2016 AAMVA Awards Program

FOSTERING A TRADITION OF EXCELLENCE
To find out more about AAMVA’s awards program or to submit an entry, please visit our website at aamva.org for submission deadlines and instructions.
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 educational 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.

2016 Safety 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.

Martha Irwin Award – Lifetime Achievement in Highway Safety Law Enforcement

**INTERNATIONAL WINNER**

**Tracy Trott, Colonel, Tennessee Highway Patrol**

Colonel Trott began his career with the Tennessee Highway Patrol in 1978 as a road trooper, before ascending the ranks to his current position as the commander of the THP forces. In his five and a half years as Colonel, Trott has increased DUI enforcement 140% and lowered the impaired fatality rate from 28% to 23%; in addition, he has increased seat belt enforcement 250% and lowered unrestrained fatalities from 54% to 48%. Tennessee has experienced five out of the six lowest years in fatality numbers under his administration. These numbers go back to 1963 when the traffic counts were one-fifth of what they are today.

Colonel Trott has spearheaded and passed legislation in Tennessee to require all law enforcement to report crashes electronically to the THP TITAN system which allows a data driven approach to crash reduction. The TITAN system is given to all local law enforcement agencies and supported by the THP. He has also spearheaded and passed legislation in the past year to raise the seat belt fine in Tennessee to more than double. And finally, he has spearheaded and passed legislation to do away the last remaining seat belt exemption for vehicles that weigh 8,500 to 10,000 lbs.

Under his guidance and leadership, the Tennessee Highway Patrol has developed the first of its kind—a predictive analytics program to reduce and prevent serious injury and fatality crashes. THP also developed and built the first in the nation—a Traffic Incident Management track to teach and promote traffic incident management in all first responder disciplines. In the first 50 years that records were kept, Tennessee averaged 1,191 fatalities per year. In the first five years of his administration as Colonel, the state has averaged 971 deaths on her roadways, a reduction of 220 lives per year.
Colonel Trott speaks publicly across the nation, actively promoting the traffic incident management and predictive analytics programs that have been developed in the state. In addition, he is the incoming Chair of the State and Provincial Division of the International Association of Chiefs of Police.

**Martha Irwin Award – Lifetime Achievement in Highway Safety**

**INTERNATIONAL WINNER**

**Jesse White, Illinois Secretary of State**

The Illinois Secretary of State’s Office is one of the largest of its kind in the nation. The office licenses drivers and registers vehicles and also oversees all the libraries, incorporates every business, and registers every lobbyist, notary and securities broker in the state. On top of all these responsibilities, Secretary White also serves as the primary highway safety advocate for the State of Illinois.

When he took office in 1999, DUI was the number one killer on Illinois roadways. More than 630 people were killed that year in alcohol-related crashes. By 2014, that number had dropped by 45% percent to 369 deaths. This was due, in large part, to the Secretary’s commitment to highway safety and his DUI legislative initiatives and educational efforts.

As someone who prides himself on keeping current with highway safety trends, DUI has not been his only highway safety concern. In 2006, after learning of the deaths of 15 teenagers in 15 months in one Illinois county, Secretary White formed the Teen Driver Safety Task Force to look into what could be done to better prepare Illinois teenagers for the responsibilities of driving and to reduce fatalities. The recommendations put forth in the report published by the Task Force became a template many states have emulated to help reduce their teen fatalities. Since the recommendations were enacted into law, Illinois has witnessed a marked reduction in fatalities. In November of 2015, during National Teen Driver Safety Week, the Secretary announced a 60 percent reduction in teen fatalities since 2007.

The Secretary took the initiative again in 2008 when he felt distracted driving had become a serious highway safety issue. He created the Distracted Driving Task Force to make recommendations to the Illinois General Assembly. The recommendations of Secretary White’s Task Force brought a ban on texting and limitations on cell phone use within one year of the establishment of the Task Force. This action set the tone to a complete prohibition on cell phone use while driving within the last two years.

Secretary White has not limited his influence to DUI, teen drivers, and distracted driving. He has also used his influence with advocates and the Illinois General Assembly to get more than 30 highway safety initiatives passed over the years.
2015 International Driver Examiner Certification (IDEC) Awards

Outstanding Examiner of the Year

Annually, the International Driver Examiner Certification (IDEC) Board and AAMVA recognizes 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.

Curtis Berryhill, Examiner I, Florida Highway Safety and Motor Vehicles

Berryhill has worked for the Florida Department of Highway Safety and Motor Vehicle as an examiner since 1985 and recently received Florida’s first Service Excellence award for his outstanding internal and external customer service and dedication to public service. Berryhill handles the unique challenges and situations that arise in the busiest office in Florida, the Miami Mall of the Americas Office. He is the lead examiner in charge of driving exams at this office. His level of commitment has been essential to the increase in the number of driving tests administered, a reduction in the wait times for these services and an increase in customer satisfaction.

Examiner of the Year Award Winners

BRITISH COLUMBIA
Nick Jordan

FLORIDA
Curtis Berryhill

GEORGIA
Sandra Young

IOWA
Bryan Nguyen

KENTUCKY
Trina Nugent

MAINE
Donald Pelletier

MINNESOTA
Chris Rohrer

MONTANA
Sandy Haynes

NEVADA
Annie Pe

NEW JERSEY
Holly Gallardo

NORTH CAROLINA
Terry Wray

NORTH DAKOTA
Candie Obritsch

ONTARIO
Steve Mortley

UTAH
Rich Richins

VIRGINIA
Robert Thomas

WEST VIRGINIA
Marion Rollins

WISCONSIN
Ross Dippel

WYOMING
Karmen Warrington
2016 Public Affairs and Consumer Education (PACE) Awards

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

PACE Overall Campaign: Budget Over $50k

OVERALL WINNER

Manitoba Public Insurance, Who’s Driving? A Distracted Driving Campaign

A TV, outdoor, print and digital campaign aimed at convincing young Manitobans not to drive distracted.

