

Region IV Conference

What's Hot

2013



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Arizona Division of Motor Vehicles

- **System Redesign RFP**

ADOT has issued an RFP for legacy systems replacement. Responses are due June 27, 2013. ADOT intends to replace their old suite of applications, some being 30+ years old, with new state-of-the-art solutions.

- **System Redesign**

ADOT is in the process of updating their on-line customer portal, ServiceArizona.com, updating the look and enhancing the functionality, including adding more mobile device optimization.

- **Motor Vehicle Dealer Legislation**

Legislative changes will put limitations on the number of dealer license plates a motor vehicle dealer can have based on their dealer license type and annual sales. In addition, motor vehicle dealers must provide their Transaction Privilege Tax license information at time of licensure and license renewal. These changes will begin on October 1, 2013.

- **Driver Training School Regulatory Transition**

New legislation will change the regulatory oversight relationship for professional driver training schools from being licensed by the Department to being contracted with the Department. This change will be effective July 1, 2014.

- **Abandoned Aircraft Auctions**

Arizona law allows for local jurisdictions to report seized abandoned aircraft to the Department, and the subsequent sale of unclaimed aircraft by the Department. Three auctions have been held since July 2012, and several other potential auctions have been avoided in the same time frame, as aircraft owners comply with the local and state requirements prior to auction.

- **Traffic Survival School Privatization**

The Arizona Department of Transportation entered into a contract in April 2012, with a vendor to provide licensing and administration for the state's Traffic Survival School program. Full implementation went into effect in February 2013, with the authorized contractor doing the following:

- Providing a new curriculum
- Printing and mailing notices on behalf of ADOT
- Building a database for licensed schools to record course attendance electronically to ADOT

Processing license applications for new schools and allowing the expansion of previously licensed schools for the first time since 2003

- **CDL Military Waiver**

Arizona recently passed legislation to waive the commercial driver license skills tests to qualifying members of the armed forces. This waiver is in accordance with 49 CFR 383.77 and will be effective mid-September 2013.

- **Upcoming CDL Changes**

Arizona continues to work towards the adoption of the Federal Motor Carrier Safety Administration rules in Title 49 Part 383 Commercial Driver License Standards, Requirements and Penalties. Recent legislative changes to CDL restrictions and non-domicile definitions support this effort.

- **IRP / IFTA System Redesign RFP**

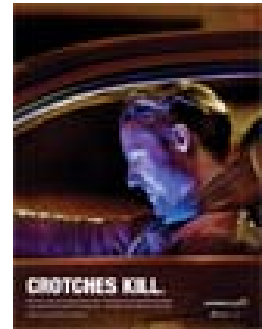
Arizona is actively working to release an RFP for redesign of its International Registration Plan and International Fuel Tax Agreement system. The RFP is anticipated to be released before the end of calendar year 2013.

Service Alberta

- **Campaign Targets Texting Drivers**

An innovative, two-part ad campaign highlighting the dangers of texting and driving ran from February to April.

The first phase, titled “Crotches kill,” used an edgy yet humorous approach to dispel the myth that texting behind the wheel goes unnoticed and acknowledge that “we know what you’re doing down there.” The campaign included radio ads, online ads, billboards, digital boards and posters in selected restobar washrooms, and urinal pucks and posters in other targeted restobar washrooms.



The second phase, titled “Five seconds,” explained that sending even a short text takes a driver’s eyes off the road for five seconds — enough time to travel the length of a football field. Radio and online advertising illustrated this timeframe and highlighted the lifetime of damage that can occur.

To see the campaign: http://www.saferoads.com/drivers/distracted_driving_campaign.html

The campaign was developed by RED The Agency on behalf of the Office of Traffic Safety.

Insurance Corporation of British Columbia

- **Improving Motorcycle Safety**

In 2012, the BC provincial government announced new motorcycle helmet and seating requirements aimed at improving road safety and reducing motorcycle injuries and fatalities. As part of this announcement, the province also committed to move forward with further changes to introduce graduated licensing requirements for new motorcyclists, including power restrictions and a focus on training.

- **Road Safety Systems Initiative**

In February 2012, BC announced plans to advance justice reforms that would streamline the dispute resolution process for traffic fine violations and free up provincial court time. Enabling legislation was passed in May 2012 for the creation of a new administrative justice model for traffic violations. Road Safety Systems is expected to be implemented over the next four to five years.

