REGIONAL WINNERS**

#### **Maryland Motor Vehicle Administration | REAL ID Online Tools**

The Maryland Department of Transportation Motor Vehicle Administration is committed to a premier customer service experience and providing this customer service starts with accurate and relevant information to ensure that all Maryland residents understand the requirements of the REAL ID. As part of Maryland's plan to assist residents in becoming REAL ID compliant, they have developed a suite of online tools to assist customers including the REAL ID look-up tool for customers to identify their REAL ID status, online document guide that walks customers through an online

## *2020 Service and Security Awards (continued)*

checklist to help them identify and gather required documents to bring, and a central scheduling system to help customers make an appointment for REAL ID.

### **Virginia Department of Motor Vehicles | Start Anywhere REAL ID**

With a service base of 5.9 million licensed drivers and 8.3 million registered vehicles, Virginia DMV operates one of the largest customer-facing agencies in Virginia government through its website, 75 customer service centers (CSCs), and 12 mobile offices. Serving approximately 17,000 customers daily, every minute counts when ensuring the high level of expedient and accurate service citizens expect. In January 2019, DMV introduced a service aimed at significantly lowering service times in CSCs due to REAL ID. DMV's REAL ID driver's license renewal service allows customers to start the REAL ID transaction online, anywhere at any time, and then receive expedited service to complete the in-person transaction at one of the agency's CSCs or mobile offices, saving the customer and the Commonwealth time and money.

### **Wisconsin Department of Transportation | Document Imaging and Workflow Automation**

Until recently, Wisconsin DMV's central office functions relied heavily on manual processes involving mass quantities of paper. These documents were distributed manually, processed by hand, and stored in rows and rows of filing cabinets. They included applications printed from electronic versions, only to be re-scanned into a different format for processing, and customer applications received by our mailroom for redistribution across the state. Over the past two years, Wisconsin DMV implemented Hyland's OnBase document imaging and workflow solution. This solution has saved time, reduced printing and document storage costs, and has provided our agency with real-time data and reporting on our outstanding work and the efficiency of our staff.

## ***Fraud Prevention and Detection Award – Law Enforcement Agency Award***

### **INTERNATIONAL WINNER AND REGIONAL WINNER**

#### **Ohio Department of Highway Safety | The Ohio State Highway Patrol Vehicle Theft & Fraud Unit**

The Ohio State Highway Patrol Vehicle Theft & Fraud Unit initiated a program with the Ohio Clerk of Courts Association to establish a method to combat auto title fraud across Ohio. This program was specifically designed to target those engaged in cloning stolen motor vehicles as well as those using fraudulent titles to remove active liens from vehicle titles. Since the program was initiated, investigators have received dozens of phone calls from various clerks across Ohio, many of which have led to the recovery of stolen vehicles and the arrest of those involved.

# ***Fraud Prevention and Detection Award – Law Enforcement Individual***

## **INTERNATIONAL WINNER AND REGIONAL WINNER**

### **Massachusetts Registry of Motor Vehicles | Trooper First Class James M. Thompson, Massachusetts State Police**

Trooper Thompson is assigned to the Massachusetts State Police Fraud Identification Unit that is attached to the Registry of Motor Vehicles. In the spring of 2019, after reports from customers of duplicate licenses, Trooper Thompson launched an investigation. He created real-time reports within the RMV's database to identify the fraud pattern. The report was vital to identifying those impacted and it allowed the state police to isolate and track active fraudulent duplicate requests. Trooper Thompson spearheaded an operation to trap the perpetrators. On October 31, 2019, officers observed the suspect cruising neighborhoods stealing from mailboxes and was quickly apprehended. As a result of Trooper Thompson's dogged efforts tracking online duplicate license fraud, the suspect was caught and the RMV instituted new procedures for locking down online accounts to prevent future fraud.

## **REGIONAL WINNERS**

### **Missouri State Highway Patrol | Corporal Charles (Nate) Bradley**

Corporal Bradley oversees the Troop A Motor Vehicle Inspection Unit, which is comprised of eleven uniformed civilians in the Kansas City area. Corporal Bradley is a uniformed officer for the Missouri State Highway Patrol and works with this unit and many other agencies in the area to detect and prevent automobile theft and fraud. Through his duties, Corporal Bradley learned of and became deeply involved in the investigation of a large-scale case involving auto thefts from several states, which ultimately resulted in the detection of a scheme being used to re-sell the vehicles. The investigation led to the arrest and conviction of two perpetrators. The discoveries made during the investigation identified significant loopholes in the titling process in Missouri and Kansas and as a result those states were able to work on new initiatives to ensure integrity of the titling process.

