



2011 Region II Conference

Jurisdictional Roundtable Submission

Please utilize this template to provide information on recent projects/ legislation in your jurisdiction. Include information on new programs being implemented, issues you're struggling with, and / or new legislation. Please use a separate form for each project. Return completed forms to Fred Porter by email at fporter@aamva.org by **April 30, 2011**. Thanks!

Project Name: Legislative change to amend the Commercial Drivers License state law to comply with federal regulations	
Submitted by: Jurisdiction: Arkansas Agency: Department of Finance & Administration Office of Driver Services	Contact Information: Name: Tonie Shields Email: tonie.shields@dfa.arkansas.gov Phone number: 501-682-7061
Description of Project or Legislation: The law was amended in 2011 to adopt changes in the regulations of the U.S. Department of Transportation (DOT) concerning medical certification of commercial driver's license (CDL) holders as well as prohibitions against texting while operating a commercial motor vehicle. Pursuant to the DOT regulations, the states now are responsible for maintaining medical certification records for a holder or an applicant for a CDL.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name: Arkansas Driver's License Contract	
Submitted by: Jurisdiction: Arkansas Agency: Department of Finance & Administration Office of Driver Services	Contact Information: Name: Tonie Shields Email: tonie.shields@dfa.arkansas.gov Phone number: 501-682-7061
Description of Project or Legislation: Arkansas entered into a seven (7) year contract with the 3M to provide a new state of the art driver's license and identification card system to be implemented in the 134 over the counter offices. The new Card formats provide a number of redesigned security features to make altering, tampering or counterfeiting extremely difficult. Issuance of the new cards will begin in May, 2011. The new cards will be issued through the regular renewal process or whenever a duplicate card is issued. All cards will be in the new format by the end of the four (4) year renewal cycle. The cards will cost \$1.845 per successfully issued card. This price includes the cost to implement and produce a centrally issued REAL ID compliant card if the state elects to issue REAL ID cards. This cost also includes facial recognition. I have attached a copy of the brochure for the new cards.	

Comments: *(utilize this space to provide any additional comments you feel are important to share)*



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Project Name: Electronic Renewal Registration Reminders; Multi-year registrations;	
Submitted by: Jurisdiction: Arkansas Agency: Department of Finance & Administration Office of Motor Vehicles	Contact Information: Name: Roger Duren Email: roger.duren@dfa.arkansas.gov Phone number: 501-682-4661
Description of Project or Legislation: Electronic Renewal Registration Reminders; Under current law, vehicle renewal reminders can only be sent by U.S. Mail. Renewal reminders may now be sent electronically with the consent of the vehicle owner. Multi-year registrations; Under current law vehicles may be renewed only on an annual basis. Passenger cars and class one (1) trucks may now be renewed for a period a period of two (2) year or Three (3) years if the vehicle qualifies. Qualifications are that the owner must have owned the vehicle for the previous multi-year period requested; personal property must have been assessed and personal property taxes must have been paid for the previous multi-year period requested; and liability insurance maintained on the vehicle for the previous multi-year period requested.	

Comments: *(utilize this space to provide any additional comments you feel are important to share)*



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Project Name: Legislative change adding living will designation to driver's license or identification card	
Submitted by: Jurisdiction: Arkansas Agency: Department of Finance & Administration Office of Driver Services	Contact Information: Name: Tonie Shields Email: tonie.shields@dfa.arkansas.gov Phone number: 501-682-7061
Description of Project or Legislation: The law was amended in 2011 authorizing individuals to apply to the Office of Driver Services to have a living will designation placed on a driver's license or an identification card. If the license or identification card has not yet expired, then the person may add the living will designation by obtaining a duplicate or substitute license or identification card.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name:	
NMVTIS	
Submitted by:	Contact Information:
Jurisdiction: Arkansas	Name: Roger Duren
Agency: Department of Finance & Administration Office of Motor Vehicles	Email: roger.duren@dfa.arkansas.gov
Phone number: 501-682-4661	
Description of Project or Legislation:	
Arkansas began participation in the National Motor Vehicle Title Information System (NMVTIS) as a batch state in January 2010. We are scheduled to begin full participation with on line title verification on May 14, 2011.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name: Legislative change extending the expiration date of the Arkansas Enhanced Security Driver's License	
Submitted by: Jurisdiction: Arkansas Agency: Department of Finance & Administration Office of Driver Services	Contact Information: Name: Tonie Shields Email: tonie.shields@dfa.arkansas.gov Phone number: 501-682-7061
Description of Project or Legislation: The law was amended in 2011 extending the expiration date of the Arkansas Enhanced Security Driver's License and Identification Card Act from June 30, 2011 to June 30, 2013 or the date Congress repeals the federal REAL ID Act of 2005 whichever date is earlier.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name:	
Sales Tax exemption for Class 6 and 7 Truck Tractors and Trailers.	
Submitted by:	Contact Information:
Jurisdiction: Arkansas	Name: Roger Duren
Agency: Department of Finance & Administration Office of Motor Vehicles	Email: roger.duren@dfa.arkansas.gov
Phone number: 501-682-4661	
Description of Project or Legislation:	
Under current law, collection of sales tax is capped on the first \$9,150 of the selling price of Class 5 through 8 trucks and the first \$1,000 on semitrailers pulled by such trucks. Under the new law Class 6 and 7 trucks registered through IRP and all trailers would be totally exempt from sales tax.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name: Sales Tax Threshold on Motor Vehicles and Trailers	
Submitted by: Jurisdiction: Arkansas Agency: Department of Finance & Administration Office of Motor Vehicles	Contact Information: Name: Roger Duren Email: roger.duren@dfa.arkansas.gov Phone number: 501-682-4661
Description of Project or Legislation: Currently sales tax is not collected on motor vehicles and trailers with a selling price of less than two thousand five hundred dollars (\$2,500). This threshold was changed so that sales tax will not be collected if the selling price is less than four thousand dollars (\$4,000)	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name: Legislative change adding a medical exemption for seat belt use	
Submitted by: Jurisdiction: Arkansas Agency: Department of Finance & Administration Office of Driver Services	Contact Information: Name: Tonie Shields Email: tonie.shields@dfa.arkansas.gov Phone number: 501-682-7061
Description of Project or Legislation: Current state law requires the driver and front seat passengers to wear seat belts. In the 2011 legislative session a law was passed granting a medical exemption from seat belt use to anyone who would provide a doctor's statement that the person should be exempt from wearing a seat belt due to a medical condition. The person will have a choice of adding this exemption or they carry the doctor's statement in the car and not add the exemption to the license or identification card.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name:	
Temporary Tags	
Submitted by:	Contact Information:
Jurisdiction: Arkansas	Name: Roger Duren
Agency: Department of Finance & Administration Office of Motor Vehicles	Email: roger.duren@dfa.arkansas.gov
Phone number: 501-682-4661	
Description of Project or Legislation:	
Changes in the Temporary Tag Law are as follows:	
The location where the tag is to be attached changed from attachment to the rear windshield to the location where the regular license plate is attached; the tag is to be inserted in a poly bag to protect it until it expires; the fine for failing to obtain a temporary tag was reduced from \$250, \$500, and \$1,000 for first, second, and subsequent offenses respectively to \$25; the period of time to obtain a temporary tag after purchase was increased from five (5) business days to ten (10) calendar days; and authorization was provided to increase the fee from not more than one dollar (\$1.00) per tag to not more than two dollars fifty cents (\$2.50) per tag.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name:	
Title and Duplicate Title Fees	
Submitted by:	Contact Information:
Jurisdiction: Arkansas	Name: Roger Duren
Agency: Department of Finance & Administration Office of Motor Vehicles	Email: roger.duren@dfa.arkansas.gov
Phone number: 501-682-4661	
Description of Project or Legislation:	
Title and duplicate title fees increased from five dollars (\$5.00) to ten dollars (\$10.00). The additional five dollars (\$5.00) will be deposited to the Arkansas State Police Retirement fund.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name: Legislative change adding Veteran designation	
Submitted by: Jurisdiction: Arkansas Agency: Department of Finance & Administration Office of Driver Services	Contact Information: Name: Tonie Shields Email: tonie.shields@dfa.arkansas.gov Phone number: 501-682-7061
Description of Project or Legislation: Legislation was passed to add a veteran designation to the driver's license and identification cards when requested and the proper military form DD-214 is provided. The word "Veteran" will be added at the bottom of the driver's license or identification card photo.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name: Rapid ID Deployment	
Submitted by:	Contact Information:
Jurisdiction: Florida	Name: Major Steve Williams
Agency: Florida Highway Patrol	Email: stevewilliams@flhsmv.gov
	Phone number: 850-617-2391
Description of Project or Legislation:	
<p>The Florida Highway Patrol obtained grant funding from the Department of Homeland Security to purchase Rapid ID fingerprinting devices. The devices were issued to all sworn member up to the rank of Captain. The devices, using Bluetooth technology, capture a fingerprint and compare that print to state and federal databases. Troopers use the devices when the identity of a violator or suspect is in question or to identify deceased individuals. Since deployment began in January of 2010, over 13,500 individuals have been printed leading to the arrest of 834 persons that might not have otherwise been arrested.</p>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name: Leadership Development Plan	
Submitted by:	Contact Information:
Jurisdiction: Florida	Name: Major Leroy Smith
Agency: Florida Highway Patrol	Email: leroysmith@flhsmv.gov
	Phone number: 850-558-4250
Description of Project or Legislation:	
<p>In August 2010, the Florida Highway Patrol implemented a Leadership Development Plan. The Plan recognizes Troopers, Corporals and Sergeants by creating levels within those ranks. For example, levels within the trooper rank include; Trooper Specialist, Trooper 1st Class, Senior Trooper, and Master Trooper. Members attaining one of the levels are authorized to wear specific rank insignia. To implement the program, members are grandfathered in to the appropriate level based on years within their rank. To proceed further, members must attained a minimum number of years in their rank and complete specific courses designed to enhance their job knowledge and prepare them for the next level.</p>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name: Leadership in Police Organizations	
Submitted by:	Contact Information:
Jurisdiction: Florida	Name: Major Leroy Smith
Agency: Florida Highway Patrol	Email: leroysmith@flhsmv.gov
Phone number: 850-558-4250	
Description of Project or Legislation:	
<p>The Florida Highway Patrol is in the process of having all of its supervisors complete the IACP Leadership in Police Organizations course. The course is a comprehensive approach that provides supervisors with specific tools that can be used to address leading in today's law enforcement agencies. The course is divided into four sections; Leading Individuals, Leading Groups, the Leadership System, and Leading Organizations. After IACP instructors provided the training to the Command Staff, FHP members became certified to teach the course. To date, all members the rank of Captain and above have completed the training.</p>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name: Glock 45 GAP Transition	
Submitted by:	Contact Information:
Jurisdiction: Florida	Name: Major Leroy Smith
Agency: Florida Highway Patrol	Email: leroysmith@flhsmv.gov
Phone number: 850-558-4250	
Description of Project or Legislation:	
<p>In the summer of 2010, FHP rearmed all of its sworn members with the Glock 45 GAP handgun. This is the latest generation of Glock handgun. Holsters and other associated accessories were also replaced. All members were provide with 24-hours of training that included extensive practice to become accustomed to drawing the weapon from the new holster. All members were issued Streamlight Strion flashlights capable of being mounted on the handgun or carried on the duty belt. Costs were minimized through a swap of the previous handguns (Beretta 96G) for the new handguns.</p>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	

