



American Association of
Motor Vehicle Administrators

Security *Integration*
Law **MISSION**
Enforcement
Investigations
OPERATIONS
Guidance



DMV Investigator Integration Strategies



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INVESTIGATOR INTEGRATION WORKING GROUP
LAW ENFORCEMENT STANDING COMMITTEE

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Executive Summary

This *Department of Motor Vehicles (DMV) Investigator Integration Strategies* document is a product of the DMV Investigator Working Group (hereinafter referred to as the *Working Group*) and represents one of two *Working Group* deliverables. The second deliverable is a *Resource Guide*, which includes general organizational and operational principles and guidance for DMV investigative units based on the research, experiences, and practices of Working Group members and the agencies they represent.

This *Integration Strategies* document contains five general strategies and 10 specific recommendations. Some of the integration strategies recommended will require more resources than others; therefore, adoption and implementation will occur over time. The implementation of these strategies supports the American Association of Motor Vehicle Administrators' (AAMVA's) vision for "Safe Drivers, Safe Vehicle, Secure Identities, and Saving Lives."

Introduction and Background

The mission statement of the AAMVA Law Enforcement Standing Committee (LESC) is “To inspire collaboration between law enforcement and motor vehicle administrators to improve highway and public safety.” The LESC believes that in order to reach the next level of collaboration, DMV investigators need to be better integrated into the AAMVA community and into the activities of the law enforcement discipline specifically. Toward that end, the Working Group was established in FY 2015.

The staffing, mission scope, and authority of DMV investigative units vary throughout North America. Therefore, Working Group membership selection focused on individuals representing DMV investigative units of various mission disciplines (driver and vehicle), and authority levels. There was also a focus on ensuring balance among the four AAMVA regions and representation from state law

enforcement agencies that sometimes assist DMV investigators with investigations or arrest operations. The Working Group consisted of 11 DMV investigators (including one Canadian), four law enforcement representatives, one board advisor, and three AAMVA staff.

This document is considered a living document, and as such, publication does not indicate an end but a beginning. Progress on the implementation of these strategies will be tracked and reported to the Law Enforcement Standing Committee on a regular basis.

Any AAMVA member with additional idea(s) on how to more completely integrate DMV investigators into the AAMVA community and the activities of the law enforcement discipline should communicate those ideas to Brian Ursino, AAMVA director of law enforcement at bursino@aamva.org.

Integration Strategies

Introduction

Following is a list of strategies the Working Group developed that, if fully implemented, will result in DMV Investigators becoming better integrated into the AAMVA community and the AAMVA law enforcement discipline.

Strategy 1 – DMV Investigator AAMVA Webinar Series

Through the AAMVA webinar series, AAMVA members are able to learn about the most up-to-date initiatives in keeping our highways safe and secure, best practices in securing identities, information technology (IT) optimization, and DMV and law enforcement best practices. AAMVA webinars offer member knowledge from industry experts on a variety of topics, all from the comfort of the person's office. The webinars are provided as a member benefit and are archived for the viewing convenience of anyone who wants to see a particular webinar but cannot attend the live presentation.

A review of historical webinar topics revealed very few that were useful or relevant to the DMV investigator community. Even when topics of interest were presented, content was not presented with this audience in mind. The development of a DMV investigator-specific webinar series will correct this by offering topics both relevant and structured for this audience. The Working Group identified topics that would be useful and prioritized the order in which they should be presented as follows.

Webinar Topic

AAMVA for DMV Investigators – Yeah, We Do That
New York DMV Underage Drinking Stings: A Jurisdiction Program Showcase
Title fraud and washing
Abandoned, cloned, and salvaged vehicle investigations
Import/export fraud
Odometer fraud
Forensic investigations
Lien sale fraud
Cyber dealerships
Dealer sales tax evasion
Case study showcase (success story)
Emissions fraud
Kiosk fraud – how to investigate
Storage facility fraud

The AAMVA staff will work with the AAMVA investigator and enforcement community to identify speakers who are leaders in each of these topic areas.

Finally, the list should be reviewed and updated at least semiannually to address hot or emerging topics not currently identified and to reevaluate and reprioritize the list in its entirety.

Recommendation 1.1: DMV investigator webinars be conducted at least quarterly and more frequently if possible.

Strategy 2 – Create DMV Investigator Content for Future AAMVA Conferences

The Working Group views attendance at AAMVA conferences—the Annual International Conference, Regional Conferences, and the Workshop and Law Institute—as a valuable way to integrate investigators into the AAMVA community. Participating in sessions, as presenters and attendees, will be beneficial. Moreover, the networking and contacts made through attending these conferences will add value to the professional development of investigators. AAMVA conferences would likely see increased attendance by DMV investigators if session content was more applicable to their respective missions.

