Best Practices & What’s Hot

Region I Conference
Dover, Delaware
July 2013
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<th>Submitted by:</th>
<th>Contact Information:</th>
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<td>Phone number: (302) 744-2544</td>
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**Description of Project or Legislation**
A committee made up of DMV staff and members from the Local and Federal LE community to network and discusses cases of importance that each agency could assist each other in addressing the case(s). The committee provides an opportunity to show how DMV can assist LE in case work as well as what LE can do for DMV investigations into driver and vehicle issues. This committee builds relationships between agencies and helps with understanding what each agency can do when addressing criminal issues.
## Delaware: DMV and Diplomatic Security Services Partnership

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### Description of Project or Legislation

Working partnership between DE DMV Fraud Unit and the US Diplomatic Security Services where each agency has access to the databases of that agency to work fraud issues concerning passport fraud and other crimes. Using DE DMV databases and facial recognition software the DSS is able to identify possible passport fraud cases and upon further investigation discover other criminal activities to share with other agencies. DMV case gain information from DSS from their databases concerning passport validity and immigration status to assist in the issuance of driver or identification documents or identify fraud cases.
Delaware: Print on Demand Temp Tags

Submitted by:
Division of Motor Vehicles

Contact Information:
Name: Scott Clapper
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Phone number: 302-744-2533

Description of Project or Legislation

The Delaware Division of Motor Vehicles (DMV) has developed a new temporary tag issuing system for new car dealerships. The new program will provide greater efficiencies for automobile dealerships to fulfill DMV requirements governing the sale of motor vehicles and temporary tag issuance. DMV has provided an integrated online system that replaces the current preprinted temporary tag process that required dealers to prepay for temporary tags and keep inventory.

The new print on demand temporary tag system gives new car dealers the ability to print temporary tags as needed for customers. The DMV provides this system to dealers at no cost. The web-based temporary tag system will streamline the issuance of temporary vehicle registration at the dealership by allowing dealers to print a “temp-tag” on site and on demand. There will no longer be a need to send owner and vehicle information back to DMV for manual data entry. Because it is web based there is no software to install. The system can be used with any laser printer so there is no extra equipment for dealers to purchase.

A key safety feature of the new temporary tag system provides law enforcement agencies the ability to identify in real-time any vehicle owner driving a vehicle with the new temporary tag. The temporary tag vehicle information and expiration date will no longer be handwritten, but printed, therefore increasing the legibility of information.
Delaware: DMV Services at Toll Plazas

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### Delaware: Tolling Reciprocity

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<tr>
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**Description of Project or Legislation**

A bill was introduced into the Delaware State Legislature and passed the House and Senate as SB 24 and was signed by Governor Markell on May 28, 2013. The bill provides the Authority to enter into reciprocity agreements with toll agencies and motor vehicle agencies for toll interoperability and collection of tolls and penalties.
# Delaware: Social Media Outreach – DMV Focused Twitter

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## Description of Project or Legislation

Desire to take advantage of the opportunity to use Social Media – Twitter - as a way to further reach DMV customers. Many younger and technology savvy customers are involved in Twitter. It is well known that people need to see or hear information at least 3 times (often in different ways) in order to grasp it completely. Twitter is a part of the DMV’s overall public outreach tool-box.

By establishing the @DelawareDMV Twitter feed we are able to break our own news/information and provide quick and direct information that is helpful and/or educational to all that are @DelawareDMV followers. We also use the Tweet Deck application to follow and track many other Twitter feeds. This allows the review of other Twitter feeds for important DMV, traffic or safety information. By being connected to other feeds it allows @DelawareDMV to provide many quality re-tweets.

Delaware has established outreach programs for the Hispanic community, older drivers and teen drivers. Many of the tweets sent focus on these target populations. Tweets are commonly sent in Spanish and English versions.
## Delaware: Customer/Community Outreach

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Phone number: 302-744-2534 |

### Description of Project or Legislation

Reaching out to customers and target audiences (seniors, Hispanic/Latino population and teens) to provide information on new laws, regulations, policies and procedures within the DMV that may impact customers and prepares them for their next visit to the DMV.

### Comments:

The Delaware DMV does many outreach programs throughout the state each year to inform customers on such changes as the federally compliant driver license/ID cards, fee changes, required documentation, process for new residents, how to obtain a driver license/ID card, title & register vehicles. Customers are also informed of new services and programs, such as self-service kiosks, Next of Kin program and the No Phone Zone program.

Outreach is done at senior centers, state fair, auto show, health & community expos, clubs/organizations, neighborhood rallies, farmer’s markets, etc.

Advertising in both English and Spanish and ads geared for senior population as well.
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<tr>
<th><strong>District of Columbia: Expired DL Extension</strong></th>
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<td><strong>Submitted by:</strong> Department of Motor Vehicles</td>
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</table>
| **Contact Information:** Name: Lucinda Babers  
Email: Lucinda.Babers@DC.gov  
Phone number: 202-729-7025 |
| **Description of Project or Legislation** |
| The District has passed legislation to extend the time period that allows residents to renew an expired DC driver license without needing to re-test. The time period for needing a knowledge or road skills test has been extended from 90 and 180 days to 365 and 545 days, respectively. |
| **Comments:** |
| This legislation allows us to reduce our customer volume who need to take the knowledge and road tests. |
**District of Columbia: DLs and IDs for Undocumented Immigrants**

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**Description of Project or Legislation**

The District is currently seeking legislation to allow undocumented DC residents to be eligible for a DC license or identification card. Unlike other jurisdictions, the DC Council is moving forward with legislation to issue an “unmarked” credential.
District of Columbia: Taxi Registration Renewals Streamlined

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Description of Project or Legislation

80% of taxi registration renewals occurred in the month of March. The District developed a process to modify the registration dates of 1000 taxis, so the expiration dates would be spread out throughout the year to balance the workload.
District of Columbia: Driving Schools to Administer Road Tests

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|                        | Phone number: 202-729-7025                               |

Description of Project or Legislation

The District is certifying local driving school instructors to administer road tests for non-commercial driver license applicants. The schools will charge up to $100 per test and must comply with current DC DMV testing routes, rules and regulations.