- **BC Services Card**

In February 2013, BC launched the BC Services Card to replace the BC CareCard (Medical Services Plan card) and serve as a primary form of photo identification for accessing government services. The BC Services Card is built on BC's driver licensing infrastructure, leveraging expertise, technology and accessibility of the existing driver licensing network. BC residents can apply for a standalone photo BC Services Card, or have the option of a combination Driver's Licence and BC Services Card.

- **Surrender of Non-Reciprocal Driver's Licences**

In January 2013, BC began requiring individuals holding non-reciprocal driver's licences to surrender this licence upon issuance of a BC driver's licence. This change helps to hold drivers accountable for their driving actions by reducing the risk of infractions being separated between multiple driving records. The change also ensures licensing procedures are in compliance with provincial laws that prohibit individuals from holding another driver's licence after a BC driver's licence has been issued.

- **180 Video Contest**

The 180 Video Contest was held in 2012 as a way to engage 19-25 year olds in a discussion about driving behaviors such as impaired driving, distracted driving and speeding. Winners were announced in November, and will be shown in video theatres, online and as public service announcements in 2013.

www.180videocontest.com

- **Alexa's Team**

This Spring, 228 police officers from around the province were honored as new and returning members of "Alexa's Team" in recognition of their efforts to curb impaired driving. Police officers who remove at least 12 impaired drivers from the road in the previous calendar year can be nominated to join Alexa's Team, formed in the memory of Alexa Middelaer, who was killed by an impaired driver when she was only four years old. Since its creation in 2008, Alexa's Team has grown to over 1,000 RCMP and municipal police officers. Together, they've been responsible for processing 41,354 impaired driving charges or penalties against drivers.

- **Streamlined Parental Consent**

BC's parental consent process was revised in January 2013 to provide a more flexible hassle-free consent process for customers and staff. Parental consent forms completed away from a Driver Licensing Office no longer need to be notarized and only require the parent or guardian's signature to be witnessed by a non-related adult witness who must also sign and date the form. The new forms have also been available on the ICBC website for customers to print off and complete at their convenience.

California Department of Motor Vehicles

- **“DMV Answerman” Video Series**

In October 2012, the California DMV launched the “DMV Answerman” video series on its YouTube channel (<http://www.youtube.com/user/CaliforniaDMV>). The goal of the “DMV Answerman” is to teach DMV customers important information in a very entertaining way. In a series of two-minute videos, the “DMV Answerman” conveys information in a humorous and high energy fashion about frequently asked DMV questions, such as how to get a driver license for adults who are new to California, how to get a California smog certificate, and how customers can change their name on their driver license and/or identification card. Three videos have been released since October 2012, and additional installments will be released on a phased basis over the next year.

- **Autonomous Vehicles Regulations**

California state legislation enacted in 2012 requires the DMV to adopt regulations governing the testing and use of autonomous vehicles on public roadways no later than January 1, 2015. The department is currently working with stakeholders at the state and federal level (including the California Highway Patrol, California Department of Transportation, and National Highway Traffic Safety Administration) to develop these regulations. The first package is planned for adoption in January 2014 and will focus on testing by manufacturers, including the submission of the evidence of insurance, surety bond, or self-insurance required for testing and vehicle registration requirements. The second package is planned for adoption by January 1, 2015 and will focus on regulations that need to be in place before operation of autonomous vehicles by the public, including performance and safety standards.

- **Staff Changes**

Frank Alvarez was promoted in January to fill the vacant Chief/Deputy Director position in the Investigation's Division. Chief Alvarez has been a member of the Investigations Division since 1996 and has been the Investigation's Division, Region II, Deputy Chief for the last three years and commenced his employment with the State of California in a law enforcement capacity 26 years ago. Chief Alvarez has been instrumental in developing DMV's Document Border Enforcement Unit and oversees Operation Stone Garden to reduce border crimes related to departmental documents. Chief Alvarez is a graduate of DMV's Executive Leadership Development Academy and the Sherman Block Leadership Institute sponsored through the Peace Officer Standard and Training (P.O.S.T).

- **Assembly Bill 60 (Alejo) Driver Licenses**

AB 60 would require the department to license individuals who are not legally present in the United States and do not qualify for a social security number, as long as they provide other documents to establish their identity, and documents that establish proof of residency. An amendment to the bill has a delayed operative date until January 1, 2015, due to the operational impact to the department and need for sufficient implementation preparation. The bill is currently in the Senate Transportation and Housing Committee.