PACE Overall Campaign: Budget Under $50k

OVERALL WINNER

Colorado State Patrol, #CSPFightFatais Marketing Campaign

For the first time in CSP history, metro fatal and injury crashes surpassed fatal and injury crashes in Northern, rural Colorado. In an effort to bring awareness to the public that these deaths and injuries are preventable we did extensive research on the crashes and utilized a multi-faceted campaign to generate awareness and gain earned media to save lives in Colorado.

PACE Division I: Print and Electronic Publications Award

DIVISION AND CATEGORY 1A WINNER: PRINT AND ELECTRONIC NEWSLETTER, INTERNAL OR EXTERNAL

New York Department of Motor Vehicles, On the Road Again

“On the Road Again” is an internal newsletter that features stories concerning the statewide goings-on of the New York State Department of Motor Vehicles: press events, new advertising and marketing campaigns, and coverage of events in which the department participates, such as the Great New York State Fair. Also included are employee retirements and awards, as well as a listing of employees who have received “kudos” for a job well done. We also try to include at least one personal interest story about a DMV worker who has done something special in their community, or has a unique story.

CATEGORY 1C WINNER: OTHER PRINT OR ELECTRONIC PUBLICATIONS

Texas Department of Public Safety Driver License Division, DL License to Drive Magazine

DL License to Drive magazine is an internal electronic publication published quarterly by the DPS Driver License Division.
CATEGORY 1C WINNER: OTHER PRINT OR ELECTRONIC PUBLICATIONS

New York Department of Motor Vehicles, *Security Feature of NY State Driver Licenses, Permits and ID Cards*

DMV created an electronic brochure – “Security Features of New York State Driver Licenses, Permits, and ID Cards” – to educate bar owners, security, and staff of licensed establishments about new security features included on driver licenses, permits, and ID cards issued by New York State. The brochure was distributed to thousands of bar owners statewide.

PACE Division II: Visual Arts Award

DIVISION AND CATEGORY 2A WINNER: LOGO

Washington State Department of Licensing, *WA Drives Logo*

Last fall, we asked for employee ideas for naming our new enterprise licensing system to support future licensing of vehicles, vessels, and drivers. After nearly 250 name submissions were reviewed, we chose to call our new system “DRIVES”— which is an abbreviation for Driver and Vehicle System. Our graphic designer was tasked with designing an attractive logo that showed the integration of both the driver and vehicle functions into one system.

CATEGORY 2B WINNER: PHOTOGRAPHY

Georgia Department of Driver Services, *GA Department of Driver Services Governor’s Day of Service*

As part of the Inauguration festivities for Georgia Governor-elect Nathan Deal, a Day of Service was organized for Saturday, January 9, 2015, at a community transition center in metro-Atlanta. DDS was asked to participate by providing the agency’s Mobile Emergency Licensing Unit to assist homeless customers with ID Card and/or license issuance. It was our pleasure to assist these customers who have unique circumstances and special needs. It was a great opportunity for earned media as the local television reporter covering the event also toured and filmed our participation. This was an excellent opportunity for the community to learn about the DDS mobile issuance process.

CATEGORY 2C WINNER: DISPLAY

Pennsylvania Department of Transportation, *Live Free Ride Alive SKIDBIKE™ Display*

SKIDBIKE™ technology adapts motorcycles to a three-axis, fully-supported rolling frame, and limits extreme and dangerous lean angles often associated with motorcycle driver operations. The SKIDBIKE™ unit is employed in either static displays and demonstrations or dynamic skill development learning environments that introduce students to motorcycle controls, instruments, and driving concepts. Using a full-sized and operational motorcycle with the SKIDBIKE™ mechanism attached, our display provides attractive, interactive, and hands-on training experiences for our target audience—a first within the motorcycle education and training community.
**CATEGORY 2D WINNER: DIGITAL GRAPHICS**

Idaho Transportation Department, *Gramma’s House or the Big House*

An impaired driving campaign based on the “impaired driving wrecks the holiday” theme spurred a visual offering a clear choice for the potential of two very different destinations for your holiday dinner. The digital graphic put the focus on making the decision to drive impaired or not, and the consequences of that decision.

**PACE Division III: Advertising Award**

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

Washington State Patrol, *Washington State Patrol 2015 TV Recruitment Campaign*

A two-part television commercial campaign was implemented to increase the number of Washington State Patrol Trooper candidates. The commercials were developed following defining the ideal candidate and extensive surveying of the public and current employees.

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

Idaho Transportation Department, *Drive Safe, Belts On*

The video was shot locally at the College of Idaho with volunteer talent from one of the school’s residency halls, specifically targeting youthful drivers and the decision to buckle up before the keys are even used. Especially during the busy holiday travel season, a positive message for remembering to buckle up was the emphasis of this commercial. When young adults are on their own, they need to know that wearing a seat belt is a consistent habit everyone should have to keep friends and family safe.

