

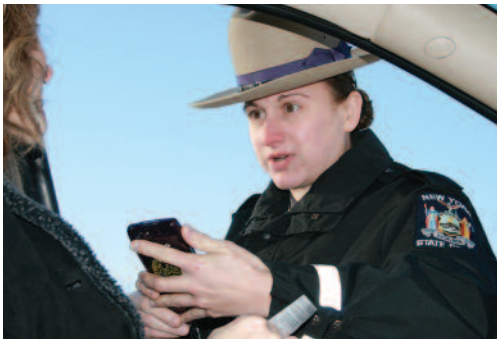


American Association of Motor Vehicle Administrators

Vehicle Registration
INSURANCE
IDENTIFICATION
Electronic Documents
BEST PRACTICES
Law Enforcement
Public Safety
STANDARDS



Motor Vehicle Registration Document & Insurance Identification Best Practices Guide for Paper & Electronic Credentials



August 2013

ENFORCEMENT STANDING COMMITTEE
REGISTRATION AND INSURANCE CARD STANDARDIZATION (RICS) WORKING GROUP

In October 2011, the American Association of Motor Vehicle Administrators (AAMVA), under the auspices of the Enforcement Standing Committee, formed the Registration and Insurance Card Standardization (RICS) Working Group, hereinafter referred to as the RICS Working Group. The RICS Working Group included representatives from motor vehicle agencies, law enforcement, the Insurance Industry Committee on Motor Vehicle Administration (IICMVA), the AAMVA Industry Advisory Board (IAB), and non-IAB Associate members.

The following best practice recommendations are intended to apply only to motor vehicle registration document and insurance identification card data elements. They should not be interpreted as applying to any related functions, including information that is or is not collected by motor vehicle administrators at the time of vehicle registration.

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Executive Summary

There is great variance in the content and format of vehicle registration and insurance identification documents across jurisdictions. These inconsistencies hinder the ability of various stakeholders to locate and use the information necessary to perform their required functions efficiently. The RICS Working Group has developed recommendations for standardizing data elements for vehicle registration documents and the format in which they should be presented (see Section Two). Similarly, there are recommendations for standardized data elements for insurance identification cards and the format in which they should be presented (see Section Four).

Finally, this best practices guide discusses considerations for moving from paper vehicle registration documents and insurance identification cards to the electronic presentation of both (see Section Six). This best practices guide does not include any discussion of security or anti-fraud measures for the motor vehicle registration or insurance identification card credentials covered. Security features and measures are beyond the scope of the RICS Working Group charter.

Section One Background/Problem Statement

Nearly every jurisdiction (provinces and states) requires motorists to keep their vehicle registration document in their vehicle and requires insurance companies to provide policyholders with insurance identification cards and for these cards to also be carried within owners' vehicles. The vehicle registration document details vehicle and owner identifying information. This document can be used to compare what is on the vehicle (license plate, VIN, etc.) versus what is printed on the document and then against the Motor Vehicle Administration (MVA) database. Similarly, the insurance identification card provides evidence of insurance coverage and information regarding the insurance company, policy number, name of the insured, effective date and expiration of coverage, and a description of the insured vehicles (normally make, model, and VIN). Some states require an insurance identification document to be presented at the time of vehicle registration or registration renewal.

Law Enforcement

In addition to being helpful in the completion of "routine" traffic stops or crash investigations, the vehicle registration and insurance identification documents are often key investigative tools in fatality crashes and criminal investigations. In one example, a trooper is investigating a motor vehicle crash where the driver and sole occupant is deceased and carrying no personal identification. The registration and insurance identification documents may be the only documents in the vehicle to help identify the deceased. In another example, an officer stops a vehicle and converses with the driver while asking for the vehicle registration and insurance identification documents. The information

the driver provides orally does not match the information on the documents the driver retrieves from the glove box, which prompts the officer to investigate further.

While some officers can obtain the vehicle registration information from Mobile Data Terminals (MDT), a high percentage of law enforcement officers lack this in-car technology or capability.