- **Centralized Customer Flow Management and Appointment System (CCFMAS).**

California DMV will soon be releasing a Request For Proposal for a new Centralized Customer Flow Management and Appointment System. Currently, DMV has two separate systems to address customer flow: a queue system and an appointment system. The new CCFMAS will integrate both technologies together that will greatly assist DMV and its customers in improving efficiencies that will reduce wait times in our field offices and a robust Customer Appointment System intended to improve customer satisfaction rates. All field offices will have access to the new CCFMAS which will increase data collection from field offices to provide a more complete perspective on statewide analytics regarding expected customer wait times. Many of the systems included features such as virtual queuing, self-serve and mobile check-ins and integrated appointment scheduling. It is anticipated the new CCFMAS will be implemented in 2015. DMV expects to release the Request for Proposal in the coming months.

Colorado Division of Motor Vehicles

- **Staff Changes**

Tony Anderson was hired in February to fill the vacant Operations Director position in the Titles and Registration Section. Tony was formerly the Manager of the largest Motor Vehicle Office in Colorado located in El Paso County. Rick Kiger retired in December 2012 and Laurie Benallo assumed duties as Operations Manager for the Emissions Section in March 2013. David Lindsay was hired in March 2013 to fill the Operations Director position in the Driver's License Section. David served 20 years with the United States Air Force and is a veteran of Operations Iraqi Freedom.

- **DMV Strategic Plan**

A DMV Strategic Plan for 2013-2017 was published on February 20, 2013. The document complements the Colorado Department of Revenue Strategic Plan and provides a roadmap for achieving excellence in service, security, and safety. Measureable performance objectives have been established and are reported monthly. In December 2012, the division successfully concluded an office management and queuing hardware and software project at our 13 largest Driver's License Offices along the Front Range which not only provides managers a tool to better serve customers, but also records data to evaluate service times which is part of our monthly report. HB13-1299 changed the "State Measurement for Accountable, Responsive, and Transparent (SMART) Government Act" of 2010. This year, the division will make appropriate changes to its Strategic Plan to comply with the new SMART Act. In addition, each section in the DMV will publish Operating Plans that are aligned with the DMV Strategic Plan.

- **Lean**

One of the four focus areas of the DMV Strategic Plan is improving business processes. The primary means to improve processes is application of Lean principles originally developed by Toyota. The three largest sections of the DMV have each conducted Rapid Improvement Events which resulted in numerous quick wins and longer term process improvements. Continuous Process Improvement will be achieved through Lean. The process is also critical to achieving compliance with the revised SMART Government Act.

- **Veteran Identifiers**

The passing of HB13-1119 established an identifier for Veterans on driver's licenses and identification cards. Effective January 1, 2014, at no cost, Veterans may request the word "Veteran" be annotated on driver's licenses or identification cards. Effective August 8, 2013, HB13-1011 will allow Veterans to request a military identifier for their branch of service be annotated on their driver's licenses or identification cards without charge. Colorado began providing branch of service military identifiers in November 2012 to qualified individuals for \$15.

- **Vets2Trucks**

On May 1, the Colorado Department of Revenue's Division of Motor Vehicles launched the "Vets-2-Trucks Program," which allows qualified military personnel to obtain a Commercial Driver's License without having to take the commercial driver skills test. The Vets-2-Trucks program supports Governor John Hickenlooper's efforts to make Colorado a "veteran-friendly" state. The program eliminates the driving test which can save a veteran up to \$700 in the costs of the third-party test, rental of a test vehicle and the learner's permit fee. The written skills test is still required.

- **Mobile Application for Online Renewal**

The Colorado Department of Revenue's Division of Motor Vehicles in partnership with Colorado.gov launched an enhancement to online services on June 4 which allows customers' improved access to driver's license and identification card renewals via Smartphone technology. The improved access has an attractive new design and offers some of the latest advancements in display and function:

- Support for multiple device types and screen resolutions; such as Smartphone, tablet, desktop, utilizing a single code base and content repository;
- Automatically adapts to the user's device screen size and resolution;
- Enhanced interactivity including touch-enabled browsing and navigation for Smartphone and tablet

- **System Redesign**

The Colorado Department of Revenue's Division of Motor Vehicles has completed a two phased analysis to prepare for replacing the State of Colorado's mainframe based Driver's License System and COBOL-based Title and Registration System.