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

Washington State Patrol, *Washington State Patrol 2015 Radio and Internet Recruitment Campaign*

We created a radio campaign featuring current Washington State Troopers sharing in their own words compelling, heart-felt stories of how they have made an impact in their community or how they have changed someone’s life while on the job. A series of eight different radio commercials were developed with troopers who had been on the job anywhere from 2 months to 2 years. The stories connected with our intended audience in an emotional way, illustrating intrinsically-fulfilling aspects of being a trooper: making a difference within the community by helping people in need and service with humility. The intended purpose was to increase the number of qualified applicants to the WSP Training Academy.
**CATEGORY 3D WINNER: INDOOR OR OUTDOOR PRINT OR DIGITAL ADVERTISING**

Alberta Transportation, *Speeding Doesn’t Always Kill*

The series of billboards employ visual demonstrations to bring the symptoms of brain injuries to life for viewers. The billboards use scrambled letters and blurred works to demonstrate the issues that affect individuals with brain injuries. Alberta Transportation worked with the Brain Care Centre to ensure that the advertisements represented the challenges that individuals with brain injuries face.

**PACE Division IV: Special Events Award**

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

California Department of Motor Vehicles, *AB 60: Launch of the Safe and Responsible Driver Act*

The California Department of Motor Vehicles launched an unprecedented program, Assembly Bill 60 (AB 60) to provide driver licenses and identification cards to an estimated 1.4 million undocumented individuals who can prove residency and identity. The Safe and Responsible Driver Act, which was implemented on January 2, 2015, attracted international attention and the media event involved a small team of four information officers to provide information to media outlets representing various ethnic groups and languages.

**DIVISION AND CATEGORY 4B WINNER: NON-MEDIA EVENT**

Indiana Bureau of Motor Vehicles, *BMV State Fair Booth*

The Indiana Bureau of Motor Vehicle’s booth at the Indiana State Fair not only established the agency’s presence at the 17-day event, but it also provided a customer service opportunity.

**PACE Division V: Video Award**

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

Minnesota State Patrol, *Shattered Dreams, Distracted Driving Changes Lives*

The story of Andrea Boeve and Chris Weber is compelling, as each driver can put themselves into any part of this tragic story. Matt Boeve, Chris Weber, the Minnesota State Patrol and the Department of Public Safety all share the same goal: To prevent another tragedy from affecting a family. We hope through education and awareness, we can change the behaviors on our Minnesota roadways. That is the premise behind this project.

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

Alberta Transportation, *Distractions Can Be Deadly*

The components of the campaign included several media elements using videos showcasing a teen trying to perform a simple everyday task while being surrounded by distracting friends. Two videos were produced, one male focused and the other female
focused. The intended purpose of both videos is to help young drivers recognize how overconfidence and inexperience can make them very vulnerable on Alberta’s roads. We also want to remind young drivers to be extra cautious when they are carrying their peers as passengers, as they may feel pressure to take risks.

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

**New York Department of Motor Vehicles, Do You Have What It Takes?**

Operations management requested we produce a short video that would clearly define what a customer needs to bring to an office in order to apply for a driver license or non-driver ID card, or to register a vehicle. Data has shown that many customers were not prepared when coming to the DMV and had to make repeated visits because they lacked the proper documents or had unusable documents for their transactions. Not only was the customer unhappy about having to make a second trip, but our wait times increased due to what could have been prevented repeat visits. As a result of this need, and at the request of operations, the video was co-produced with DMV Communications and Operations staff externally with NYS Media Services Center. “Do You Have What it Takes?” was posted for viewing on YouTube, and it was a link on our website to direct consumers to watch the video as a recommended useful tool before making a trip to the DMV.

**PACE Division VI: Writing Award**

**CATEGORY 6A WINNER: NEWS RELEASE**

**Texas Department of Motor Vehicles, Two Steps, One Sticker**

A news release was crafted and disseminated throughout the state by the Texas Department of Motor Vehicles to call attention to a legislatively mandated change to Texas’ vehicle inspection and registration process. The release highlighted a press event held at the Texas Capitol to promote the “Two Steps, One Sticker” program. The campaign was created to educate motorists on the transition to a single sticker for inspection and registration. The release also included information on how the new law would impact motorists and directed them to helpful resources.

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

**Virginia Department of Motor Vehicles, Ready for the Road Ahead**

The story follows a group of federal prison inmates as they work toward obtaining commercial driver’s licenses (CDL). The purpose of the story is to highlight Virginia DMV’s partnership with the Federal Bureau of Prisons to facilitate CDL training and testing of inmates nearing release. Virginia DMV hopes that the story encourages other jurisdictions to pursue similar programs that help reduce inmate recidivism and fill a critical need for CDL holders in the transportation industry.
CATEGORY 6D WINNER: STORY PLACEMENT

California Department of Motor Vehicles, *DMV Featured in Self-Driving Vehicle Documentary*

The California Department of Motor Vehicles Office of Public Affairs worked with KQED Public Television in San Francisco on a documentary and taped expert roundtable show on DMV’s role in creating self-driving car regulations. The collaboration with the producer resulted in a half hour documentary and half-hour expert roundtable featuring a DMV Deputy Director that oversees the autonomous vehicle program.

CATEGORY 6E WINNER: SPEECH

California Department of Motor Vehicles, *Celebrating DMV’s 100 Year Milestone*

The California Department of Motor Vehicles marked its 100-year anniversary in 2015. As part of a weeklong centennial celebration, a festive ceremony was held at the DMV headquarters in Sacramento where DMV Director Jean Shiomoto addressed the crowd of employees.