*"Many law enforcement officers killed in the line of duty are killed while conducting traffic stops, either by felonious assault or when struck by another vehicle."
– Law Enforcement Officers Killed or Assaulted (LEOKA)*

Even when an MDT is present, current insurance information is not always made available. These documents also play a factor in officer safety because they alleviate the need for officers to stand along the side of the road and write the needed information down.

Instead, officers can take the documents back to their patrol vehicles to obtain the information they need to complete the necessary reports for the traffic stop, crash investigation, or another reason for the encounter. Law Enforcement Officers Killed or Assaulted (LEOKA) research indicates many law enforcement officers killed in the line of duty are killed while conducting traffic stops (either by felonious assault or by being struck by another vehicle). The speed and efficiency of an officer during an encounter with a driver is directly correlated to the amount of "exposure" to the dangerous elements present that can

lead to serious injury or death. For officers, staying focused on the violator and passenger(s) and keeping them at a safe distance is imperative.

Some states are passing legislation allowing motorists to have their vehicle registration and/or insurance identification card on an electronic device. People are not likely to be as comfortable allowing an officer to walk back to their patrol car with a smart phone, for example, as they are with their paper documents. Therefore, this allowance may lead to drivers standing close to the officer and giving a potential assailant a prime opportunity to surprise and overpower an officer.

Motor Vehicle Administration

The vehicle registration document is designed and printed by the Motor Vehicle Administrations (MVA). The information that appears on the registration, such as vehicle descriptors, registrant(s), license plate and issuance data, is captured and maintained in MVA databases by MVA staff and by other entities the MVAs have authorized to register vehicles.

Vehicle registrations serve a variety of purposes including but not limited to:

- vehicle identification
- display of owner/registant information
- ensuring the vehicle is properly registered/legal to operate on the public roadways
- verifying that appropriate fees and taxes have been paid

In some jurisdictions the registration document is considered proof of ownership when the vehicle is exempt from the jurisdiction's title requirements. Some jurisdictions may use the registration document to indicate certain requirements or restrictions on a registration based on a vehicle or plate type. Prerequisites to vehicle registration and certain data elements and official document use are often prescribed and defined in state statutes.

Motorists

Motorists are required by most jurisdictions to carry their motor vehicle registration and insurance identification documents in the vehicle. In addition to presenting these documents to law enforcement when requested, motorists also use them to exchange information at the scene of a crash and during the sale of a vehicle.

Problem Statement

There is great variance in the content and format of vehicle registration and insurance identification documents across jurisdictions. This inconsistency hinders the ability of various stakeholders to locate and use the information necessary to perform their functions in an efficient manner. Data elements are not consistent among the jurisdictions. Some jurisdictions include, omit, or interpret data differently. There are a number of jurisdictions that have disparate views of the terms legal owner, registered owner, or lessee. Body styles are recognized differently in various jurisdictions; some capture vehicle color, while others do not. Odometer readings are constantly changing. Issuance and expiration times are not always captured. Specialty codes are not standardized. Finally, GVW does not always apply to passenger vehicles.

Inconsistencies in the data elements and document design make it difficult for the MVA front line employees to quickly determine the vehicle and owner information when they are registering vehicles that were previously registered in another jurisdiction. It takes time for the employee, usually in a field or branch office, where there is pressure to wait on each customer as quickly as possible, to find the necessary information on the out-of-state registration and enter the data into the corresponding data fields.

Another example is when a law enforcement officer uses these documents while conducting a traffic stop or investigating a vehicle crash. If the officer is presented a registration document from another jurisdiction, it takes more time for the officer to find needed information to complete the various forms that require information found in the registration document. Moreover, it can cause the officer to become distracted by focusing on the unfamiliar document which creates a potential officer safety hazard (by diverting attention away from the officer's surroundings longer than necessary). Standardizing

these documents will provide many benefits to all of the users of the information.

Security/Anti-Fraud Measures

This best practices guide does not include any discussion of security or anti-fraud measures for the motor vehicle registration or insurance identification card credentials covered herein. Security features and measures were beyond the scope of the RICS Working Group Charter.