- **DL/ID Production System Selection**

The Colorado Department of Revenue's Division of Motor Vehicles has initiated a project to prepare for the selection of a DL/ID production system. Morpho Trust is the current credentials vendor for the State of Colorado. The current contract term ends in October 2015.

- **CDL and Regular Automated Written Testing**

An RFP for an automated written testing system for Commercial and Regular Driver's Licenses was published on May 20. The project is anticipated to be completed in mid-2014.

- **Reciprocal Agreement with Korea**

The Colorado Department of Revenue, Division of Motor Vehicles entered into a driver's license reciprocity agreement with the Republic of Korea on April 17. The Republic of Korea and Colorado are mutually strong economic partners with Colorado exporting \$266.4 million in goods to the Republic in 2012, while imports to Colorado were \$229.6 million. Colorado has valid reciprocity agreements with Germany, France and Canada. These agreements primarily assist business, students, and military personnel.

- **Credit Card Acceptance at Driver's License Offices**

A project was initiated in May to implement system to allow credit card acceptance at its Driver's License Offices.

- **DL/ID Cards for Illegal Immigrants**

On June 5, Governor Hickenlooper signed SB13-251 into law authorizing illegal immigrants to obtain driver's licenses or identification cards. The Colorado Department of Revenue's Division of Motor Vehicles will begin issuing documents for illegal immigrants in August 2014.

- **New Military and Special License Plates**

On January 1, 2014, the State of Colorado will offer three new license plates: Civil Air Patrol Military License Plate, Navy SEAL Military License Plate, and "Protect our Rivers" Special License Plate.

- **DUI Law Changes**

New legislation creates a permissive inference of Driving Under the Influence when the arrested driver tests positive at or above 5 nanograms of THC per milliliter of whole blood.

Contact: Mike Dixon, (303) 205-5944, michael.dixon@state.co.us,

Montana Division of Motor Vehicles

- **Voice over Internet Protocol (VoIP)**

Moving the phone calls of individuals and locations from traditional phone lines to digital data on existing data networks is enabling non-headquarters staff to more effectively serve customers. Four digit dialing of peers, seamless transferring of calls, and participation in the call center queues are just some of the benefits, while being able to take calls at remote locations has improved business continuity options. The effort is ongoing.

- **Information Repositories**

The Source and MVDnet are in-house developed information repositories based on Microsoft's SharePoint tool. Business process documents, system release notes, memos, and other reference materials are being moved to the Source so MVD employees and County Treasurer Offices have the most current information. We are also looking into removing the help information from our core application and replacing it with a link to the Source.

Montana Department of Transportation

- **New Director at the Montana Department of Transportation**

The Montana Department of Transportation has a renewed enthusiasm with a new Governor appointed Director. Michael Tooley was appointed by Montana Governor Steve Bullock as Director of the Montana Department of Transportation in January of 2013. He worked for the Montana Highway Patrol for 28 years, most recently leading the organization as Colonel and Chief of the Patrol.

- **Montana Department of Transportation celebrates 100 years!**

Click on the link to learn more.... <http://www.mdt.mt.gov/>

Nevada Department of Motor Vehicles

- **Driver Authorization Cards**

Effective January 1, 2014 the Nevada DMV will begin issuing Driver Authorization Cards to undocumented immigrants.

- **MyDMV**

Nevada's new internet portal allows customers to sign up for a personal on-line account with the DMV. Customers can "go green" by eliminating paper renewal notices and start receiving email reminders of expiring registrations and driver licenses or identification cards. The new system will send renewal reminders via email 60, 30, 15 and the day before the document expires. Within the first month, in excess of 20,000 accounts were created and over 10,000 address changes were processed; something that previously had to be transacted through the mail or in person at a DMV office.

Contact: Troy L Dillard, Director, 775-684-4490 / tdillard@dmv.nv.gov

Oregon Driver and Motor Vehicles

- **Oregon DMV Cost Study**

Oregon DMV is completing a review of its current vehicle and driver licensing fee structure as part of an ongoing effort to focus on modernization of DMV programs. In Oregon, DMV fees provide revenue for both administrative cost recovery and funding for state and local transportation programs. An employee team developed a cost allocation model and is working on fee recommendations that, at a minimum, allow DMV to recover the full cost to provide a product, service, or set of products/services.