### **Texas Department of Public Safety | Desiree Tanguma, Driver License Office Supervisor**

In December 2018, Desiree Tanguma discovered that one of her employees was committing fraud by selling commercial driver licenses. Tanguma discovered the fraud due to an unusually high number of skills tests conducted. The skills tests were scheduled outside the traditional scheduling system and were missing from the database. Tanguma notified her supervisor and a full investigation was initiated by the Texas Rangers. Because of her extensive knowledge of CDL requirements, Tanguma was able to identify the loophole in the process and gather the documentation that was needed to file charges against the employee. The investigation uncovered that over 200 CDLs had been fraudulently issued, which put

## *2020 Service and Security Awards (continued)*

the public at risk by allowing unsafe drivers on the roads. Tanguma's work led to a halt of the fraud and her practices were shared statewide in order for all offices to ensure CDL transactions are performed within the law.

### ***Fraud Prevention and Detection Award – Motor Vehicle Agency***

#### **INTERNATIONAL WINNER AND REGIONAL WINNER**

##### **Massachusetts Registry of Motor Vehicles | Connecting Emails & IPs to Stop Duplicate License Fraud Online**

During April and May 2019, the RMV worked with its partners at the Massachusetts State Police to identify suspected identity fraud, document fraud, and financial fraud in the City of Quincy, Massachusetts. The RMV developed custom queries to find evidence in their system to show a suspect used certain IP addresses and common emails to connect them to more than 400 online RMV transactions, resulting in the issuance of duplicate licenses purchased with bogus checking accounts. Because the RMV chases bad payments with suspension action, any victim whose address was changed was unaware of the bad payment on their record and several were unknowingly driving on suspended licenses due to the suspect's actions. Cleaning up the fraud impacted eight departments across the RMV and this case led to a new practice of monitoring activity regularly to stop similar patterns from occurring in the future.

#### **REGIONAL WINNERS**

##### **Montana Motor Vehicle Division | Compliance and Audit Standards**

The Motor Vehicle Division (MVD) works with a variety of sensitive information. Protecting this sensitive information is a critical piece of their work. Insufficient proof of ownership and financial transactions can be vulnerable to fraud and to help mitigate this vulnerability, the Montana MVD implemented new compliance and audit standards. These standards include auditing 100% of insufficient proof of ownership transactions, 100% of new employee transactions, and 100% of financial statements. Increased auditing raises staff awareness while reducing the instances of fraud.

##### **Wisconsin Department of Transportation | Online Service Fraud Scam**

In 2019, the DMV fraud unit was notified by a customer that they received an account activity alert from the DMV that an order for a duplicate license had been placed even though they had not ordered it. Upon research, it was discovered that multiple duplicate products had been ordered online for people in specific areas that lived close to one another and/or in the same home. Shortly after, a customer notified our fraud unit that someone had been stealing mail from mail boxes in the same area where duplicate products had been ordered. The DMV fraud unit used geospatial technology and other investigative means to uncover the scheme. Technology enhancements to the online system have prevented additional fraud cases.

# ***Fraud Prevention and Detection Award – Motor Vehicle Individual***

## **INTERNATIONAL WINNER AND REGIONAL WINNER**

### **California Department of Motor Vehicles | Sandra S. Fiore, Investigator**

In October of 2017, Investigator Fiore was alerted by a local new car dealership of possible suspicious activity by a buyer attempting to purchase multiple high end vehicles within a 2-day period. Through her investigation, Fiore discovered an organized criminal enterprise which had an elaborate scheme that involved the use of business cards, execution of contracts, and the leasing of office space to give the belief and appearance that it was a legitimate business. After almost a year and a half investigation and over a thousand hours of investigative work, 54 felony counts were filed against two suspects and arrest warrants were issued. Both suspects plead guilty and were convicted. The case garnered extensive media attention from major media outlets in the greater Los Angeles area, bringing positive publicity to the department and the division for their proactive investigative work.

## **REGIONAL WINNERS**

### **South Carolina Department of Motor Vehicles | Edward Moore, John Odum, Erin Boland; Lead Agent and Agents**

In spring of 2019, Lead Agent Moore and Agent Odum were contacted by one of the SCDMV's branch managers to investigate a dealership following verbal complaints and inconsistent paperwork presented to her over the counter. During the inspection, the agents told the dealer they found fraudulent records pertaining to vehicle sales amounts and Infrastructure Maintenance Fee (IMF) payments. While the dealer said he was unaware, the agents were able to confirm that the dealer owed more than \$35,000 to the State of South Carolina and did not properly title or register 78 vehicles within the 45 day time period prescribed by law. Upon completion of the audit, the dealer was sanctioned for the fraudulent records.