Section Two Vehicle Registration Document Standardization Recommendation

Vehicle Registration Document data elements vary between jurisdictions, and sometimes data elements are defined differently. For example:

- jurisdictions have different definitions of legal owner, registered owner, and lessee;
- body styles are recognized differently;
- some jurisdictions capture vehicle color, while others do not;
- specialty plate codes are not standardized.

This is not an all-inclusive list but provides a sampling of disparities that sometimes make it difficult for officials in one jurisdiction to interpret data elements appearing on the vehicle registration document of another jurisdiction.

To help the RICS Working Group make standardization recommendations, it first sought to understand the current practices of AAMVA member jurisdictions. AAMVA conducted a survey in mid-2012 (see Appendix B). Approximately 80% of the jurisdictions (54 of 68) responded to the survey. In addition, each data element was discussed, so the recommendations being made are not simply a tally of the most common data elements currently being used.

Two tables follow. Table 1 outlines recommended “required” data elements that should appear on all non-IRP vehicle registration documents. Table 2 outlines data elements that may be included but should be considered “optional”. In addition to recommending the data elements that should be present on all non-IRP vehicle registration documents, the RICS Working Group developed a recommended format in which data elements should be displayed (see Figure 1).

The following best practices are intended to apply only to the motor vehicle registration document. They should not be interpreted as applying to any related functions, including what information is or is not collected by motor vehicle administrators at the time of vehicle registration.

Barcodes

While not all law enforcement agencies provide barcode reader instruments to their officers, the technology is rapidly becoming more main stream. The presence of a barcode on a vehicle registration document allows officers armed with barcode readers to simplify data transfer and improve accuracy.



The ability to populate report forms with vehicle registration document information utilizing a barcode reader is simpler and faster than writing the information down or hand-keying the information onto the computerized form. This process improves data accuracy and reduces officer distractions to mitigate the risk to officers associated with roadside


Table 1 Vehicle Registration Document: REQUIRED Data Elements	
Required Data Elements (listed as formatted in Table 2)	Notes
Issuing Agency information	Name and logo at a minimum
Plate Number	
Plate Type or Specialty Code	Alpha or numeric code may be used
Expiration Date	
Vehicle Year	Vehicle year, make and model fields should be displayed next to each other (See Figure 1)
Vehicle Make	
Vehicle Model	
Vehicle Body Style	Per ANSI – D20 use NCIC codes ¹
Issue Date	
Vehicle Identification Number	
Registered Vehicle Weight	Registered weight for vehicle and load
Name(s)	Registrant and/or legal owner
Lessee and/or Lessor	
Barcode	PDF-417; See AAMVA Bar Code Data Encoding Requirements ²

Table 2 Vehicle Registration Document: OPTIONAL Data Elements	
Required Data Elements (listed as formatted in Table 2)	Notes
Address	Registrant and/or legal owner lessee and/or lessor
Color (Vehicle)	Per ANSI – D20 use NCIC codes. If vehicle has two colors, indicate both major and minor colors.
County	
Drivers License Number	
Expiration Time	If used, time should appear next to the date/in same field (see Figure 1).
Fees and/or Taxes	
Fuel Type	More states are including to capture use of alternative fuel vehicles
Issue Time	If used, time should appear next to the date/in same field (see Figure 1).
Jurisdiction Unique/Other Fields	
Odometer Reading	
Registrant Signature	
Title Number	
Validation Sticker Number	
Secondary Registrant or Owner Information	If used, should appear below primary registrant/owner info

1 See <http://www.aamva.org/WorkArea/linkit.aspx?LinkIdentifier=id&ItemID=1146&libID=1156>

2 See [http://www.aamva.org/uploadedFiles/MainSite/Content/SolutionsBestPractices/BestPracticesModelLegislation\(1\)/BarCodeDataEncodingReqmtsBestPractice.pdf](http://www.aamva.org/uploadedFiles/MainSite/Content/SolutionsBestPractices/BestPracticesModelLegislation(1)/BarCodeDataEncodingReqmtsBestPractice.pdf)

Figure 1 (not to scale) Model Vehicle Registration Document Format (with recommended required data)