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Project Name: 2011 Combined DUI / IID Consulting Team (DPA DHSMV-28)	
<p>Submitted by: Julie Gentry</p> <p>Jurisdiction: Florida</p> <p>Agency: DMSMV</p>	<p>Contact Information: Bureau of Motorist Compliance; Education, DUI, IID and FRTP Programs</p> <p>Name: Ray Graves; Rod McQueen</p> <p>Email: raygraves@flhsmv.gov; rodmcqueen@flhsmv.gov</p> <p>Phone number: 850-617-2529; 850-617-2525</p>
<p>Description of Project or Legislation: In a first in Florida event, the directors of the DUI (Driving Under the Influence) and IID (Ignition Interlock Device) programs for Sweden and France heard about the Florida DUI and IID programs at a recent international conference. Based upon this reference, the representatives of these jurisdictions contacted the Bureau to arrange for consultation visits. The bureau arranged and met with representatives from both countries to explain our Davis Productivity Award winning DUI and IID processes; which included our rules, forms, databases, and our system process maps, which they then took back to their countries for implementation. Subsequent to these visits, we received additional requests from Belgium, Puerto Rico, and Slovenia. The team responded to fulfill all requests. This is a positive affirmation that the Florida DUI and IID programs are considered to be worth replicating by the international and national DUI and IID communities. Additionally, the team responded to similar requests from United States jurisdictions New Jersey, California, New Mexico, Texas, Tennessee, Virginia, and Ohio. The estimated added value of this achievement is \$33,600.00.</p>	
<p>Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i> Combined DUI and IID Program Development Consulting Team won a Florida Davis Productivity Award Certificate of Commendation during the 2011 awards cycle.</p>	

Project Name:	
At-Risk Driver Reporting by Law Enforcement	
Submitted by:	Contact Information:
Jurisdiction:	Name: Mike Sarvis
Agency: Department of Highway Safety and Motor Vehicles	Email: michael sarvis@flhsmv.gov
	Phone number: (850) 617-2428
Description of Project or Legislation:	
<p>In August 2010, the Department added a new feature to the Driver Information and Motor Vehicle Database (DAVID) system for reporting drivers who may be unsafe to drive due to a medical condition. DAVID is a secure web-based system accessible only to law enforcement and criminal justice professionals in Florida.</p> <p>This new feature allows law enforcement officers to complete the Medical Reporting Form on-line and submit it to the Department's Medical Review Section electronically. The report requires the officer to indicate a specific reason for requesting a medical review or a re-test. This information allows the department to take immediate action on potentially unsafe drivers.</p>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	
<i>Approximately 3400 drivers have been reported through DAVID since the new feature was added.</i>	



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Project Name:	
Derelict Motor Vehicle	
Submitted by: Julie Baker	Contact Information:
Jurisdiction: State Wide	Name: Julie Baker
Agency: DHSMV Division of Motor Vehicles	Email: juliebaker@flhsmv.gov
	Phone number: 850 617-3001
Description of Project or Legislation:	
<p>Implemented legislation which requires Florida to notify lienholders who hold liens on derelict motor vehicles which are less than 3 years old. The lienholder is given 10 days to contact the department if they have an interest in the vehicle. If not, the salvage dealer or secondary metals recycler is authorized to destroy the vehicle. If the lienholder notifies the department that it has an interest in the vehicle, a stop is placed on the vehicle and the lienholder given 30 days. If there is no lien, the dealer or recycler may destroy the vehicle within 3 business days of receiving the vehicle. Dealers and recyclers can verify an authorized destruction via the department's online motor vehicle check.</p>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name: Easy to Complete and Easy to Renew! One page renewal form for motor vehicle dealers.

Submitted by:

Jurisdiction: Florida

Agency: Department of Highway Safety and Motor Vehicles

Contact Information: Ed Broyles

Name: Ed Broyles

Email: edbroyles@flhsmv.gov

Phone number: 850-617-3171

Description of Project or Legislation:

All licensed motor vehicle dealers renew their licenses annually. In order to make this process less cumbersome for the dealers, the six page application form was modified to a one page renewal form. A detailed check list of required documents is also provided with this form in order to assist the dealers. This has not only simplified the renewal process, but has also resulted in the renewal of licenses without delay.