PACE Division VII: Websites/Technology Award

CATEGORY 7A WINNER: WEBSITE, INTERNALLY-PRODUCED

Ohio Department of Public Safety, *New Website*

For more than a year, representatives from Ohio BMV and members of the Ohio Department of Publics Safety’s Visual Communications Department worked together to completely redesign the BMV Web site. In January 2016, the new web site was launched. The site features a user-friendly interface with easy-to-find information.

CATEGORY 7B WINNER: WEBSITE, EXTERNALLY-PRODUCED

North Dakota Department of Transportation, *Website*

The North Dakota Crash Memorial Wall was created to provide a safe place for families and friends to create memorials of loved ones killed in motor vehicle crashes in North Dakota. The Crash Memorial Wall allows families and friends of motor vehicle crash victims to share real, local stories to highlight the personal impact that motor vehicle crashes have, whether the fatalities were related to lack of seat belt use, or impaired or distracted driving. The memorials are posted in the public domain, in the hope that sharing these stories will offer comfort to families and friends, and remind visitors the importance of buckling up, driving sober and following all other rules of the road to help prevent future tragedies on North Dakota roads. The Crash Memorial Wall also allows users to identify if they are willing to participate in traffic safety advocacy to assist to advance traffic safety in North Dakota through media advocacy, speaking engagements, testifying to the legislature on traffic safety-related initiatives, or other public information and education opportunities.
2016 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, webDEALER

webDEALER is a one-of-a-kind application developed by the Texas Department of Motor Vehicles that provides end-to-end visibility for title application processing. It improves the vehicle titling process by eliminating the need for dealers to physically transport data and documents to county offices for processing and provides real-time verification of title and registration data. In 2015, used vehicle functionality was introduced which affords both new and used vehicle dealers the ability to process title applications completely electronically. In addition, electronic title processing was introduced to the rental car industry.

Community Service Award

INTERNATIONAL WINNER

Indiana Bureau of Motor Vehicles, Indianapolis Public School 44—Riverside Elementary Partnership

The Indiana Bureau of Motor Vehicles has partnered with School 44 since 2009 and, with the help of the school, has led multiple fundraising efforts for the children, families and teachers within the community. School 44 is less than five miles from the BMV’s Central Office, but
unfortunately 90% of the children that attend the school live below the poverty level. As an agency, we are lucky to have generous employees who have helped donate thousands of food, clothing and school supply items to our School family throughout the years.

REGIONAL RECOGNITIONS

California Department of Motor Vehicles, DMV Volunteer Month
As part of its year-long Centennial Celebration, the California Department of Motor Vehicles declared September 2015, “DMV Volunteer Month.” DMV employees were encouraged to volunteer, individually or in groups, to assist non-profit organizations in their local communities. Employees from all ten divisions of the department, both at DMV Headquarters and field locations, participated in the DMV Volunteer Month.

Connecticut Department of Motor Vehicles, Connecticut State Employees Campaign for Charitable Giving
The State of Connecticut Department of Motor Vehicles participates in the annual State Employees Campaign for Charitable Giving (CSEC), a once-a-year opportunity for Connecticut State Employees to contribute to non-profit charities through their workplace. Through the CSEC you can make a single gift to help people locally, throughout the nation, and around the world. The contributions made by employees make possible a wide range of vital services provided by the nearly 700 charities eligible for a donation through the program.

District of Columbia Department of Motor Vehicles, World AIDS Day Food Drive
The District of Columbia Government participates in the World AIDS Day Food Drive in which government agencies donate canned foods to assist District residents who are living with HIV/AIDS, cancer, and other life-threatening illnesses.

Georgia Department of Revenue Motor Vehicle Division, 2015 MVD Public Service Project
This year’s project focused on collecting donations, both in-kind and financial, for the Children’s Hospital at Memorial University Medical Center located in Savannah, GA. This is the only children’s hospital in southeast Georgia. The hospital is always in need of donations due to the breadth of their service of not turning down families, both in-state and out-of-state.

Georgia Department of Driver Services, Christmas Cares Program
The DDS team has a reputation for giving back to the community. Whether it is through the statewide charitable contributions program or through individual commitment and service, we are consistently thinking of others. A program very special to our agency is the annual DDS Cares which takes place leading up to the Christmas holidays. It is a program designed for DDS to help our own team members and their families who are in need. This year DDS offered to help families in need by providing children age 12 and under a nice winter coat.

Idaho Transportation Department, Building Castles for a Cause
The Idaho Transportation Department, DMV Administration hosted a food drive to benefit the Idaho Foodbank which included building castles out of donations. The castles were
then judged by representative of the Foodbank. According to the judge, this was one of the largest business contributions she had seen made to the Foodbank.

**Iowa Department of Transportation Motor Vehicle Division, Motor Vehicle Division All for One Program**

Our MVD All for One Program partners with three agencies throughout the year, The Food Bank of Iowa, Marine Corps Toys for Tots and our local schools. Annually, the program raises money through a series of volunteer initiatives and activities as well as supporting the Food Bank of Iowa through the collection of non-perishable food items. In the month of December, the program partners with the Marine Corps Toys for Tots campaign through the collection of monetary and toy donations. Additionally, we sponsor a Mitten Tree upon which we collect hats, gloves, scarves, coats, and other winter items to be distributed to local school children in need. The MVD All for One Program commits itself to assist both local and national programs.