JURISDICTION HEADER (Issuing Agency)		
Plate #	Specialty Code	Expiration Date
ABC1234	01	12/31/2013 11:59 p.m.
Year Make Model	Body Style	Issue Date
2013 Ford Fusion	Sedan	01/01/2013 9:30 a.m.
VIN	Registered Vehicle Weight	
8888888888888888	10,000	
Registrant/Lessee	Owner/Lessor	
Registrant Name Registrant Address Registrant City, State, Postal Code Registrant Signature Line (if included) _____	Owner Name Owner Address Owner City, State, Postal Code	
Recommended Standardized Vehicle Registration Document Dimensions (and other notes): <ul style="list-style-type: none"> • Document Width: 8.5 inches • Document Length: Any length between 4 and 11 inches (nothing shorter than 4 inches or longer than 11 inches) <ul style="list-style-type: none"> – The Document Format shown in Table 2 is NOT scaled to the recommended size (8.5" wide by 4" long) • Font size: 12 point • Registrant name and address are placed to appear in a window envelope • Optional/other data fields should be placed in a separate section below the required data section (below the top 4 inches where the required data elements should appear). Or printed on the back of document if that capability exists). 		

exposure. Barcodes also improve efficiencies and reduce data entry errors for Motor Vehicle Agencies.

Barcode format was discussed by the RICS Working Group and the consensus was there is no justifiable reason to change from the PDF417 two dimensional barcode standard.

Document Size

The results of the AAMVA survey revealed more than 20 sizes of vehicle registration documents being used by the 54 survey respondents. Although not unanimous, the RICS Working Group majority recommends a width of 8.5 inches (same width as a

standard letter); and a length between 4 and 11 inches (the rationale for the range for the length recommendation is that 4 inches accommodates the size of a standard #10 envelope and 11 inches is the length of a standard letter).

This recommendation balanced the desire to move toward a standard one size for all documents throughout the AAMVA community against accommodating as many document sizes currently used as possible. Of the 54 jurisdictions responding to the AAMVA survey, 23 are already using vehicle registration documents that are within these recommended size parameters.

Section Three Vehicle Registration Document Implementation Considerations

Although standardizing vehicle registration documents will provide many benefits to the users of the information, many considerations need to be addressed before making changes/revisions to the document (either in paper or electronic format). Appropriate MVA staff, vendors, law enforcement members of the judiciary and other stakeholders need to be involved in the change planning process as early as possible. Discussions with legislative members should occur not only if statutory changes will be needed, but to also prepare them for any feedback they may receive from constituents or other stakeholders. Once a new document is designed and implemented, it can take in excess of 12 months to fully issue new registration documents.

Law, Policy & Regulation Considerations

Each jurisdiction should consider its respective regulations which require legislative action or rule-making promulgation to implement the best practice for issuing motor vehicle registration credentials in both paper and electronic formats. Subsequent to the necessary regulatory modifications, jurisdictions should review all internal operational policies to implement the standardized motor vehicle registration credentials consistent with the best practice.

Stakeholder Awareness

The stakeholder group involved in new product design will be smaller than the stakeholders who will need to be generally informed of the new product prior to implementation. The public should be

informed about impending changes to the registration document and sample(s) placed on the MVA website. A written advisory should be provided to vehicle owners during the vehicle registration renewal process or by other communication means. Media should be informed so that public service announcements may be conducted and news outlets may prepare and distribute information. All jurisdictions must be advised of any document changes and be provided samples.

Information Technology Considerations

Perhaps the biggest challenge presented by any product change (either paper or electronic) is to MVA information technology resources. Product content and design need to be thoroughly vetted well in advance with special consideration given to system limitations that could be restrictive when designing a new or modified product. Hardware and printing processes will also need to be considered.

Cost Considerations

Contractual considerations such as order thresholds and time frames need to be considered before any transition to a new product can be made. Additionally, there can be significant costs associated with computer system programming, public awareness campaigns, training, and policy revision. To mitigate the cost of transitioning to a new vehicle registration certificate format, MVAs are encouraged to fully utilize any existing stock of paper credentialing materials used in the production of its current product.