We have determined that Oregon's fees to provide driver licensing services have fallen behind the actual cost for those services. As a result, a portion of vehicle registration revenue that should be available to fund highway work is instead subsidizing the cost to issue driver licenses and reinstate driving privileges. Also, DMV's current fee structure is complex with fees set, in some cases, at partial dollar increments making it difficult to administer. Oregon's intention is to bring forward state legislation to achieve full recovery of DMV's operational costs and simplifies DMV's fee structure.

Contact: Daniel Thompson, (503) 945-5263, daniel.d.thompson@odot.state.or.us

- **Driving Privilege Suspensions**

House Bill 3047 is in response to a court decision (Richardson vs. ODOT) that limits courts' ability to re-suspend driving privileges for failure to appear and failure to comply related to traffic offenses. The bill:

- Extends the length of suspension of driving privileges if the person fails to pay a traffic fine (or obey an order of the court in lieu of the fine) from 10 years to 20 years from the offense date. This helps align the maximum suspension period permitted for non-payment with the expiration of the judgment and ability to collect on the amount owed the court.
- Permits courts to reissue a notice of suspension for FTC if the person ceases making payments before the fine is paid in full. This change facilitates a license reinstatement program for the courts. If an offender cannot pay an amount due in full but enters into a repayment plan, the court sends DMV a clearance to reinstate driving privileges. If the offender defaults on the payment plan, the court can order a re-suspension. This provision allows the courts to return to the same process they employed prior to the Appellate Court's ruling in Richardson v. ODOT.
- The bill also changes suspensions for failure to appear (FTA) for traffic court hearing so that the suspension ends ten years from offense date or until the person complies with the court, whichever occurs sooner. This change will ensure processes for calculating time lengths of FTA and FTC suspensions are consistent.
- Permits courts to issue a notice of reinstatement of FTC suspensions for persons enrolled in a pre-apprenticeship program, as defined in ORS 660.010 or registered apprentice under ORS 660.020. This change allows ex-offenders the opportunity to reinstate their driving privileges contingent upon their enrollment in an apprenticeship program and to begin repaying their fines thereafter.

- Permits courts to reissue a notice of suspension if the court receives notice a person has failed to complete a pre-apprenticeship program; failed to register as an apprentice under ORS 660.020 after completion of a pre-apprenticeship program; or failed to begin making payments to the court within six months after completing a pre-apprenticeship or apprenticeship program.

Link to the bill: <https://olis.leg.state.or.us/liz/2013R1/Measures/Overview/HB3047>

Contact: Mary Garcia, 503-945-5276 / Mary.L.Garcia@odot.state.or.us

- **Senate Bill 833 / New Driver Card**

The Oregon Legislature passed Senate Bill (SB) 833 with an effective date of January 1, 2014. SB 833 authorizes DMV to issue driving privileges (driver cards) to people who cannot prove lawful presence in the United States, but who meet all other Oregon driver licensing requirements. Applicants will be required to provide proof of identity and date of birth by presenting an unexpired valid consular identification document approved by the department or an unexpired valid passport issued by the person's country of citizenship. In addition, applicants for the driver card must present evidence of being an Oregon resident in excess of one year. The driver card will be valid for 4 years and will be renewable. The driver card will have restrictions as an identity document, but will otherwise be subject to the same statutes and procedures that govern driver licenses and driver permits.

Link to the bill: <https://olis.leg.state.or.us/liz/2013R1/Measures/OverView/SB833>

Contact: Renee Davis, 503-945-5226 / Renee.B.Davis@odot.state.or.us

- **System Modernization Roadmap**

Oregon DMV is currently working with Mathtech to develop deliverables to allow us to effectively plan for system modernization. They are evaluating our information systems against our current and future business needs. This effort will lead to a prioritized blueprint for moving forward with critical system modernization initiatives. System modernization plans include replacement of our core COBOL mainframe applications (customer information, driver license and vehicle title/registration) as well as homegrown data bases and satellite systems used for drive test scheduling, management information, etc.

Contact: Sheryl Mills, 503-947-4016 / Sheryl.D.Mills@odot.state.or.us

Utah Division of Motor Vehicles

- **System Redesign**

We have four months remaining in the 15 month system redesign. We are currently testing and preparing for conversion with an October 15, 2013 deployment date.

- **Legislative Changes**

Utah had three legislative changes of interest. One change removes the owner/lessee addresses from registration documents. This will be implemented with the new system in October. Another change allows citizens to present proof of insurance on a mobile electronic device. Finally, a new plate featuring "In God We Trust" was approved which recognizes American freedoms and values.

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