**Maryland Department of Transportation Motor Vehicle Administration, Stuff the Bus Food Drive 2015**

The Maryland Department of Transportation’s Motor Vehicle Administration collected food for the Maryland Food Bank by stuffing the MVA’s mobile office—the MVA on Wheels—with non-perishable food and personal care items. The collection took place at the entrance to the MVA’s headquarters in Glen Burnie, Maryland on September 25, 2015. Along with the bus parked by the MVA entrance, the event included music, raffle baskets, a personal photo booth to snap pictures for a donation to the food bank, and the all-important loading of the bus.

**Nebraska Department of Motor Vehicles, #KerrieOn**

This project involved raising money for the infant daughter of an Omaha Police Officer who was killed in the line of duty on May 20, 2015. She left behind a husband, two stepchildren, and a baby girl born prematurely in February 17, 2015. The baby was due to be released from the hospital on May 21, 2015, the day after Officer Orozco was killed.

**North Carolina Division of Motor Vehicles, The Joy of Holiday Giving Challenge**

The NCDMV Customer Contact Center, located in Elizabethtown in Bladen County, decided to celebrate the 2015 holiday season with a Holiday Challenge. An employee made the suggestion to find a local organization in need of assistance for the holidays and make it a team competition. “The Joy of Holiday Giving” challenge began on November 16 and ended December 11th, 2015. The goal was for each team (supervisors/employees) to collect can goods/food items/personal items/money to purchase a coat per team (10 teams) for children in foster care and items to complete the gifts for the 26 adults in need. The prize for the team collecting the most items was a pizza party on December 18. Teams had fun with the challenge, picking on each other as to who would win, hiding boxes in their cubes so that no one really knew exactly how many items they had in waiting until the very last moment to bring in boxes from their vehicles.
Pennsylvania Department of Transportation, Bears on Parade—Charity Event

“Bears on Parade” was a charity event held at the 2015 AAMVA Region I Conference in Hershey, PA, benefitting the Penn State Hershey Children’s Hospital. Each participating AAMVA jurisdiction or organization was asked to donate a teddy bear, designed to represent their jurisdiction/organization, to enter into a best dressed bear competition. These teddy bears were put on display during the conference’s state reception. Conference attendees purchased tickets to cast votes for their favorite furry ambassadors, then placed tickets in a bag next to their favorite bears.

South Carolina Department of Motor Vehicles, Flood Relief Efforts

In October 2015, the state of South Carolina experienced a 1,000-year rain event which resulted in widespread flash floods throughout the state. This catastrophic flooding destroyed many areas of the state, leaving hundreds homeless and taking the lives of eight citizens. The SC Department of Motor Vehicles took action to help SC residents affected by the floods by: providing emergency information assistance through the agency Contact Center, collecting clothing and cleaning materials for victims, collecting monetary donations for the American Red Cross to support disaster victims, supporting statewide recovery efforts through volunteer efforts supporting state agencies, recovery efforts in shelters, churches and other organizations or service groups, and supporting the SC Disaster Recovery Team.

Texas Department of Motor Vehicles, Fight Against Hunger

The goal of the Fight Against Hunger program is to assist the Tarrant [County] Area Food Bank with the collection of non-perishable goods. The Texas Department of Motor Vehicles team at the Fort Worth Regional Service Center has actively engaged in community service for years in order to build and strengthen local relationships. Together in 2015, the Fort Worth Regional Service Center team continued this work and helped feed the needy in their area. Apart from the direct benefit to those in need, this project provides TxDMV employees with a sense of satisfaction and accomplishment that comes from knowing that they took part in making a real difference within their community.

Virginia Department of Motor Vehicles, Veterans Support

Virginia DMV fosters a culture of employee awareness and appreciation for military 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 veteran population.

Wisconsin Department of Transportation Division of Motor Vehicles, SE Region Food Drive

The Wisconsin DMV Bureau of Field Services, Southeast Region conducted a food drive within each Southeast Region customer service center. This was a collective, region-wide effort to raise food for area food banks. All donations were generated by the employees in each customer service center and the donations were brought to a local food pantry.
Customer Convenience Award

INTERNATIONAL AND REGIONAL WINNER

Kentucky Department of Vehicle Regulation, Kentucky Highway Use Tax On-Line E-File/E-Pay System (KYU E-File)

KYU E-file allows both internal and external users the ability to process their Kentucky Usage tax returns in real-time using the internet. The customer logs on to KYU e-file and enters their account tax information one question at a time. The KYU tax wizard then calculates the tax due based on the data entered (plus penalties and interest if due, based on filing date) and electronically files the tax return. The KYU e-file application then sends the completed tax return via email to the user. The Tax Wizard allows the user to pay for the tax due using an electronic payment method (which is PCI Compliant) or by voucher, which allows payment at a later date. As a security measure, external users are required to register and login to the site. The new process also streamlined the back office procedures that are done when processing a KYU tax return.

REGIONAL WINNERS

Iowa Department of Transportation, Motor Vehicle Division, Self-Service Kiosks

In today’s world, time is more valuable than ever. And the Iowa Motor Vehicle Division is trying to save minutes and hours at a place routinely chastised for what’s perceived as unnecessarily long wait times. We are focusing not only on providing these services in locations that are convenient, but also at times that are convenient. Iowa Kiosk provides increased access for someone whose work or personal schedule may not allow them to visit a DOT office during normal business hours.

Maryland Department of Transportation, Motor Vehicle Administration, Traffic Citation Payment Kiosk

The traffic citation kiosk makes it easier for customers who must pay a fine before they can renew their driver’s license. For any citations that do not specify that the driver must appear in court, the fine can be paid right in the branch office and the license can be renewed. The kiosk improves customer convenience by providing a one-stop-shop for customers to pay their fines to ensure they maintain their driving privileges.