Comments: *(utilize this space to provide any additional comments you feel are important to share)*

The one page renewal form has helped the Department achieve their goals in serving the motor vehicle industry more efficiently and in a timely manner.



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Project Name:	
Electronic Filing System (EFS)	
Submitted by: Julie Baker	Contact Information:
Jurisdiction: State Wide	Name: Julie Baker
Agency: DHSMV Division of Motor Vehicles	Email: juliebaker@flhsmv.gov
	Phone number: 850 617-3001
Description of Project or Legislation:	
<p>The Department implemented administrative rules due to a change in the law transferring oversight of the Electronic Filing System (EFS) from the Tax Collectors to the Department. The EFS allows authorized EFS entities (EFS agents) such as dealers to issue titles and registrations certificates and license plates at the point of sale. Third party providers provide an interface between the EFS agents and the Department's database. Currently Florida has approximately 500 EFS agents and two third party providers. This has expanded the "store fronts" to provide customer service to the motoring public.</p>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	

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Project Name: 2011 Enhanced Ignition Interlock Device Orientation DHSMV 29	
Submitted by: Julie Gentry Jurisdiction: Florida Agency: DMSMV	Contact Information: Bureau of Motorist Compliance; Education, DUI, IID and FRTP Programs Name: Ray Graves; Rod McQueen Email: raygraves@flhsmv.gov ; rodmcqueen@flhsmv.gov Phone number: 850-617-2529; 850-617-2525
Description of Project or Legislation: This five-member team developed a focused, enhanced Ignition Interlock Device (IID) orientation for field Law Enforcement Officers on the IID clients in the driving (curbside) environment. The orientation gives officers practical knowledge on how to deal with the IID client; what the IID client is or is not supposed to be doing, and how to determine the difference. The orientation was developed to be an ongoing tool for enhancement in improving the skills of law enforcement personnel of the approximately 400 state law enforcement agencies and troops, and has an estimated added value of \$7,500.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i> Enhanced Ignition Interlock Device Orientation DHSMV 29 team won a Florida Davis Productivity Award Certificate of Commendation during the 2011 awards cycle.	

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Project Name: Enhanced SmartTrainer Action Team (DHSMV DPA 25)	
Submitted by: Julie Gentry Jurisdiction: Florida Agency: DMSMV	Contact Information: Bureau of Motorist Compliance; Education, DUI, IID and FRTP Programs Name: Ray Graves; Rod McQueen Email: raygraves@flhsmv.gov ; rodmcqueen@flhsmv.gov Phone number: 850-617-2529; 850-617-2525
<p>Description of Project or Legislation: This eight-member SmartTrainer action team uses the SmartTrainer motorcycle visual and action simulator as a decision making tool for potential novice riders to determine if motorcycle riding is for them. The SmartTrainer is also used for procedural training for students in the Florida Rider Training Program (FRTP), and to gain skill and confidence to master the Basic Rider Course (BRC) practical portion, both before and during the course. Finally, the SmartTrainer is used by experienced riders for emergency action procedures practice, correct emergency response simulation, and to demonstrate the hazards of inappropriate motorcycle maneuvers. The integration of the SmartTrainer into the mandatory FRTP rider training is one of a few major program improvements that has helped produce a 25.1% reduction in motorcycle fatalities and 12.7% reduction in motorcycle related injuries in the last annual crash statistics (2009). This reduction is the opposite of what occurred in most other states, and is a dramatic change to Florida's recent steadily growing motorcycle fatality and injury rates. The innovative use of this new technology within the FRTP training curriculum and in public education and outreach events has enhanced the effectiveness of both motorcycle safety efforts.</p>	
<p>Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i> Enhanced SmartTrainer Action Team won a Florida Davis Productivity Award Plaque Award during the 2011 awards cycle.</p>	

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Project Name: Hardship Reinstatement of Driving Privilege When Permanently Revoked for Multiple DUI Convictions	
Submitted by: Julie Gentry	Contact Information:
Jurisdiction: Florida	Name: Julie Gentry
Agency: Department of Highway Safety and Motor Vehicles	Email: JulieGentry@flhsmv.gov
	Phone number: 850-617-2570
Description of Project or Legislation:	
<p>Legislation change effective 10/1/2010 allows persons whose driving privilege has been permanently revoked for 4 or more convictions of driving under the influence to apply for a hardship license after serving 10 years of their revocation period or 10 years after any release from incarceration. The hardship license would allow them to drive to and from work and any on-the-job driving during the first year of reinstatement. After the first year, they could petition our department to have the restriction changed to business purposes only which allows any driving to maintain their livelihood in addition to driving for work purposes.</p> <p>On 10/1/2011, the same legislation bill allows application for a hardship after serving 5 years of the permanent revocation period or 5 years after any release from incarceration with the same conditions as listed above.</p>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name:	
Varint Recording System	
Submitted by: Michael W. Jenkins	Contact Information:
Jurisdiction: Tax Collectors and Field Offices State Wide	Name: Mike Jenkins
Agency: DHSMV Division of Motorist Services/Field Support Center/Help Desk	Email: mikejenkins@flhsmv.gov
	Phone number: 850 617-3563
Description of Project or Legislation:	
In March of 2011 the Help Desk completed installation of a recording program called Varint / Impact 360 Express. This new software enables the unit to record all incoming phone calls for assistance.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	
The new Varint software captures both the incoming audio as well as a live transactional screen shot of the agents desk top work station. This new capability gives Managers and Trainers the needed development tools for improvements to training, service delivery assessments and insuring adherence to policy, procedures and quality.	

2011 Region II Conference Jurisdictional Roundtable Submission

Please utilize this template to provide information on **recent projects/ legislation in your jurisdiction. Include information on new programs being implemented, issues you're struggling with, and / or new legislation.** Please use a separate form for each project. Return completed forms to Fred Porter by email at fporter@aamva.org by **April 30, 2011**. Thanks!

Project Name: Ignition Interlock Device (IID) Program Outcome Measurement Team (DHSMV DPA 26)	
Submitted by: Julie Gentry Jurisdiction: Florida Agency: DMSMV	Contact Information: Bureau of Motorist Compliance; Education, DUI, IID and FRTP Programs Name: Ray Graves; Rod McQueen Email: raygraves@flhsmv.gov ; rodmcqueen@flhsmv.gov Phone number: 850-617-2529; 850-617-2525
Description of Project or Legislation: <p>This three-member team designed, developed, and implemented an Access 2007 database to track individual Florida Ignition Interlock Device (IID) clients throughout their lifetime. The database currently tracks over 42,658 IID clients who have ever had or are required to have an IID installed on their vehicle, and is a "first-in-Florida" achievement. The 42,658 clients have approximately 2,158,309 records that the database tracks ranging from client demographics, IID installations, IID de-installation, IID exceptions, IID correspondences, vehicles the IID was installed in, and the conviction and sanction data on the driver license of each IID client. The database allows the analysis and management of these records to determine the impact of the IID program and processes on the safety of Florida roadways by measuring the individual DUI recidivism of the IID clients. The database is also used to determine the compliance rate of the entire Florida IID client population, or important client subgroups. This team's achievement resulted in a cost avoidance of \$75,000, the estimated cost of outsourcing the project to a private sector vendor. This achievement allows for true data driven decision making concerning this high interest driver population, and is a program effectiveness "multiplier".</p>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i> Ignition Interlock Device (IID) Program Outcome Measurement Team won a Florida Davis Productivity Notable Cash Award during the 2011 awards cycle.	