The RICS Working Group realizes that each jurisdiction will need to evaluate the benefits of adopting these recommendations and balance the timing of their implementation with the availability of resources. If the recommendations cannot be adopted immediately, the RICS Working Group encourages jurisdictions to consider the adoption of these recommendations whenever it does become necessary or feasible to rewrite the requisite computer systems and redesign their registration forms.

Other Considerations for MVAs – Insurance Verification

Technology exists to support online verification of insurance. In some jurisdictions, MVAs use a true online verification system to ensure drivers are financially responsible and, if insurance policies are cancelled, to suspend driving privileges. In other jurisdictions, MVAs use electronic reporting of insurance to accomplish the same objectives. Given the ready availability of electronic and/or online insurance verification, MVAs should provide access to insurance data and/or insurance verification systems to law enforcement when available.

Section Four Insurance Identification Document Standardization Recommendation

Insurance Identification Document

Most states require insurance companies to provide their automobile insurance policyholders with insurance identification cards. Many states strictly regulate the use and the appearance of the cards, and a minority requires the use of anti-fraud measures. The most common use of an insurance identification card is to provide evidence that the vehicle owner or operator is in compliance with state compulsory insurance requirements. The card also serves as an informational document providing basic policy information for reference during a traffic stop, following a crash, or at vehicle registration.

To the extent possible, the RICS Working Group urges insurance companies and jurisdictions to partner to standardize both the data elements and the format of the insurance identification card. These recommendations provide the data elements that should be used for providing evidence of motor vehicle insurance, regardless of whether the information is provided in print or electronically.

Two tables follow. Table 3 outlines recommended “required” data elements that should appear on all insurance identification cards. Table 4 outlines recommended “optional” data elements that may appear on insurance identification cards. In addition

Table 3 Auto Insurance Identification Card/REQUIRED Data Elements

Required Data Elements (listed as formatted in Table 4)	Field Type	Notes
Header – State and Type of Form	Alpha	Identifies state of issuance using two-letter abbreviation and type of form
Company Number	Numeric	NAIC identification number of the insurance company (not group)
Company Name	Alpha	Insurer’s full legal company name provided on the insurance policy
Insured Name	Alpha	First and last name(s) of the insured as indicated on the policy
Policy Type	Alpha or Check Box	Identifies the type of insurance policy, i.e., personal, commercial, fleet, etc.
Policy Number	Alphanumeric	Assigned policy number, self insurance license or contract number
Effective Date	Numeric	Policy effective date, date the terms and conditions of the policy commence (special characters allowed)
Expiration Date	Numeric	Policy expiration date, date the terms and conditions of the policy expire (special characters allowed)
Vehicle Identification Number (VIN)	Alphanumeric	Vehicle identification number assigned by the manufacturer (does not apply to commercial or fleet vehicles)
Vehicle Year	Numeric	Model year of the vehicle
Vehicle Make	Alpha	Manufacturer of the vehicle
Vehicle Model	Alphanumeric	Vehicle model name
Agency or Company Issuing ID Card	Alphanumeric	Full name of the insurance agency or insurance company

Table 4 Auto Insurance Identification Card/OPTIONAL Data Elements

Required Data Elements	Field Type	Notes
Free Space	Alphanumeric	Section for special provisions
Insured Address	Alphanumeric	Some insurance companies are moving away from including the address amid growing privacy concerns.
Agency or Company Address	Alphanumeric	
Barcode	PDF-417	See AAMVA Bar Code Data Encoding Requirements ³

to recommending the data elements that should be present on all insurance identification cards, the RICS Working Group developed a recommended format in which the data elements should be displayed (see Figure 2).

The following best practices are intended to apply only to insurance identification card data elements. They should not be interpreted as applying to any related functions, including what information is or is not collected by insurance companies at the time of policy purchase or renewal.