Montana Motor Vehicle Division, Driver Services Bureau, Driver Services Appointment Scheduling System

This system replaced an existing 8-year-old appointment system with an online system that is intuitive, mobile friendly, and enables customers to schedule, change or cancel their own appointments. Key requirements of the new system included text message and email notifications and reminders, links to our motor vehicle website required documents page, and to be easy to use for both our customers and staff. The new appointment system enables the Montana Motor Vehicle Division to more efficiently manage customer visits to
exam stations, while providing a source of information supporting future strategic decision making and resource planning. The overall impact is an increase in MVD efficiency and customer satisfaction.

Excellence in Government Partnership Award

INTERNATIONAL AND REGIONAL WINNERS

Oregon Department of Transportation, Driver & Motor Vehicle Services Division & Washington Department of Licensing, Non-Resident Violator Agreement Process Improvement

This project brought together frontline employees from Oregon’s Driver and Motor Vehicle Services Division and Washington’s Department of Licensing to address breakdowns in the process for sharing information between the two state agencies related to suspensions and clearances as required by the Non-Resident Violators Agreement (NRVA). The cross-state team of employees used the “lean” process improvement methodology to examine the problems experienced by the agencies. The goal was to create an action plan and implement changes to improve the process, as well as facilitate better communication.

REGIONAL WINNERS

Iowa Department of Transportation, Motor Vehicle Division, Online Voter Registration

The Iowa DOT partnered with the Iowa Secretary of State to develop online voter registration, using the Iowa DOT’s online services portal and existing identity verification process to identify voter registration applicants and complete the application process. Applicants may access the online service from the Iowa Secretary of State’s office, which links the applicant to the Iowa DOT’s online services portal, or may access the service directly through the Iowa DOT’s website and online services portal. The new system gives Iowa’s 2.2 million driver’s license or ID card holders a convenient way to register to vote, update their address, or change their party affiliation, any time of day or night, and from any location or device with internet access.

Maryland Department of Transportation, Motor Vehicle Administration & Pennsylvania Department of Transportation, Online Agent/Dealer Program

Maryland and Pennsylvania implemented a joint agreement to electronically title and register vehicles in June of 2015. A resident of Maryland or Pennsylvania who purchases a vehicle in the neighboring state, can now title and register the vehicle in their state of residence when they purchase it. The agreement, an online agent/dealer program, was signed on April 16 and streamlines customer service by easing title and registration transactions for residents of the two neighboring states.

Texas Department of Motor Vehicles, Two Steps, One Sticker

As a result of legislation passed by the Texas Legislature, the state stopped issuing inspection stickers and transitioned to a combined vehicle inspection and registration program. In order to register on time, motorists must have their vehicle inspected no earlier
than 90 days before their registration expires. Prior to the passage of this law, inspection and registration were separate and unrelated processes with inspection efforts led by the Texas Department of Public Safety and the Texas Commission on Environmental Quality and registration responsibilities entrusted to the Texas Department of Motor Vehicles. The partnering of these processes also required the agencies to partner together to properly administer the new law.

Fraud Prevention and Detection – Law Enforcement Agency Award

**INTERNATIONAL AND REGIONAL WINNER**

*Georgia Department of Driver Services, Office of Investigative Services State Law Enforcement Certification Project*

The Office of Investigative Services is the law enforcement branch of the Georgia Department of Driver Services. The 015 focus is on the investigation of allegations of driver’s license fraud, misconduct by DDS employees, and background checks on applicants for employment and customers seeking credentials in some programs regulated by the DDS. Although staffed by POST-certified officers, ours had not attempted to become state certified in law enforcement until the initiation of this project. The focus of this project was to go through the certification process and gain state certification.

Fraud Prevention and Detection – Law Enforcement Individual Award

**INTERNATIONAL AND REGIONAL WINNER**

*Larry McDuffie, Criminal Investigator II, Office of Investigative Services, Georgia Department of Driver Services*

Kadiatou Aidara has been living in the United States since 1991 under the identity of a deceased infant from 1961 by the name of Donna Morgan. During the time that she has assumed this identity, Aidara has obtained numerous state and federal benefits and operated exclusively under the assumed identity. All the while, she was actually in the U.S. illegally and was ineligible for many of the benefits she received. Investigator McDuffie’s investigation uncovered fraudulent activity by Aidara within several state and local agencies and private enterprises, including the U.S. Social Security Department, the Department of Family and Children’s Services, the U.S. State Department, GA Department of Vital Records, GA Department of Driver Services, a private adoption agency and others. Through his investigation, Investigator McDuffie has been able to expose this fraudulent activity to representatives of all of the known affected agencies, allowing them to take corrective action to reconcile their records and seek additional prosecution if appropriate.
REGIONAL WINNERS

Matt Dingbaum, Investigator, Bureau of Investigation & Identity Protection, Motor Vehicle Division, Iowa Department of Transportation

Investigator Matt Dingbaum, an 11-year employee with the Iowa Department of Transportation, was alerted to suspicious titles with false addresses when presented in Iowa to obtain Iowa titles. Through the aggressive investigative efforts of Investigator Dingbaum, he was able to locate title records for numerous vehicle records transferred into Iowa with previous false titles and counterfeit manufacturer certificates of origin. Investigator Dingbaum networked with local and state law enforcement officers in Iowa and throughout the Midwest to successfully bring justice and apprehend the suspect and accomplices who were part of a multimillion dollar interstate auto theft ring.