### **Wisconsin Department of Transportation | Joel Ingebrigtsen, Odometer and Title Fraud Specialist, Wisconsin Division of Motor Vehicles**

Investigator Joel Ingebrigtsen's approach to combatting odometer and title fraud has resulted in numerous criminal prosecutions and licensing actions. One key factor to his success has been the relationships he has fostered with peers in other states, law enforcement, the National Insurance Crime Bureau (NICB), and other agencies to deter criminals from perpetrating fraud. These relationships, along with Ingebrigtsen's experience and investigative techniques, have resulted in the discovery of 112 fraudulent titles and MCO's from eight different states and multiple manufacturers. Those investigations resulted in criminal charges, along with the recovery of 16 stolen vehicles valued at over \$500,000. The total value of the vehicles associated with the 112 fraudulent documents was over \$4 million.

## **Community Service Award**

### **INTERNATIONAL WINNER**

#### **Montana Motor Vehicle Division | Community Fundraising Challenge and Giving Tree**

The mission of the Montana Motor Vehicle Division (MVD) is to “serve and protect Montana citizens” and that dedication goes beyond the services provided to the public. The MVD Community Fundraising Challenge and Giving Tree were 2019 initiatives. The Fundraising Challenge took place over a 4-week period. Employees donated money, volunteered their time with support groups and youth sports, created donation bags, and more, benefiting over thirty different causes including service organizations, veterans’ services, animal rescue, medical research, the arts, food banks, youth activities, and others. The Giving Tree provided a way for employees to come together to give and receive during the holiday season. Needs were written confidentially on a Christmas ornament and placed on the “Giving Tree.” Those able to give chose an ornament and brought in the requested items, providing joy to givers and receivers alike.

### **REGIONAL RECOGNITIONS**

#### **District of Columbia Department of Motor Vehicles | 2019 Child Car Safety Seat Check and Install Event**

Each year, as part of Child Passenger Safety Week, DC DMV hosts a free child car safety seat check and install at the agency’s Inspection Station located in Washington, DC. The initiative is a community service to residents of the District of Columbia to assure children are riding in the correct seat for their age, weight, and height. Parents, grandparents, child care providers, and any resident driving with a child in their vehicles are also provided instruction on how to correctly install a child safety seat. The agency promoted the event via traditional media and engaged in a strategic social media campaign to encourage residents to attend the free event, including frequent posts on the agency’s Facebook and Twitter channels. DC DMV established a goal of servicing 115 customers at the 2019 event based on the previous year’s event, which reached 107 customers. The agency far exceeded its goal and provided car seat installations and seat inspection to 158 customers at the event!

#### **Georgia Department of Driver Services | Bahama Relief Effort**

Commissioner Spencer R. Moore is a champion of community service. At the Commissioner’s direction, DDS regularly supports the state’s Charitable Contribution Program as well as various individual philanthropic efforts. He asked that DDS partner with the Bahamas Consulate General to aid the Bahama Relief Effort as a result of the devastation caused by Hurricane Dorian. An extensive list of the most needed medical, general and hygiene supplies was provided to all 1,000+/- DDS team members asking for their donations. Once the cut-off date had passed, HR team members boxed up all the collections which ended up being 11 large packed



boxes plus two large boxes of diapers. A team of DDS executives and HR team members carried the supplies to Consul General Astra Armbrister-Rolle in Atlanta and she was very pleased to accept the donations.

### **Georgia Department of Revenue | Hurricane Dorian Emergency Relief Donation Campaign**

Georgia Department of Revenue employees and managers responded to the call for donations of emergency supplies for the people of the Bahamas affected by Hurricane Dorian. Donors gave water, paper goods, and other urgently needed items for delivery to a country devastated by a natural disaster and in immediate need of assistance. The DOR coordinated with the Bahamian consulate general to collect and deliver the relief supplies donated at the agency's Atlanta offices.

### **Indiana Bureau of Motor Vehicles | State Employee Community Campaign**

The State Employee Community Campaign launches every year in September, giving all state employees an opportunity to give back to their communities. This is most often done by financial giving, but there are also opportunities for non-financial giving to local charities. Charities are present throughout the campaign to highlight their needs and missions. Individuals and agencies select charities to support during this campaign. Employees can deduct money from their paychecks or give a one-time payment to a specific cause. There are also many engaging events onsite throughout the campaign where state employees are asked to donate money to participate. Beyond individual giving, each state agency has the opportunity to choose their own charity to support. Proceeds from all internal or external events support that charity.