Recommendation 2.1: Conference planning committees should seek guidance from the Law Enforcement Standing Committee to ensure a more robust “Law Enforcement/DMV Investigator Track.” The AAMVA should reach out to jurisdiction DMV investigative units so they are aware of the content being offered and can pursue conference registration through their agency.

Recommendation 2.2: Consider issuing certificates of attendance at conferences and webinars. Some individuals may be able to use this documentation for Continuing Education Units (CEUs).

Strategy 3 – Develop a DMV Investigator Fraud Detection and Remediation Training Module

The Fraud Detection and Remediation (FDR) training contains 16 training modules and supplements that address topics such as People and Actions, Imposter Fraud, Internal Fraud, and many others that are written for a wide audience of stakeholders from DMV front-counter employees to partners in the federal government and private sector.

The AAMVA’s FDR Maintenance Subcommittee operates under the auspices of the Law Enforcement Standing Committee (the parent committee to this Working Group) that works hard to meet its commitment to continually improve and update the material in order to best meet training needs of our members. The FDR courseware package is updated annually.

Recommendation 3.1: The FDR Maintenance Subcommittee should consider development of an FDR training module specific to DMV Investigators that pulls together all content relevant to DMV fraud investigators into a single module with new content focusing on best practices in detecting the most common types of fraud.

Recommendation 3.2: If the FDR Maintenance Committee accepts Recommendation 3.1, then it should convene a subgroup to include some members of the Working Group to develop the module.

Strategy 4 – Improve Mission Awareness (Education) and Partnerships Between DMV Investigative Units and Other Law Enforcement Entities

Among the challenges faced by DMV investigative units, particularly those without fully sworn personnel, is obtaining support from their state, provincial, federal, and local law enforcement partners. These partnerships are sometimes critical in chasing down investigative leads or to effect an arrest.

Moreover, the prosecution rate of cases submitted to prosecutors is very low, not because of poor investigative quality but because of lack of understanding by prosecutors in general of the impact of DMV fraud and crimes and how to successfully prosecute “paper crimes.”

Recommendation 4.1: Develop a standardized PowerPoint template that DMV investigative units can use (and customize using their own jurisdiction

logos and so on) to educate stakeholder groups such as prosecutors, judges, and other criminal justice partners as to what they do, how they do it, and why prosecuting DMV fraud and crime is important.

Recommendation 4.2: The AAMVA National Motor Vehicle Title Information System (NMVTIS) Law Enforcement Working Group should follow-up on the request made to the Department of Justice, Bureau of Justice Administration to make the NMVTIS Law Enforcement Access Tool available to DMV Investigators who are not fully sworn.

Note: The AAMVA NMVTIS Law Enforcement Working Group sent a letter, dated June 1, 2016, co-signed by the chairs of the AAMVA NMVTIS Law Enforcement Working Group and the DMV Investigator Integration Working Group making this request.

Strategy 5 – Include DMV Investigator representation on the AAMVA Combined Standing Committees

The AAMVA Standing Committee structure places individuals on each of the three standing committees (Driver, Law Enforcement, and Vehicle) that represent nine established disciplines:

Driver licensing

- Fraud
- ID management
- IT

- Law enforcement
- Legal services
- Motor carrier services
- Public affairs and consumer education
- Vehicle registration and titles

Although fraud is already one of the represented disciplines, this discipline is not always represented by a DMV investigator. Presently (according to the 2016–2017 committee roster), only one of three on the fraud discipline representatives comes from a DMV investigative unit.

Recommendation 5.1: This recommendation includes two options.

- 5.1a – Consider including the DMV investigator “discipline” to the AAMVA’s committee structure, thereby adding three total members (one to each standing committee).
- 5.1b – If 5.1a exceeds budgeted resources, include in all future advertisements for fraud discipline vacancies standard language that DMV investigators are preferred or strongly encouraged to apply.

Recommendation 5.2: Future Working Groups created under any of the three standing committees that have a nexus to the fraud discipline should be chartered to include at least one DMV investigator as a member.

Final Thoughts

Singularly, implementation of any one of these strategies will contribute to the Working Group's goal of more fully integrating investigators into both the AAMVA community and the AAMVA

law enforcement discipline. And implementation of all five strategies, as time and resources allow, will strengthen DMV investigator integration exponentially.

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**safe drivers
safe vehicles
secure identities
saving lives!**



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