2011 Region II Conference Jurisdictional Roundtable Submission

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Project Name: Improved Ignition Interlock Device (IID) Research Team (DHSMV DPA 32)	
Submitted by: Julie Gentry Jurisdiction: Florida Agency: DMSMV	Contact Information: Bureau of Motorist Compliance; Education, DUI, IID and FRTP Programs Name: Ray Graves; Rod McQueen Email: raygraves@flhsmv.gov ; rodmcqueen@flhsmv.gov Phone number: 850-617-2529; 850-617-2525
Description of Project or Legislation: The project team is accomplishing statutorily mandated (s. 322.292(2) (f), F.S.) research in a public – private partnership to determine the impact of the IID on the DUI client population in Florida. This is a “first in Florida” and “an achievement with national significance” accomplishment. The Florida IID program has the unique combination of: (1) the inability to sit out the sanction to avoid the IID requirement, (2) IID clients are held accountable for their IID violations, and (3) a treatment component for the chronic or habitual IID violator.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i> Improved Ignition Interlock Device (IID) Research Team won a Florida Davis Productivity Award Certificate of Commendation during the 2011 awards cycle.	

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Project Name: Improved Law Enforcement Crisis Intervention Preparation Team (DPA 30)	
Submitted by: Julie Gentry Jurisdiction: Florida Agency: DMSMV	Contact Information: Bureau of Motorist Compliance; Education, DUI, IID and FRTP Programs Name: Ray Graves; Rod McQueen Email: raygraves@flhsmv.gov ; rodmcqueen@flhsmv.gov Phone number: 850-617-2529; 850-617-2525
Description of Project or Legislation: Project team conducted quarterly intervention program that certified over 30 Law Enforcement Officers statewide to be first responders to a call involving an individual with mental health issues who is in a crisis situation. The intervention program has high value in that it equips officers with a non-lethal response tool to counter a person in crisis who has mental health challenges.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i> Improved Law Enforcement Crisis Intervention Preparation Team won a Florida Davis Productivity Award Certificate of Commendation during the 2011 awards cycle.	

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Project Name: Improved Purchasing Card Database Re-engineering and Adaptation Team (DHSMV DPA 33)	
Submitted by: Julie Gentry Jurisdiction: Florida Agency: DMSMV	Contact Information: Bureau of Motorist Compliance; Education, DUI, IID and FRTP Programs Name: Ray Graves; Rod McQueen Email: raygraves@flhsmv.gov ; rodmcqueen@flhsmv.gov Phone number: 850-617-2529; 850-617-2525
<p>Description of Project or Legislation: The purchasing card database (PCDB) was built to track agency purchasing cards. This system required the merging of spreadsheets and information from multiple divisions into one central system. The purchasing card database tracks state issued purchasing cards, violations in the use of the purchasing cards, spending limits, card expirations, emergency order situations, and generates reports. The purchasing card database houses over 1,000 records.</p> <p>This four-member team enhanced a previous award winning achievement prompted by the need to further improve and optimize the purchasing card database system. The team modified and improved the purchasing card database in the following ways: expanded the case management system to include all pertinent purchasing card user information into a single location (i.e., identifying, organization, spending limits and violation data, etc.), modified all of the data fields in the case management system making all fields search-able and up-datable, and automated the updating of the system data from a manual entry process. This achievement also improved the violation notification system, reducing it from a 7 step to a 2 step process, expanded the reporting system from 1 to 8 reports, and cut the processing time of the violation and reporting system down to the time it takes to print the violation letter or report. This achievement greatly improved the efficiency of operation of the managers and the overall effectiveness of the Department's purchasing card program, while achieving a cost savings to the agency of \$4,800.00.</p> <p>The nominees enhanced the above award winning achievement in the following six ways:</p> <ol style="list-style-type: none"> (1) Expanded the case management system to include all pertinent purchasing card user information into a single location (i.e., identifying, organization, spending limits and violation data, etc.), (2) Made all of the data in the case management system search-able and up-datable, (3) Automated the updating of the system data from a manual entry process, (4) Improved the violation notification system from a 7- step to a 2 - step process, 	

(5) Expanded the reporting system from 1 to 8 reports, and
(6) Cut the processing time of the violation and reporting system down to the time it takes to print the violation or report.

Comments: *(utilize this space to provide any additional comments you feel are important to share)*
Improved Purchasing Card Database Re-engineering and Adaptation Team won a Florida Davis Productivity Award Plaque the 2011 awards cycle.

2011 Region II Conference Jurisdictional Roundtable Submission

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Project Name: Judicial Orientation Team ((DHSMV DPA 30))	
Submitted by: Julie Gentry Jurisdiction: Florida Agency: DMSMV	Contact Information: Bureau of Motorist Compliance; Education, DUI, IID and FRTP Programs Name: Ray Graves; Rod McQueen Email: raygraves@flhsmv.gov ; rodmcqueen@flhsmv.gov Phone number: 850-617-2529; 850-617-2525
Description of Project or Legislation: <p>This two-member team developed a partnership with the judges to respond to a need for new judges to be oriented to the Department's role as the administrator of driver records. This bureau already had a long history of strong relationships with the judiciary. We facilitated a resource to orient judges and to provide tools for judges to use that explain violator sanctions.</p> <p>This team developed and presented educational material to new judges in a plenary session that covers the administrative and judicial track for DUI violators. This partnership has grown from a one-time invite to an annual agenda item at the DUI Traffic Adjudication Seminar. Our assistance expedites judicial processing, which ensures we secure the information we need to take action to remove problem drivers from the road. This partnership has been very helpful in our efforts to reach out to the judiciary in cases where their order appears to be in conflict with statutory requirements.</p>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i> Judicial Orientation Team won a Florida Davis Productivity Award Certificate of Commendation during the 2011 awards cycle.	



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Project Name:	
L1 Refresh	
Submitted by: Julie Baker	Contact Information:
Jurisdiction: State Wide	Name: Alan Busenbark
Agency: DHSMV Division of Motor Vehicles	Email: alanbusenbark@flhsmv.gov
	Phone number: 850 617-3001
Description of Project or Legislation:	
<p>The Department utilizes specific computer equipment to conduct driver license transactions throughout the entire state of Florida. Every five years, the Department replaces this equipment with more current state of the art equipment. The Department has a contractual agreement with L1 Identity Solutions to refresh issuance technology equipment in all offices around the state. This technology refresh is scheduled to begin in the Fall of 2011 and is anticipated to be completed in March of 2012. The new equipment will run the Windows 7 and Windows Server 2008 operating systems.</p>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name:	
Live Scan Refresh Fingerprint System	
Submitted by: Kenneth E. Ward	Contact Information:
Jurisdiction: State Wide	Name: Ken Ward
Agency: DHSMV Division of Motorist Services Bureau of Driver License Field Operations	Email: KennethWard@flhsmv.gov
Phone number: 850 617-2642	
Description of Project or Legislation:	
Miami Customer Service Initiative (CSI)	
Project was from July 25, 2010 thru November 5, 2010	
This project involved members from various program areas within Florida's DHSMV	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	
<i>The Miami CSI Project involved members from various disciplines within Florida's DHSMV going to and working in the Miami-Dade County area with the goal of improving overall customer service. The program resulted in the following service improvements that are being implemented statewide:</i>	
<ul style="list-style-type: none"> • Changed customer flow patterns in offices • Increased examiner productivity • Identified staffing needs • Streamlined the categories used in the customer queuing system, Q-Matic • Developed a local exception process for Real ID compliance. • Process improvements 	



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Project Name: Online Motor Vehicle Dealer Inspection Project	
Submitted by: Palmer Brand Jurisdiction: Florida Agency: FL Department of Highway Safety and Motor Vehicles	Contact Information: Name: Palmer Brand Email: palmerbrand@flhsmv.gov Phone number: (850)617-3171
Description of Project or Legislation: Through procedural changes, programming to allow online fillable forms, and the purchase and issuance of additional laptops and aircards to field personnel, the Bureau of Motor Vehicle Field Operations has enhanced it's ability to conduct motor vehicle dealer inspections. Compliance Examiners are now able to directly access Department databases and complete inspection reports while at the dealer's place of business which increases examiner accuracy, productivity, and allows the examiners to react more quickly to consumer complaints.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name:	
NMVTIS	
Submitted by: Julie Baker	Contact Information:
Jurisdiction: State Wide	Name: Thomas Wilson
Agency: DHSMV Division of Motor Vehicles	Email: juliebaker@flhsmv.gov
	Phone number: 850 617-2803
Description of Project or Legislation:	
<p>The Department is partnering with AAMVA to ensure Florida's motor vehicle data is correctly reflected in NMVTIS data. Many records have been identified as needing to be updated or even deleted to synchronize data. The Department initially considered updating motor vehicle data in NMVTIS through a batch delete/upload re-load process. However, Department had concerns there could be a potential loss of valuable history data. Consequently, the Department has decided to provide AAMVA with updates via a data transfer approach. That is, the Department is synchronizing records by identifying what data elements are not current or are incorrect and then reconciling the data that with the correct information. This project requires technology resources which constantly compete with many other different projects. Additionally, the Department is also working with AAMVA to provide active registration files.</p>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	
None.	