### **Kansas Division of Vehicles | Homeless ID Pilot Program**

This was an outreach program where the Kansas Division of Vehicles partnered with local law enforcement to assist the homeless in obtaining identification cards. The homeless were unable to qualify and obtain a state-issued ID due to not having any documentation on who they were. They created a pilot program to begin the issuance of the ID's to these individuals by relying on the background check from the police department to issue a limited term ID card and set up a specific time and day that officers would bring the individuals in to be processed. The credentials were then mailed to the Topeka Police department and the officer would give them to the individual.

### **Maryland Motor Vehicle Administration | Adopt-a-Pet Day**

Maryland Department of Transportation Motor Vehicle Administration is committed to giving back to the communities that they serve. MDOT MVA's first ever Adopt-A-Pet Day in March 2019 was a win-win for pet lovers and customers, as well as a benefit to MDOT MVA's efforts to promote extended hours at several branch offices across Maryland. During a weekly standing meeting in December 2018, leaders at MDOT discussed how to make the requirements of REAL ID more palatable to customers. The team knew that customer volume would pick up in the new year and branch offices would see a substantial uptick in visitors. A quick quip about how fuzzy, furry animals "make everyone happy" evolved into the first ever Adopt-A-Pet Day.

**Massachusetts Registry of Motor Vehicles | Alternate Residency Affidavit Program**

For many people struggling with homelessness, a Massachusetts ID card opens doorways for employment and permanent housing. The Alternative Residency Affidavit Program assists individuals receiving housing services with the ability to obtain an identification credential. The RMV works with organizations providing housing services through an established registration process. While working through the residency requirement as part of the program, clients must be able to prove all other identity requirements, such as proof of lawful presence and proof of social security number. The RMV has had to strike a balance with the existing statutes related to residency and our fee collection requirements. Massachusetts statutes and regulations govern and set the fees for Registry of Motor Vehicles transactions. The RMV has some capacity to work with service organizations across the Commonwealth to help provide individuals with no income access to a state-issued identification card by waiving the \$25 fee as a one-time courtesy.

**Nebraska Department of Motor Vehicles | Family Sponsorship**

Each year, the Nebraska Department of Motor Vehicles participates in charitable campaigns in order to give back to the community. Through the People's City Mission, the DMV sponsored a family of five, a family of seven, and two single individuals. DMV team members generously selected gifts from the provided lists, wrapping each item. The intention of this sponsorship is to make the holidays a less stressful and more joyful experience. A team of fewer than 100 people purchased gifts and donations totaling several thousand dollars.

**South Carolina Department of Motor Vehicles | Moncks Corner Staff Response to Destroyed Office**

On July 4, 2019, the SCDMV's Moncks Corner branch was severely damaged by a microburst from a thunderstorm. The building's roof was peeled back and rain inundated everything in the office. Nothing was salvageable. While SCDMV offices across South Carolina were closed due to the holiday, when the branch office staff learned of the event, employees and even their family members immediately went to the office even on their day off in hopes of securing any needed information and trying to save anything they could. While the office was completely devastated the comradery exhibited by the community that day and subsequent months was a feat worthy of outstanding recognition.

**Tennessee Department of Safety & Homeland Security | Connecting With the Community**

The Tennessee Department of Safety and Homeland Security has two mobile units that are used throughout the state to assist citizens. The mobile units allow the department to issue non-commercial and commercial driver licenses to help reduce wait times at driver services centers. Mobile unit examiners are available to assist citizens with a variety of driver services, including the issuance of non-commercial

and commercial driver licenses, renewals, and duplicates, address changes, and photo identifications. By taking the units on the road, they are able to keep individuals from having to visit a driver services center and reach people who may not have the ability to get to a center.

### **Virginia Department of Motor Vehicles | Military and Veteran Support**

Virginia DMV fosters a culture of employee awareness and appreciation for active military personnel, veterans, and their families. In a multi-faceted year-long program, Virginia DMV employees participate in fundraising activities, volunteer opportunities, and strategic customer service initiatives directly benefitting Virginia's active duty military and veteran population.

## **OUR VISION**

*Safe drivers*

*Safe vehicles*

*Secure identities*

*Saving lives!*



### **American Association of Motor Vehicle Administrators**

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