Barcodes

There was no clear consensus as to the viability or desire throughout the insurance industry to recommend the inclusion of a barcode as a “required” feature. So it is considered an “optional”

Figure 2 Insurance Identification Card Format (with recommended required data)

NY INSURANCE IDENTIFICATION CARD			
NAIC #: 12345	ABC INSURANCE CO.		
ALLARD BUSINESS FORMS, INC. 1 West 72nd Street New York, NY 10021			
PT: C	POLICY #: BAP1234567890	EFF 01/01/2013	EXP 12/31/2013
VIN: 8888888888888888		2012 Chevrolet Impala	
SMITH & SON AGENCY, INC.			
Insurance Identification Card – Other Notes:			
<ul style="list-style-type: none">• Guidance from the insurance industry members of the RICS Working Group was to not recommend a specific document size for the insurance identification card• Any additional information should appear on the back of the card• If the optional barcode feature is opted for, place in the blank space in the lower right hand corner			

recommendation with encouragement to the insurance industry to consider barcode inclusion for the very same accuracy, efficiency, and officer safety reasons cited in the vehicle registration section. If including personal information within the barcode is of concern, insurance companies are encouraged to, at a minimum, include the VIN in a barcode format. If a barcode is used, the PDF417 two dimension barcode standard is recommended.

3 See [http://www.aamva.org/uploadedFiles/MainSite/Content/SolutionsBestPractices/BestPracticesModelLegislation\(1\)/BarCodeDataEncodingReqmtsBestPractice.pdf](http://www.aamva.org/uploadedFiles/MainSite/Content/SolutionsBestPractices/BestPracticesModelLegislation(1)/BarCodeDataEncodingReqmtsBestPractice.pdf)

Section Five Insurance Identification Card Implementation Considerations

While vehicle registration documents are controlled by the jurisdictions, insurance identification cards are offered by an expansive and ever-changing complex network of companies. It should be recognized that insurance companies also use the cards to help drive or control their branding and claims information.⁴ This discussion is a simplification and leads to a straightforward conclusion that it is impractical to aim for absolute insurance identification card standardization.

Law, Policy & Regulation Considerations

Jurisdictions should consider partnering with the state office charged with regulation of the insurance industry to revise and/or promulgate rules governing the data elements and format of the insurance identification card to adopt the recommendations contained herein.

Stakeholder Engagement

To some degree, the interests of owner-drivers, jurisdictions, and companies are in conflict. For example, some drivers want assurance of continuous coverage, while other drivers want to be able to get away without coverage. Jurisdictions want to know detailed information about canceled or expired insurance policies, but insurance companies want to protect their customer databases for privacy and competitive reasons. Stakeholders should agree to the degrees and methods of data aggregation, and, at a minimum, should collaborate to define a multi-level privacy and confidentiality policy.

Information Technology Considerations

Much the same as with MVAs, the biggest challenge presented to insurance companies by any product change (either paper or electronic) is likely to their information technology resources. Product content and design need to be thoroughly vetted well in advance with special consideration given to system limitations that could be restrictive when designing a new or modified product.

⁴ See *Innovation at Progressive (A): Pay-As-You-Go Insurance* by Frances X. Frei, Hanna Rodriguez-Farrar Source: HBS Premier Case Collection (20 pages), Publication date: May 08, 2002. Prod. #: 602175-PDF-EN. Progressive uses tear-off tabs in part to help the exchange of insurance information but also as a way to attract new customers. This case study also shows how insurance companies can rapidly change coverage.

Section Six Transition from Paper to Electronic Credentials

With the proliferation and popularity of technology devices such as smart phones, along with environmental consciousness and a push by many to go paperless, a movement is taking place toward alternatives to the traditional paper documents. While this is true for both types of documents focused on in this best practice, it is especially true with the insurance identification card since several states have already passed laws allowing drivers to present evidence of insurance in electronic format commonly referred to as an “e-card.” Because most states address insurance card requirements in either statutes or regulations, a law change is usually required to permit e-cards.

A state law that requires the driver to present proof of insurance might be reworded to allow electronic presentation of insurance information through electronic means such as PDA or smart phones, or to allow the officer to use online verification in lieu of presentation of a physical insurance card as long as such online verification is readily accessible to law enforcement in that jurisdiction. It is important to

Of the 66,000 tickets issued in Idaho in 2011 for lack of insurance due to the failure to produce an insurance card at a traffic stop, 47,000 were later dismissed when the offender showed up in court and presented evidence of insurance not accessible at the time of the traffic stop.

remember that the goal is to effectively provide or exchange insurance information upon lawful demand by a law enforcement officer or among those involved in a crash. This goal can be accomplished with electronic presentation or verification.