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Project Name: Specialty License Plate - (Pre-sale)	
Submitted by: Julie Baker Jurisdiction: State Wide Agency: DHSMV Division of Motor Vehicles	Contact Information: Name: Julie Baker Email: juliebaker@flhsmv.gov Phone number: 850 617-3001
Description of Project or Legislation: Legislation was passed to require Florida to change its specialty license plate process to now pre-sale 1,000 specialty plates for a newly requested plate type within a two-year period. If pre-sales exceed this minimum threshold, then the specialty plate organization will be granted the legislative authority to have their new plate type manufactured and issued. The Department took the necessary programming and operational steps to implement this legislation, which even though early in the process, has so far proven to be an effective way of controlling newly requested specialty license plates by allowing the Department to see how registrants respond to new specialty plates being offered. Florida currently has two new specialty license plates going through this process. One of these newly pre-sale specialty plates has pre-sales of 11, the other has zero. Even though these plates are only half way through the pre-sale period, the pre-sale numbers are forecast that they will not become authorized and issued. However, the Department will re-evaluate pre-sale numbers at the end of the two-year period.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i> Under Florida law there is currently a moratorium for new license plates. The two abovementioned specialty plates being evaluated were in the request process prior to the moratorium. Both license plates have until September 30, 2012 to meet these requirements. One has total sales of 11, the other 0.	



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Project Name:



Together Navigating Tomorrow (Project T.N.T.)

Submitted by:

Jurisdiction: Florida
 Agency: Department of Highway Safety and Motor Vehicles

Contact Information:

Name: Rene Knight, Chief of Staff
 Email: ReneKnight@flhsmv.gov
 Phone number: 850-617-3100

Description of Project or Legislation:

Together Navigating Tomorrow (Project T.N.T.) is a new and progressive initiative created by and for Department members. The ultimate goal is to identify our biggest challenges and best solutions.

The project began with a member survey, followed by regional meetings throughout the state with our members. A total of 17 cross-divisional Issue Teams were created with members throughout the state to ensure that each work area within the Department had a voice in the process. Each Issue Team identified our challenges and areas for potential improvement, but most of all they compiled specific recommendations for consideration by Department leadership, including 45 recommendations that were considered "quick wins". By eliminating the printing of certain reports, expanding the use of social media to advertise job vacancies,

and decreasing the use of email while increasing the number of face-to-face discussions our supervisors have with our members and each other, the Department has already become a more effective and efficient workplace.

The Department has implemented many, if not all, of the quick wins. The intermediate and long-term recommendations will be aligned with the Department's strategic goals in order to chart a path to our continued success.

The tremendous success of Project T.N.T. was bolstered by the support of the Department's leadership team. The Department constantly encouraged members to participate in the process, and created a new intranet webpage to track the progress of the initiative. The webpage included a video message from our Executive Director, the results of our member surveys, a suggestion box, web pages for each Issue Team, and a detailed list of the quick wins and intermediate and long-term recommendations.

By embracing the philosophy that "None of us is as smart as all of us" Project T.N.T. has had a significant positive impact on our members, leadership, stakeholders and customers.

Comments: *(utilize this space to provide any additional comments you feel are important to share)*
Project T.N.T. has become an integral part of the Department's efforts to empower our members and to take advantage of their considerable knowledge and expertise in a wide range of areas. Members have seen that the Department's leadership team has been consistent in both message and action. The benefit has been an increase in the trust factor throughout the Department.



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Jurisdictional Roundtable Submission

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Project Name: SAVE Processing	
Submitted by: Alan Watson	Contact Information:
Jurisdiction: Georgia	Name: Alan Watson
Agency: Department of Driver Services	Email: awatson@dds.ga.gov
Phone number: 678-413-8488	
Description of Project or Legislation:	
<p>In 2007 the Georgia Department of Driver Services (DDS) began using the Systematic Alien Verification for Entitlements (SAVE) program to verify the legal presence of non US citizens. This was an optional step in the process of issuing Drivers Licenses (DL) and Identification Cards (ID). In 2008 Georgia State law required the Department to verify the legal presence of all non US citizen applicants prior to issuing a DL or ID. To insure security and efficiently serve customers throughout the state, the agency integrated the SAVE verification process into the legacy mainframe issuance program. This new process insured that the agency confirmed legal presence electronically prior to the issuance of a DL or ID.</p> <p>DDS is not allowed by state law to issue any DL or ID including temporary documents for customers until legal presence is confirmed. This requirement has resulted in about 20,000 - 24,000 SAVE requests each month being transmitted to DHS. The sheer volume of requests makes the process cumbersome for team members. The procedure for escalating SAVE cases to third level verification, in the past, has overwhelmed. Our time frame for submitting cases to DHS for third level verification was about 60 days from receipt of the additional verification response.</p> <p>Additionally, the data entry process for submitting customer information to SAVE is difficult and confusing for some team members. During the first iteration of the SAVE integration process there were also limited data fields that could be utilized, reducing the quality and completeness of</p>	

information being submitted. Due to these factors, the agency experienced significant customer service delays in processing, resulting in numerous return visits to our Customer Service Centers (CSC's) and increased calls to the DDS Customer Contact Center. These return visits and increased calls were due to a high number of customers not clearing the initial verification process, as well as the inefficient third level verification process DDS had in place. Consequently, customers were required to return in 10 days to verify if they had cleared additional verification. If the customers did not clear additional verification, they had to return in 30 days to verify if they had cleared third level verification. Many customers returned numerous times throughout this process. These return visits and calls had a negative impact on all customers, as the increased traffic reduced the effectiveness of the team members.

In 2010, DDS in partnership with the Department of Homeland Security (DHS), completed a significant upgrade to the SAVE data entry screen and verification process. This upgrade allowed team members to include additional information with the verification requests to improve the chances of successful initial verification. Additionally, the SAVE program had been enhanced by DHS to increase the chance of verifying legal presence for students through SEVIS during initial verification. These changes helped DDS improve service delivery to students and other non-citizens. However, it did not eliminate the need for many customers to make multiple return visits, often over a period of months, to complete the verification process.

In December of 2010, DDS piloted a new procedure to streamline the SAVE additional and third level verification processes. The new procedure was implemented in order to improve service for all customers by keeping customers informed about the status of their cases, thereby reducing unnecessary return visits and telephone calls by non-citizens. The new process is initiated by the customer visiting his/her local CSC. The team member enters the customer's legal presence information into the issuance data entry screens. If DDS does not receive verification of legal presence on the first attempt, the customer is provided notification that he/she will be contacted by DDS and informed when to return to complete the process. At this point the SAVE process is managed centrally.

The Central Issuance team reviews each case within 24 hours of initiation to confirm that the information has been submitted correctly and to check for additional verification clearance. At this point many of the customers have cleared additional verification, and a Central Issuance team member contacts those customers, who can return to the CSC to continue the issuance process. In cases where the customer has not cleared additional verification, the Central Issuance team member submits the customer's documents to DHS for third level verification. The Central Issuance team member contacts the customer concerning the need to submit the case to DHS for physical review. Most customers are contacted within three days of initial verification. Currently DDS is receiving resolution of third level requests within seven days of initial data entry of the customer information at the local CSC. Once third level has been confirmed, the Central Issuance team member contacts the customer and notifies him/her to return to any CSC to complete the service.