Trooper First Class Josh Whiteside, Vehicle Fraud Investigation Unit, Troop J – Lancaster, Pennsylvania State Police

The Pennsylvania Department of Transportation, Risk Management Office initiated a facial recognition case to be investigated by the Pennsylvania State Police. The case was initiated due to an individual applying for a renewal of a photo identification card and when facial recognition was run against the renewal photo, a probable match record was found in the PennDOT system.

Fraud Prevention and Detection – Motor Vehicle Agency Award

INTERNATIONAL AND REGIONAL WINNER

Virginia Department of Motor Vehicles, Enhanced Odometer Fraud Detection and Enforcement

Virginia DMV entered into a cooperative agreement with the National Highway Traffic Safety Administration to address issues of odometer fraud and discrepancies in odometer recording. The two-pronged effort was aimed at reducing errors in odometer reporting and investigating fraud cases more efficiently. Through enhanced counter staff training, changes to DMV systems, and a public education campaign, the Virginia DMV has reduced the average daily number of odometer discrepancies by 80%. This has allowed DMV law enforcement to more readily identify potential fraud among a much smaller pool of discrepancies. Enhanced detection and enforcement has led directly to three large-scale odometer fraud ring investigations, seven warrants, and three arrests in just three months.

REGIONAL WINNERS

Washington Department of Licensing, Vehicle Fraud Prevention Training

The DOL Vehicle fraud prevention training program was created in July 2015 to align with a newly-revised Fraud Policy. This training provides the basic tools to help vehicle licensing clerks to identify potential fraud in vehicle licensing transactions. The training also increases awareness of the need for data integrity, collection of appropriate revenue and consumer protection.
Wisconsin Department of Transportation, Division of Motor Vehicles, Facial Recognition Program

The WisDMV uses facial recognition software to not only protect the identities of our customers, but to maintain the integrity of our photo database and the products we issue. Since 2005, Wisconsin has made use of facial recognition technology to perform both 1:1 (one to one) and 1:N (one to many) photo image checks. In 2015, WisDMV took the opportunity under the new driver license contract to upgrade the facial recognition tool used for both front line processing and back office investigations. The new system includes the following enhancements: translucent overlay of images for clearer match detection, improved match calibration for more accurate results, digital refinement of all historical photo images for assist in matching new photos to archived photos, improved photo equipment in all service centers for clearer facial images, option to create “watch lists” for law enforcement, whereby a submitted image continues to run against all new images on a daily basis until a match is discovered, or the watch is cancelled.

Fraud Prevention and Detection – Motor Vehicle Individual Award

INTERNATIONAL AND REGIONAL WINNER

Special Agent David Buehrle, Compliance and Investigation Bureau, Missouri Department of Revenue

Special Agent Buehrle of the Missouri Department of Revenue was responsible for outstanding work organizing and leading a complicated and significant investigation over 20 months that dismantled a loosely-affiliated network of violent offenders involved not only in title fraud, identity theft and stealing, but also in prostitution, drugs, weapons and murder. The multi-agency investigation included U.S. Postal Service Inspectors, Illinois Secretary of State Police, St. Louis City Police Department, and various local law enforcement agencies in the St. Louis metro area.

REGIONAL WINNERS

Agent William F. Banahan, Motor Vehicle Administration, Maryland Department of Transportation

Hired in October 2012 as an investigator for the Maryland Motor Vehicle Administration, William Banahan has identified 952 counterfeit and/or altered titles that were submitted to the MVA to obtain clear Maryland vehicle titles. Prior to joining the MVA, he investigated auto theft, insurance fraud, lien fraud and counterfeit or altered titles in Maryland’s Baltimore County Police Department’s regional auto theft team. Realizing that car thieves were using counterfeit and/or altered out-of-state title documents, Agent Banahan encouraged the MVA to begin a title examination initiative. In the two years he worked on the MVA title fraud project, more than 270 altered and counterfeit titles were identified. Agent Banahan retired from the police department with a distinguished thirty-six-year career and was
hired by the MVA to continue his fraud preventive work. In the more than three years he has worked at the MVA, Agent Banahan has inspected and reviewed more than one million out-of-state titles.

**Wendy Hill, Investigative Assistant, Georgia Department of Driver Services**

Wendy Hill has been with the Department of Driver Services for nine years and has been in the Investigative Division since 2011. She serves as an investigative assistant under the direction of Administrative Support Manager Cindy Oliveri who has been with DDS in the Investigative Division for ten years. Hill is responsible for many duties in our division that include assisting federal, state, and local law enforcement agencies with information collected by the Department of Driver Services. Through the use of our photo identification system and some social media investigation, Hill was able to identify a homicide suspect for a local jurisdiction with very limited information provided by the agency. The information and investigative analysis provided by Hill led to the quick identification and apprehension of a brutal homicide suspect.

**Improvement through Efficiencies Award**

**INTERNATIONAL AND REGIONAL WINNER**

**Pennsylvania Department of Transportation, PennDOT Field Staff Mobilization**

Processes that were labor intensive and completed on paper were analyzed to find efficiencies through mobile tablet solutions. The audit staff, comprised of agent auditors who perform registration and title work on behalf of the Department and Quality Assurance Officers who audit vehicle safety and emissions inspection stations, were a natural place to use mobile tablet solutions in order to realize go-green benefits by eliminating paper and mailings, reducing processing costs, streamlining processes, and realizing the benefits of real-time data.

