

Arizona Department of Transportation

Motor Vehicle Division

Fraud prevention presentation 2013

By

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Fraud Document Recognition Instructor

AZ DEPARTMENT OF TRANSPORTATION FRAUD INVESTIGATION / PREVENTION UNITS:

- ECD / Office of Inspector General
- Dealer Investigations
- Drivers License Fraud Investigations
- Title and Registration Investigations
- Fraud Document Unit
- Professional Standards Bureau
- Background Investigations Unit
- Third Party Management Support Unit

FRAUD DOCUMENT RECOGNITION TRAINING UNIT
2 Instructors Helen Castillo & Clint Daly

FDR training center located at:
2739 East Washington Phoenix, AZ 85034

Each station quipped with:

- UV Lights, Flash lights, and Mag Loupes
- 26-Computer learning stations and 8-Hands on test stations with computers

Class Statistics:

Customer Service Representatives	1,208
Other MVD Employees	486
Non MVD Employees	982
Total	2,676

FRAUD DOCUMENT RECOGNITION TRAINING UNIT COURSES: (currently offered to CSR's and Law enforcement)

- Fraud Document Recognition initial 3-day training
- Fraud Document Recognition 1-day in service training

These classes are offered at both on and offsite locations throughout the state of Arizona.

DUTIES OF THE FRAUDULENT DOCUMENT RECOGNITION TRAINING UNIT:

Training Customer Service Representatives and Law Enforcement on:

- Authentication of documents
- Security features
- Paper and plastic/laminate documents
- Birth certificates, Social Security cards, Immigration documents, drivers licenses/I.D. card and Military I.D.
- Printing methods
- Lighting sources
- Use of tools (Mag Loupe, flashlight, and UV light)
- Decision tree (Documents/People/Actions)
- How and where to go for resources

DEALER INVESTIGATIONS UNIT:

1 Supervisor
10 Detectives

Offices located in Phoenix and Tucson, Arizona

- Investigate licensed and unlicensed dealers
- Odometer rollbacks
- Misuse of dealer plates
- Records keeping audits
- Issue cease and desist orders
- Enforce ARS title 10 chapter 28
- Complete written reports
- Attend hearings and trials

DEALER INVESTIGATIONS (continued)

Investigate referrals / incident reports submitted from:

- Dealer Licensing unit
- MVD CSR's Title and registrations
- Law enforcement and public complaints
- Other government entities

Case stastics:

- In 2012 - 1,005 cases
- 485 cases (through July 1, 2013)

DRIVERS LICENSE FRAUD / TITLE & REGISTRATION FRAUD

Unit Location:

114 E. Western Ave. Avondale, AZ 85323

This Office receives anywhere from 50 to 100 telephone calls concerning DL/TR cases per day.

The calls may come from:

- International entities, and U.S. government agencies (Federal, State, County and City)
- Victims of fraud or I.D. theft
- Suspects, witnesses, leads, Law enforcement, and civilians

These calls are separate from U.S. Mail, email, and Fax messages received each day.

TITLE AND REGISTRATION INVESTIGATIONS UNIT

1 Detective Supervisor

1 Administrator

Detectives assigned

2 Avondale, AZ

1 Tucson, AZ

2012

- T&R Detectives worked over 300 cases resolved

DUTIES OF TITLE AND REGISTRATION DETECTIVES

Investigate Forged, counterfeit, and Altered documents such as:

- Titles
- Power of attorney
- Notary stamps
- Loan release

Detectives follow up on the following:

- CSR and other MVD reported title and registration discrepancies and infractions
- License plate and registrations paid to dealers but never received by purchasers

DRIVERS LICENSE FRAUD INVESTIGATIONS UNIT

1 Detective Supervisor

1 Administrator

Detectives

2 Avondale, AZ

1 Tucson, AZ

2012 Drivers license fraud investigation statistics:

- 5,200 fraud cases reported

DUTIES OF DRIVERS LICENSE FRAUD DETECTIVES:

- Investigate fraudulent D.L./I.D. applications
- Interview victims , suspects, witnesses.
- Complete reports of investigation findings
- Investigate / Authenticate authorized presence documents
- If applicable arrest, site and release offenders
 - Submit reports for prosecution
 - Submit suspension requests on offenders
 - Attend suspension hearings and trial cases

FRAUD DOCUMENT CRIMES UNIT

1 Supervisor

9 Plain clothes Detectives

Calls or reports may initiate from:

- International entities, U.S. government agencies, F.B.I, (Federal, State, County and City)
- Victims of fraud or I.D. theft
- Suspects, witnesses, leads, Law enforcement, and civilians
- Identify, target, disrupt and dismantle criminal organizations who engage in counterfeiting or fraud schemes which impact AZDOT, MVD credentials, records, and process

Fraud Crimes Unit statistics:

- 224 cases investigated in 2012
- 120 cases as of July 1, 2013

PROFESSIONAL STANDARDS UNIT:

- 1 Supervisor
- 5 Plain clothes detectives

PROFESSIONAL STANDARDS UNIT:

- Internal affairs for all 4,300 ADOT employees
- Conduct special investigations
- Conduct administrative and criminal investigations into employee misconduct or criminal activities

BACKGROUND INVESTIGATIONS UNIT

- 1 Supervisor
- 2 Detectives plain clothes
- 1 Administrative assistant

Investigation of potential ADOT employees

- Confirm information found on employment application/resume
- Criminal history
- Authenticate documents presented by applicant / Identity theft
- Facilitate the identification of erroneous and or undisclosed information.

Unit statistics:

- Completes between 250 to 300 investigations per year.

ENFORCEMENT COMPLIANCE DIVISION

350 uniformed officers

47 plain clothes detectives (OIG)

ECD UNIT

- Level one, two, and three inspections
- Inspect abandon vehicle at tow yards
- CVSA (Commercial safety inspections)
- Registration compliance
- Dealer audits
- Port of entry (issue permit/commercial vehicle inspections)

PHOTO FIRST

When a Drivers license or I.D. customer comes into an Arizona MVD office

The customer:

- Shows his/her documents to information desk and receives an application and a customer number
- Shows documents to photo desk, has photo taken
- Waits for his/her number to be called
- Shows documents to CSR, application is completed and payment is made
- Shows documents to photo desk receives credential
This has the affect of making identity switching difficult to achieve for individuals
- (If at any point credentials presented are questionable or photo does not match photo's on file, the transaction is halted and an indecent report is forwarded to the Fraud Drivers license detectives for follow up)

THIRD PARTY MANAGEMENT SUPPORT UNIT

Director

Program manager

Support personnel

2 OIG investigators

DUTIES of 3rd PARTY MANAGEMENT SUPPORT UNIT:

- Authorizes 3rd party businesses
- Certifies Individual 3rd party employees
- Oversees daily 3rd party activity
- 3rd party inspections
- Quality assurance

EXECUTIVE HEARING OFFICE

30 Administrative professionals includes:

- Judges
- Adjudicators
- Support personnel

It is the Administrative Court within ADOT; holds hearings for individuals facing actions by ADOT/MVD.

There are 20 different types of hearings, all decisions are final, but may be appealed to Superior court.

There are approximately 1,900 hearings held per year

Any questions?

Thank you