The Central Issuance team monitors around 1,000 customers at the additional verification level monthly, maintaining contact with those customers in order to keep them informed of their case status. Of that number, about 500 per month are submitted for third level verification. The reengineering of the additional and third level SAVE verification processes at DDS has resulted in most customers who require third level verification having resolution of their SAVE cases within seven days of initial verification. Prior to this process change, resolution of cases routinely took 60-75 days.

By leveraging our partnership with DHS and centralizing our additional and third level verification processes, DDS has significantly reduced the processing time for SAVE verification. This change in DDS business processes has had a positive impact on all of our customers due to reduced traffic within the CSC's and calls to the Contact Center. Complaints from non-citizen customers have been dramatically reduced. The processing steps for front line team members within the CSC's have been reduced, improving their efficiency and the work environment.

Comments: *(utilize this space to provide any additional comments you feel are important to share)*
The process improvements included systematic as well as manual processing changes. These were completed in partnership with DHS and representation from many teams within DDS including: Licensing and Records, Information Technology, Legal and Investigative Services, and Finance.



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Jurisdictional Roundtable Submission

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Project Name: Marketing via Social Networks	
Submitted by: Jurisdiction: Agency: Georgia Department of Driver Services (DDS)	Contact Information: Name: Rob Mikell Email: rmikell@dds.ga.gov Phone number: (678) 413-8650
Description of Project or Legislation: <p>The launch of new and enhanced online driver's license transactions prompted DDS to create its first Facebook page in order to reach its internet savvy constituents. As of April 15, DDS already amassed over 800 Facebook fans. This option also gives DDS another avenue to receive customer feedback. One Facebook comment concerning the printing of the online transaction receipt triggered a technical change to make printing the receipt faster and easier for online customers.</p> <p>Internally produced informational videos featuring "Ima Georgia Sample" are posted to YouTube as well as Facebook. The 30 second videos highlight DDS initiatives such as "Like us on Facebook", "Students need a school attendance form for Summer testing", "Reasons to utilize DDS Online Services" and "Tuesday is busiest day at a DDS location, stay home and go online".</p>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i> The current economic situation has left no marketing/advertising budget. Grassroots marketing combined with social networking has helped DDS maintain public visibility.	



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Project Name: Expanded Internet Services	
Submitted by: Jurisdiction: Georgia Agency: Department of Driver Services (DDS)	Contact Information: Name: Rob Mikell Email: rmikell@dds.ga.gov Phone number: 770-918-5880
<p>Description of Project or Legislation: The <i>Internet Services</i> project was a multi-divisional effort by DDS to replace its outdated automated renewal program and offer new and enhanced online services for Georgia customers. The new services are more streamlined improving the customer service experience, reducing expenses, reducing traffic at the customer service centers (CSCs) and preserving the agency's goals for security of personal data. Using its single sign-on authentication process as a gateway, Internet Services lays the foundation to add future services such as web reservations and online reinstatements.</p> <p>Improved customer service benefits include:</p> <ul style="list-style-type: none"> • More current and accurate customer information such as accrued points • Reduced visits to a CSC – customers save time and gas • A personalized account to protect unauthorized access to a customer record • New services not previously available online such as: <ul style="list-style-type: none"> ○ Address change concurrent with a DL/ID renewal ○ Purchase an ID card ○ Pay for a Fail to Appear (FTA) suspension and reinstate a driver's license ○ Order a certified driving history report ○ Check moving violation points ○ Consolidated payment for multiple services via a Shopping Cart 	

Reduced expenses include:

- Post card reminder sent to customers instead of outsourced reminder letter and automated processing saves \$578,000/year
- Post card reminder sent to customers that submitted address change and mail forwarding information to the Post Office but not to the DDS for the purpose of updating the driver history database
- National Change of Address (NCOA) check prior to mailing along with post card forwarding reduces returned mail and reaches more eligible customers
- Avoids cost for printing an interim document and decreases processing time for customers to receive their centrally-issued permanent DL/ID
- Internet transactions are approximately \$19.00 less expensive per transaction than face-to-face transactions resulting in indirect cost savings of \$197,600 to date. They also reduce the need for in-person transactions enabling DDS to serve more customers with fewer employees.

Security of personal data:

- The authentication process validates a customer and establishes an instant personalized customer account for multiple services
- Captures e-mail address for customer communications

Internet Services was implemented on December 6, 2010 and, as of the end of March, 2011, over 163,000 new customer accounts have been opened and over 123,000 transactions have been conducted online. An outreach program was developed to educate customers about the new online services including video snippets on the DDS Facebook page and YouTube, development and distribution of brochures and posters announcing the services in DDS Customer Service Centers statewide. Other outreach activities include direct mail campaigns targeted at statewide educators, county and city officials and press releases to the public. Internal outreach included training, Intranet information and FAQs, internal newsletters and fact sheets, e-mails and instructional videos. Demographic information is being collected so that additional analysis in the future will enable DDS to fine-tune its marketing efforts for Internet Services.

Comments: *(utilize this space to provide any additional comments you feel are important to share)*



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Project Name:	
Commissioner's Customer Service STITCH Awards	
Submitted by:	Contact Information:
Jurisdiction: Region II	Name: Patsy Bailey
Agency: GA Department of Driver Services	Email: pbailey@dds.ga.gov
	Phone number: 770-918-5819
Description of Project or Legislation:	
<p>During the development and implementation of our new licensing system, our DDS mascot, STITCH, was born. He brought fun to the project and helped DDS Team Members follow the progress of our new licensing system. The name came about through a contest between our Customer Service Centers. STITCH is an acronym for Service, Trust, Integrity, Team, Care and Honesty, which represents our mission. STITCH was initially a baseball player and we documented our progress on a baseball diamond. He has now become a Movie Director and he is shepherding us through the implementation of our new "On Demand" Internet Services project. We already had a Commissioner's Customer Service recognition in place. Our Team Members nominate each other quarterly for a Commissioner's Customer Service Award. STITCH was so popular with the Team members that we changed the award name to the Commissioner's STITCH Award. Each quarter, DDS Team members can submit other Team members for providing outstanding customer service either externally or internally. Our Commissioner reviews each submission and selects the top nominations to receive a "Commissioner's STITCH Award Certificate" and a designated "Customer Service Champion" parking spot for the quarter. Pictures of the winners receiving their certificate are put on our intranet for all other Team Members to see.</p>	



STITCH Award Winner with Commissioner Dozier and STITCH

Comments: *(utilize this space to provide any additional comments you feel are important to share)*



STITCH... The Baseball Player



STITCH...The Movie Director



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Project Name:	
Submitted by: Staci Hoyt	Contact Information:
Jurisdiction: Louisiana	Name: Staci Hoyt
Agency: Office of Motor Vehicles	Email: Staci.Hoyt@dps.la.gov
Phone number: (225)925-6281	
Description of Project or Legislation:	
<ul style="list-style-type: none"> • Outsourcing of International Registration Plan Operations • Issuance of actual credential versus a sticker for online & mail-in renewals • Elimination of middle management positions • Reduction of 112 positions • Streamlining and/or automation of work processes & business practices • Utilization of website to provide forms and driving guides • Increased fraud prevention efforts 	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Jurisdictional Roundtable Submission