As of this publication date, six jurisdictions (AL, AZ, CA, ID, LA, and MN) have passed laws or promulgated regulations to allow drivers to present an insurance identification card in electronic format. Similar legislation is going to be considered in many other state legislatures in future sessions. Although there are some practical considerations that are addressed later in this section, the e-card is a rare win-win-win for consumers, jurisdictions, and insurance companies. First, consumers are given an alternative means of providing a static document in a format they are much more likely to have in their possession. Those choosing to go paperless with various transactions can now be truly paperless from an auto insurance perspective. Second, municipalities are poised to save substantial administrative costs as a result of this alternative way to show evidence of insurance.

For example, of the 66,000 tickets issued in Idaho in 2011 for lack of insurance due to the failure to produce an insurance card at a traffic stop, 47,000 were later dismissed when the offender showed up in court and presented evidence of insurance that was simply not accessible at the time of the traffic stop (Idaho Statesman – Idaho Makes Electronic Proof of Insurance Official – 5/1/12). Third, insurance companies satisfy a customer request and save the expense associated with producing and mailing insurance cards to those consumers that choose the paperless option.

A significant challenge would seem to be that of cellular coverage. If motorists are required by law enforcement at the scene of a traffic stop or crash to produce their electronic proof of insurance, it may not

be available if they are in an area with poor or no cellular service (unless the insurance card had been saved to the device's memory).

Although law enforcement continues to be concerned with the aforementioned challenges and the officer safety considerations previously discussed, the RICS Working Group nevertheless agreed we should not recommend against internet or mobile-based customer interaction that enables efficient commerce. Instead, when this method is allowed, we recommend the following standards:

- insurance companies may deliver cards via hard copy on any stock paper or virtually by email or other digital modes and require the owner to ensure that there is an up-to-date representation of an in-effect policy
- insurers should provide a telephone number, email, and/or web-based capability to query on validity and status of the policy
- jurisdictions should require operators to ensure that a hard copy representation of the card is available on reasonable demand by authorities at a later time

Electronic Verification

Vehicle registration and insurance identification documents typically do not have security features and can be fraudulently produced or altered. Vehicle registration information can be verified electronically at roadside by the law enforcement officer or dispatcher through access to the MVA's database. Electronic verification against MVA's data provides the most accurate real-time information to counteract fraud.

The lack of a universal system of electronic verification of insurance is problematic. Drivers can cancel insurance policies at will so insurance identification cards are not a positive confirmation of in-force insurance. Electronic verification against insurance

data is the only definitive way to ensure in-force coverage. As of this publication date, eight states (AL, ID, MT, MS, NV, OK, WV, and WY) have adopted online verification (OLV), a real-time, web-based service to confirm in-force insurance. With OLV, a law enforcement officer or a registrant at a department of motor vehicles can enter a few data points and get instant verification of insurance status. For additional information, go to <http://www.iicmva.com/>.

However, such web-based services are only as good as the information contained in the database(s) they access. If the database isn't updated in a timely manner the system might show valid insurance even though a policy has been canceled. And like any database, if the system were to ever go down there would be no way to verify without a backup such as an insurance identification card, which while imperfect, still provides some level of assurance compared to no card at all.

Other Law Enforcement Considerations

While traffic stops and crash investigations are different, insurance verification is basically the same in both instances. Currently, the most common insurance verification method is by printed paper insurance identification cards. Many of the "premium" insurance companies issue the card with a validity of up to six months. When an officer checks these cards, there is no way of knowing if the insured made a first payment and then canceled once the card was issued. Many of the "discount" insurance companies have addressed this by only issuing cards that are valid for the payment that was made (usually monthly). While this shows that the vehicle was insured, because a new card is issued with every payment, the insured many times forgets to change out the card with the most current one. Another disadvantage of the paper card is that the paper itself is not very durable and can get worn or wet causing it to not be readable.