**REGIONAL WINNERS**

**Kentucky Department of Vehicle Regulation, PODD Project**

PODD provides on-demand printing of vehicle registration receipts with attached decals. The new bar-coded receipt is now scanned into a central document archive in real-time. The archive is accessible by multiple agencies through a secure URL. The project installed 650 two-drawer laser printers and 1,100 scanners statewide. The project was implemented between March and June 2015 to 155 county clerk offices and in the Transportation Cabinet Central Office.

**Montana Motor Vehicle Division, Vehicle Dealer Licensing Efficiency Project**

Historically, licensing Montana vehicle dealers has been a cumbersome, manual, paper process with five staff members answering phone calls, processing licenses, searching for and pulling file jackets, re-filing, and sharing information verbally among the staff and customers. Moreover, only one person could work on a given dealer’s file at a time, denying other office staff and staff who work outside the office access to that dealer’s information. This project redefined the vehicle dealer licensing business process, applied a
practical, already in-place technology that enabled dealer licensing files to be electronically exchanged, and allowed access to the same files by multiple staff to simultaneously work through the licensing process with customers.

**Ohio Department of Public Safety, Bureau of Motor Vehicles, OPLATES Web**

The Ohio Bureau of Motor Vehicles and Information Technology Office offered online vehicle registration renewal services from 2000 to 2015 using an externally-hosted vendor solution, selected through a bid process. The Internet service offering (called OPLATES) was established before the Ohio Department of Public Safety had the necessary information technology experience to build web applications in-house. Over the contracted fifteen years, the vendor’s cost for the system had risen to $0.92 per transaction, with the last rebid five years ago, increasing by roughly 50%. In 2015, rather than going through a rebid process for another five-year external contract, the BMV and IT collaborated on an internal proposal to build a new OPLATES system using ODPS technology and resources. The new in-house solution would eliminate the need to rebid the contract, which was set to expire on June 30, 2015. The project also sought to provide an improved end-user experience with enhanced functionality to the public of Ohio and our internal BMV users. When implemented, ODPS IT and BMV calculated an expected hard savings of at least $5.5 million over the next five-year period (based on 1.2 million transactions at the current rate of $0.92 per transaction). Given that the last contract cost in 2010 increased considerably (as noted above), the next five years cost could have conceivably exceeded $8 million.

**Innovative Use of Technology Award**

**INTERNATIONAL AND REGIONAL WINNER**

**Idaho Transportation Department, Online Driver Record Dashboard**

The Idaho Transportation Department in conjunction with Access Idaho, the state portal provider, developed an online Driver Record Dashboard (DRD), a comprehensive interactive tool allowing small to medium-sized businesses to monitor their drivers’ motor vehicle driver’s license record. DRD combines two very distinct tools (Driver’s License Record status and Medical Certification status) into one convenient, web-based application that is available by subscription to the service. The service provides a convenient alternative to the process of looking up driver’s license records one by one and/or calling the DMV to check on driver medical certificates. In addition, it increases public safety and helps companies mitigate risk by flagging monitored driver records with convictions or suspensions so organizations can keep high-liability, potentially dangerous drivers off the road. This new information tool provides immediate access to driver status changes for all classes of licenses. It also enables employers to more easily comply with federal requirements. The new online service improves public safety and access to driver status changes.
**REGIONAL WINNERS**

**Georgia Department of Driver Services, Customer Service Chat Feature**

In an effort to improve customer service in the DDS customer contact center, one of the busiest call centers in the state, the Agency migrated to Platform 28 – a hosted contact center solution. This solution incorporates a one-stop-shop tool that increases agent productivity by providing easy access to comprehensive customer information. This transformation gave DDS the opportunity to incorporate an online chat communication feature for customers. The “chat” functionality provides customers with an additional alternative to traditional phone and “walk-in” services for general information assistance.

**Maryland Department of Transportation, Motor Vehicle Administration, Self-Service Kiosks for the Vehicle Emissions Inspection Program**

The self-service kiosks for the Vehicle Emissions Inspection Program allow Maryland drivers to test their own vehicles at their convenience. The kiosk uses a device that plugs into a vehicle’s computer diagnostic system and checks the car’s emissions to be certain it is meeting Maryland’s environmental standards. It also determines whether the vehicle’s engine is working properly. The test takes less than 10 minutes and is available 24 hours a day, seven days a week.

**Pennsylvania Department of Transportation, Taking the Pulse of Customer Service at PennDOT**

An updated queuing system provides centralized capabilities for monitoring customer service that would allow resources to be shifted to better address wait times at driver license centers throughout the commonwealth. The system allows PennDOT to gain a better understanding of customers’ habits and based on their trends, develop adequate resources to meet their needs. Understanding the trends allows PennDOT to identify and analyze the heaviest monthly and annual days for customer traffic as well as peak volume hours. Once understood, PennDOT can design specific service models that address the unique needs of each driver license center.

**Wisconsin Department of Transportation, Division of Motor Vehicles, Registration Renewal iPad Kiosks**

Despite the fact that customers have a variety of options (online, mail, or via 3rd party) to renew their vehicle registration, more than 400,000 of these renewal transactions took place in DMV service centers in 2015. The goal of the iPad Kiosk program was to provide customers in our service centers with the option of independently completing their registration renewal at a kiosk, rather than obtaining a service ticket and waiting for counter service. Once a customer completes the online transaction via the kiosk, they stop at the information desk to retrieve their certificate of registration and an updated license plate sticker.