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Project Name: Discontinue Refunds for Inspection Stops	
Submitted by:	Contact Information:
Jurisdiction: North Carolina	Name: Reba Green
Agency: Division of Motor Vehicles	Email: rgreen@ncdot.gov
	Phone number: 919-861-3494
Description of Project or Legislation:	
<p>In August 2007, the North Carolina legislature ratified a bill that mandates that all vehicles subject to safety and emissions inspections must pass the inspection before the vehicle license plate registration renewal can be completed. The law further stated that the Division of Motor Vehicles (DMV) must adjust the schedules for each registered vehicle so that the annual vehicle registration and inspection dates expire at the same time. In November 2008, the State Titling and Registration System (STARS) E-Sticker project was implemented. An enhancement to STARS to deny registration renewals to vehicles that have not passed the required inspection was implemented at this time as well. Instead of generating refunds to consumers who had submitted their registration renewal form without first having the vehicle inspected, this project enabled the DMV to establish a credit for the customer on the fees they had submitted for their registration renewal. This credit is available for use as soon as the vehicle passes the required inspection. The DMV will automatically renew the customer's registration the night a vehicle's inspection results are received by the DMV. This project provides better customer service and reduced the cost of processing a large number of refunds.</p>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name: "Proof of Concept" Electronic Crash Reporting System (ECRS) (Non-TraCS)	
Submitted by:	Contact Information:
Jurisdiction: North Carolina	Name: Julian Council
Agency: Division of Motor Vehicle	Email: j
	Phone number: 919-861-3061
Description of Project or Legislation:	
<ol style="list-style-type: none"> <i>There are law enforcement agencies that chose to use a vendor (Non-TraCS) to automate their local processes. The vendor's application collects the crash reports and prepares a paper copy of the DMV-349 Crash Report form that is mailed to the Division. It is our premise that one of the components of the TRCS Service can be installed in a LEA computing environment to interact with a Non-TraCS application. This 3rd party application must be capable of creating a properly formed, XML formatted, crash report and image that can be submitted to DMV via the internet using TRCS service. The Division would like to provide a "proof of concept" initiative, which would allow these Non-TraCS agencies to submit crash reports electronically to the Division using TRCS.</i> 	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	
<ol style="list-style-type: none"> <i>"Proof of Concept" Electronic Crash Reporting System (ECRS) (Non-TraCS) has proven to be a viable alternative for Law Enforcement Agencies using 3rd party vendors.</i> <i>Currently, the Division is finalizing the process of submitting crash reports electronically for a 3rd part vendor with the Garner PD.</i> <i>We have started the process with the Raleigh PD, which uses the same vendor.</i> <i>We have started the process with the charlotte/Mecklenburg PD, which uses a different vendor.</i> 	



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Project Name: Finalist	
Submitted by: Jurisdiction: North Carolina Agency: Division of Motor Vehicles	Contact Information: Name: Reba Green Email: rgreen@ncdot.gov Phone number: 919-861-3494
Description of Project or Legislation: Due to a high volume of mail being returned to DMV on a monthly basis mainly because of incorrect addresses, DMV uses a software and the product is called FINALIST. Finalist checks the address against the address of the US Postal Service. The purpose is to modify and more fully utilize the functionality so that more mail will get to its correct destination for SADLS Driver's License Application Transactions and the STARS Add/Modify Transactions. FINALIST will use return codes, reason codes and (DPV) Delivery Point Validation return indicators to improve the quality of addresses on our address table which should reduce the quantity of returned mail.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name: Full Page Invitation to Renew	
Submitted by: Jurisdiction: North Carolina Agency: Division Motor Vehicles	Contact Information: Name: Paula Windley Email: pwindley@ncdot.gov Phone number: 919-861-3332
Description of Project or Legislation: The redesigned Invitation will attempt to better communicate with our vast and varied citizen population. For example: Since citizens have been required to get their vehicle inspected within 90 days prior to the registration renewal date, there has been some confusion. Based on citizen feedback, the new Invitation will thoroughly explain this requirement. Therefore, "NC Inspection Required" or "NC Inspection Not Required" will be added to the Invitation. Also, when a plate is recalled, "New Plate Will Be Provided" will be added to the Invitation. The "Renew By" date and the "Inspection Due Date" will not be included on the new Invitation.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i> This project has been completed.	



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Project Name: Inoperable vehicle	
Submitted by: Subrahmanyam Vasa Jurisdiction: North Carolina Agency: Division of Motor Vehicles	Contact Information: Name: Subrahmanyam Vasa Email: svasa@ncdot.gov Phone number: 919-508-1759
Description of Project or Legislation: In accordance with new legislation SB 820 "inoperable vehicles may be titled, but no registration may be issued until such time as the License and Theft bureau inspects the vehicle to ensure it is substantially assembled. Once a vehicle has been verified as substantially assembled pursuant to an inspection by license and theft bureau, the Commissioner shall title the vehicle by classifying it in the proper category and collecting all highway use taxes applicable to the value of the car at the time the vehicle is re-titled to a proper classification." This legislation requires enhancements to STARS (State Titling and Registration system) ability to issue inoperable vehicle title, re-title inoperable vehicles, and collect fees associated with these services.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i> This will yield new titling numbers 88 for the regular inoperable title and 80 for the instant inoperable title. Also it should be known that if John Smith pays a \$40.00 titling fee to title an inoperable vehicle in his name and later wishes to change it to an operable title (88 to a 77), he will need to pay that \$40.00 again, among other fees.	



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Project Name: Pay Line Service Replacement	
Submitted by:	Contact Information:
Jurisdiction: North Carolina	Name: Reba Green
Agency: Division of Motor Vehicles	Email: rgreen@ncdot.gov
	Phone number 919-861-3494:
Description of Project or Legislation:	
<p>The Division of Motor Vehicles provides a specialized pay line service that allows approved customers such as financial institutions (banks, lien or mortgage companies), insurance companies, private investigators, towing companies, and lawyers to inquire and obtain personal information of registered owners for a service charge of \$1.00 for each inquiry. This information is used in financial/legal matters, private investigations, local, state and/or federal court, recall advisories, research statistics, government agencies, or in the normal course of business by legitimate businesses. Pay line customers are billed monthly for information obtained through this service. This project aims to achieve the following goals: replace the current, manual pay line information request services, with an automated customer-centric, accessible, self-service type of process, reduce or eliminate the manpower and consumable expenses required to maintain the current pay lien services and to reduce the overall call wait times for DMV services.</p>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name: TRACS SOFTWARE UPGRADE TO RELEASE 10.0 FROM CURRENT 7.3	
Submitted by: Jurisdiction: North Carolina Agency: Division of Motor Vehicle	Contact Information: Name: Julian Council Email: jhcouncil@ncdot.gov Phone number: 919-861-3061
Description of Project or Legislation: <ol style="list-style-type: none"> <i>The current 7.3 software version is approaching (11) years in service and the issue of imminent EOL retirement is by definition resolved with the upgrade to the latest version, 10.0.</i> <i>During the past (11) years, TraCS development and experience with Law Enforcement user groups has resulted in needed software functionality improvements such as form customization, form printing capability, Incident Location technology, and flexibility to make changes/ perform maintenance. The DMV has an objective to stimulate electronic crash data submission from 85% of our Law Enforcement Agency customers to improve data quality and reduce dependence on paper based/ resource intensive crash form processes. TraCS 10.0 gives us a tool that will address often-stated LEA concerns regarding use of the current TraCS version.</i> 	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name: <i>DMV 349 Form Revision Project (Phase One of the Project Completed)</i>	
Submitted by: Jurisdiction: North Carolina Agency: Division of Motor Vehicles	Contact Information: Name: Julian Council Email: jhcouncil@ncdot.gov Phone number: 861-3061
Description of Project or Legislation: <i>Phase One of the Project (Completed):</i> <i>The Traffic Records Branch contracted a business analyst to facilitate this project for the Division. The facilitator gathered requirements for the form revision. This process required input from all crash data stakeholders. It required outreach to law enforcement and the greater highway safety community in an effort to be inclusive and thorough. The facilitator published initial project information, notifications and communications. As facilitator the analyst planned, scheduled and conducted focus groups and forums to gather crash data collection feedback. The facilitator documented this process, consolidated the input into the actual form revision, and provides data collection recommendations. This included a mockup of the revised form.</i>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i> <ol style="list-style-type: none"> <i>Phase Two will start the process to incorporate the revised form into the data collection applications the Division used to collect and store crash data.</i> <i>The project is scheduled to start after the Division has upgraded to TraCS10 and completed the pilot for the Electronic Crash Report submissions from Law Enforcement Agencies using third party vendors.</i> 	