Although many insurance companies are advocating for such laws, and some state legislatures have passed laws allowing electronic presentation of information to an officer, it is important to recognize that this allowance adds potential for confrontation. If a driver only has vehicle registration and/or insurance identification card information electronically, how willing will that driver be to hand the officer a phone when suspecting a citation may be issued? And in extreme cases, what if the driver knows the phone contains evidence of crime(s) committed?

It must be mentioned that in states that have passed such laws, law enforcement agencies are just now beginning to develop policies to provide their officers with guidance on how to deal with electronic presentation of information. Just some of the issues coming to the surface include liability should an officer drop or break a phone; what to do if a person refuses to let the officer hold the phone; what to do if the officer needs to bring the phone to the patrol car and the driver refuses to provide the pass code to unlock the phone; and accusations that an officer accessed other data on the device.

Insurance Company Considerations

The new generation “lives by” their smart phone and there are few instances that they will not have their phone on them. Being able to check payment status, change coverage, check on a claim, as well as all of the other great options available via smart phone mobile applications provide an excellent service to insured drivers at their fingertips.

Information Technology Considerations

If considering transitioning from paper vehicle registration documents to an electronic vehicle registration record the following should be considered:

1. If your state currently has a batch update process of registration transactions, the jurisdiction will need to transition to real time updates with upfront validation to ensure all active registration data is available for query.
2. Currently, there is not a national database that is accessible to all stakeholders to verify registration information for all jurisdictions. Law enforcement is currently able to verify out of state registration information through NLETS, the National Law Enforcement Telecommunication System, but this information is not available to other stakeholders. As such, it would require a national clearinghouse comparable to NMVTIS, the National Motor Vehicle Title Information System, where access can be given to all stakeholders to verify the registration information in all jurisdictions through an online query.

Cost Considerations

For jurisdictions without a motor vehicle registration system with real time updates and upfront validation, the cost to convert to this system model is expensive and may outweigh the benefits of transitioning to an electronic registration record. The cost to develop a national clearinghouse to be maintained by an unknown entity would also be very expensive and time consuming before this option would be available to the stakeholders.

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Appendix B AAMVA Vehicle Registration Data Survey

TO SEE THE COMPLETE 33-PAGE AAMVA VEHICLE REGISTRATION DATA SURVEY, GO TO:

<http://www.aamva.org/WorkArea/linkit.aspx?LinkIdentifier=id&ItemID=3359&libID=3345>

Total Survey Respondents = 54 (of 68 Jurisdictions)

States (+District of Columbia): 44; Canadian Provinces = 10

THE FOLLOWING REPRESENTS A PARTIAL COMPILATION OF THE SURVEY RESULTS:

1. Do you require a paper vehicle registration certificate be carried in passenger vehicles registered in your jurisdiction? Yes = 46; No = 8
2. What size is your paper vehicle registration certificate?
3. What data elements are included on your passenger vehicle registration certificate? (See survey link to see complete answers to this question)
4. Does your vehicle registration certificate have data elements encoded in a barcode format?
Yes = 28
No = 26

Size	Number
8.5 x 11	10
8.5 x 4	8
8.5 x 3.5	5
*Sizes Vary	5
8.5 x 5.5	4
8.5 x 4.5	3
8 x 4	2
8.5 x 7	1
8.5 x 6	1
8.5 x 5	1
8.5 x 3.6	1
8.26 x 8	1
8 x 7	1
7.5 x 3.75	1
7.5 x 3 3/16	1
7 x 5	1
7 x 3.5	1
6.75 x 2	1
5.25 x 3.75	1
4.5 x 11	1
4.5 x 4.5	1
4.5 x 4	1
3.25 x 2 1/8	1
3 3/8 x 3	1
TOTAL	54

Appendix C ANSI Vehicle Registration Data Elements

TO SEE THE COMPLETE AAMVA ANSI-D20 DATA DICTIONARY RELEASE 5.0.0, GO TO:

<http://www.aamva.org/workarea/downloadasset.aspx?id=1147>



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