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Project Name: Unified Carrier Registration (UCR) Fee Collection Project	
Submitted by:	Contact Information:
Jurisdiction: North Carolina	Name: Paul Cusac
Agency: Division of Motor Vehicles	Email: pcusac@ncdot.gov
	Phone number: 919-861-3429
<p>Description of Project or Legislation: The Division of Motor Vehicles initiated this project to collect Unified Carrier Registration (UCR) fees. Phase I modified the Motor Carrier Application to collect UCR fees via Indiana web site. Phase further modified the Motor Carrier Application to collect UCR fees through the Motor Carrier Application module directly. Phase 2 allowed our system to send automated renewal invitation letters using UCR downloaded data from Federal Motor Carrier Safety Administration (FMSCA), prepopulate the number of vehicles, collect fees using our Motor Carrier Module, upload registration data from FMSCA, display warning messages based on non-payment of UCR, and print reports. Based on the reports, the DMV sends excess fees collected beyond the fee cap to the UCR depository.</p>	
<p>Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i></p>	



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Project Name: New Title Brand	
Submitted by: Carla Hames Jurisdiction: Oklahoma Agency: Oklahoma Tax Commission	Contact Information: Name: Carla Hames Email: chames@tax.ok.gov Phone number: (405) 522-6042
Description of Project or Legislation: Effective 11/1/2010, Oklahoma has a new title brand: Drug Manufacture Vehicle . Any law enforcement agency in this state that seizes a vehicle in which a controlled dangerous substance has been manufactured and that is forfeited, may request that the Oklahoma title display the notation " Drug Manufacture Vehicle ".	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name: NMTIS Participation	
Submitted by: Carla Hames	Contact Information:
Jurisdiction: Oklahoma	Name: Carla Hames
Agency: Oklahoma Tax Commission	Email: chames@tax.ok.gov
Phone number: (405) 522-6042	
Description of Project or Legislation:	
<p>Oklahoma currently maintains successfully participating with the batch updating since December 2009.</p> <p>We have a partial solution implemented on the online participation, in that we have set up accounts for the AAMVA web VIN inquiry site.</p> <p>We are currently looking into expanding the VIN inquiry to include our Tag Agent Network and have begun the initial assessment into what we need to accomplish that goal. It is too premature in the process to project a completion date.</p>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	





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Project Name: Online Registration	
Submitted by: Carla Hames Jurisdiction: Oklahoma Agency: Oklahoma Tax Commission	Contact Information: Name: Carla Hames Email: chames@tax.ok.gov Phone number: (405) 522-6042
Description of Project or Legislation: Effective 10/10/2010 Oklahoma successfully expanded the ability to allow taxpayers the option to process any registration renewal online at any of the 300 Motor License Agencies .	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name: Driver License Manual Revision Project	
Submitted by: Rosendo Martinez	Contact Information:
Jurisdiction: Texas	Name: Lori Melcher
Agency: Texas Department of Public Safety Driver License Division	Email: Lori.melchor@txdps.state.tx.us
Phone number: (512) 424 5370	
Description of Project or Legislation:	
<p>Revising the Driver License Division Manual to ensure all policies, procedures, and best practices relating to driver license functions are centralized in one document. The final product will also establish consistency and uniformity. The Manual will be available on-line to simplify and increase use by employees.</p>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name: Nemo-Q System	
Submitted by: Rosendo Martinez	Contact Information:
Jurisdiction: Texas	Name: Ron Coleman
Agency: Texas Department of Public Safety Driver License Division	Email: ron.coleman@txdps.state.tx.us
Phone number: (512) 424 7652	
Description of Project or Legislation:	
<p>To improve and better manage customer work flow and processes. The system provides data to manage wait and process times and volume of transactions within a driver license facility. Management may utilize the system to monitor employee performance and productivity.</p>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name: Real ID/New Drivers Licensing System	
Submitted by: Jurisdiction: West Virginia Agency: Division of Motor Vehicles	Contact Information: Name: Joe E. Miller, Commissioner Email: Joe E. Miller@wv.gov Phone number: (304) 926-3871
Description of Project or Legislation: West Virginia has issued an RFP for a new driver's license system and is in the process of evaluating bids from three vendors: L1, 3M and Marque.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i> West Virginia is requesting that the vendor provide solutions for scanning of the documents at the time of application as well as various scenarios for issuing REAL ID compliant and non-real ID compliant issues as well as options for additional biometric identifiers such as retina scans	



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Project Name:	
Automated Drivers Testing Machines	
Submitted by:	Contact Information:
Jurisdiction: West Virginia	Name: Joe E. Miller, Commissioner
Agency: Division of Motor Vehicles	Email: Joe E. Miller@wv.gov
Phone number: (304) 926-3871	
Description of Project or Legislation:	
<p>The new West Virginia Automated Testing System will be a vendor offered and supported solution purchased to replace an existing, antiquated system that had been developed in-house that does not fully address the needs of the WVDMV and our customer base. Major enhancements include Windows and Web-based test deployment to allow for a wider range of test offerings in terms of test types, as well as, test locations. Currently, tests are offered in only DMV locations and only address the driver-related environment. The new system will allow us to offer testing via WV Web portal to any location having internet access (schools, armories, libraries, etc.) and offer flexibility for the DMV to address the ever changing needs and requirements of the citizens of West Virginia. Additionally, enhanced security controls will be added to compliment the requirements of REAL ID in the licensing process while all data collected and processed will be available in real time for review and analysis.</p>	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	
<p>Vendor – Solutions Thru Software System Pilot Testing: April 25, 2011 – May 15, 2011 Statewide Roll-out: May 16, 2011 – May 27, 2011</p>	



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Project Name: Electronic Verification of Vehicle Insurance	
Submitted by: Jurisdiction: West Virginia Agency: Division of Motor Vehicles	Contact Information: Name: Joe E. Miller, Commissioner Email: Joe.E.Miller@wv.gov Phone number: (304) 926-3871
Description of Project or Legislation: Senate Bill 394 was a DMV initiative to provide a means to effectively enforce current laws requiring all vehicle registrants to maintain motor vehicle liability insurance. West Virginia adopted the IICMVA model. We are currently evaluating bids.	
Comments: <i>(utilize this space to provide any additional comments you feel are important to share)</i>	



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Project Name: Digital Plates	
Submitted by:	Contact Information:
Jurisdiction: West Virginia	Name: Mike Maggard
Agency: Division of Motor Vehicles	Email: Michael.L.Maggard@wv.gov
Phone number: 304-926-0705	
Description of Project or Legislation:	
<p>West Virginia is preparing an RFP to solicit bids on conversion from an embossed plate production method to the digital flat plate technology. At the present time all license plates are manufactured by Prison Industries using prison labor. West Virginia does not see a change in that dynamic; however, we have explored expansion of the digital plate production to include aspects of customer fulfillment including the mailing of bulk supplies to regional offices and to customers as well as some other aspects such as printing renewal notices. We are still evaluating the cost benefit of a potential vendor assuming more responsibility in the issuance process. We have kept our Prison Industries partner involved in all aspects.</p> <p>We are not anticipating a general reissuance of plates after the award of the contract. West Virginia will start with lower volume specialty plates to maximize the benefits of digital plate low volume design and production as soon as possible. This will mean that DMV will be issuing both embossed and digital plates for a period of time.</p> <p>In partnership with our present vendor 3M, West Virginia will issue the first digital plates in May as sort of a preview of the plates of the future by utilizing 3M preprinted digital graphic and Prison Industries standard aluminum blanks as a way to kick off our transition to digital plates.</p>	

Comments: *(utilize this space to provide any additional comments you feel are important to share)*