Comments:

This legislation will reduce the District’s current road test backlog and wait times. However, due to the potential of fraud, it will be closely monitored and audited.
# Maine: Critical Incident Management Plan (CIMP)

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<th>Submitted by:</th>
<th>Contact Information:</th>
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| Bureau of Motor Vehicles | Name: Leslie Soares  
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Phone number: (207) 624-9023 |

## Description of Project or Legislation

Bureau of Motor Vehicles in Maine is the first agency in the state to implement a critical incident management plan (CIMP). The purpose of this plan is to provide guidance and structure to the response and actions of the administration of the BMV in crisis situations, with a goal of protecting life and property. Initially, we did an assessment of all BMV locations to identify our security weaknesses. Software has been installed on all employee computers to alert all or only a select area of employees in the event of a crisis situation at any main office or branch location. We have identified and designated certain rooms within all our offices as “safe” rooms in the event of a crisis situation.

## Comments:

Under the direction of the Motor Vehicles’ Office of Investigation, the CIMP procedures were discussed created in late 2007 through early 2008. In the fall of 2008, the agency implemented the program and conducted its first drill and since then, it conducts an annual drill to ensure all staff knows what to do in the event of a critical incident.

All executive managers were provided training on how to initiate the CIMP using the software program and a “red” procedural manual that provides step by step instruction on which level of criticality to initiate as well as post incident instruction/guidance.
### Maine: IFTA Tax Return Processing and Transmittals

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#### Description of Project or Legislation

Maine’s International Fuel Tax Agreement Program (IFTA) has utilized a system developed and managed by the New York State Department of Taxation and Finance (NYSDTF) to administer tax return processing, transmittals to other IFTA jurisdictions, and the exchange of data with the IFTA Clearinghouse. The auditors have used a software package from New York to conduct audits of IFTA accounts. New York announced their decision, in July of 2012, to discontinue the operation of the IFTA Regional Processing Center (RPC). New York’s decision was made based upon technology changes and resource constraints. The New York RPC system is scheduled to remain in operation until December 2014.

As a result of New York’s decision to discontinue operating the RPC all participating states had to examine and research alternative plans. The State of Maine prepared a Request for Proposal (RFP) to receive bids to provide us with the ability to improve the efficiency of our internal processing of IFTA accounts as well as transmitting transaction data to the Clearinghouse.

The contract was awarded to Explore Information Services, Inc. The IFTA program will be integrated into Maine’s International Registration Program (IRP), which will allow shared common data but also provide processing pertinent to the separate programs.

Maine is currently working with Explore to develop and complete the first iteration of the project. Project completion date is anticipated to be March of 2014.
Maine: Succession Planning

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Description of Project or Legislation

Maine currently is working on an initiative for succession planning development. We are working towards identifying all the areas/functions that are strategic to the bureau’s success and then identifying the key roles and employees in these strategic areas/functions with our focus on policies, procedures and practices, not on personalities. Maine has a philosophy that effective succession planning requires that we create a culture that is responsive and that identifies and nurtures its top performers. Developing leadership talent is a long-term investment the bureau is committed to making.
Maine: Document Management

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**Description of Project or Legislation**

The Bureau of Motor Vehicles is undertaking a major project to transition from outdated, microfilmed document storage and retrieval, to digitally scanned images which can be easily retrieved and viewed directly from our existing applications. This project will impact every department and user within the bureau, and none more so than the Data Entry staff. Operators will no longer need to film and developing microfilm reels (which requires a great deal of time and equipment to do), but instead will utilize high speed scanning equipment, and state of the art software to quickly move documents through the imaging process so that Registrations, Titles, Medical Certification forms and the many other documents that are produced by BMV, can be viewed with the touch of a button.
Maine: Parents Supervised Driving Program

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Description of Project or Legislation

Parents of teens obtaining their learner’s permit will be given a copy of The Parent’s Supervised Driving Program by their driving instructor at the conclusion of the required parental involvement component of driver education. The program is provided at no cost to families or to taxpayers thanks to the program sponsors, Vermont Mutual Insurance and Irving Oil.

The program is divided into skill sets, such as parking, backing up, city and highway driving, and asks parents and teens to initial each lesson as the material is covered and the lesson is completed. Within the program, a log is provided to record the required driving hours, the skills covered and the time and weather conditions. The program also offers parents guidance on how to approach each lesson as well as how to continue education once the 35-hours are completed.

The Parent’s Supervised Driving Program encourages parents and teens to drive in a variety of weather conditions and unfamiliar settings, whether it is in more rural, highway, city and heavy traffic routes. More and better experience practicing driving with parents is a key to reducing teen crash rates.

Comments:

This program was created by and in collaboration with Safe Roads Alliance, Inc. and launched in February 2013.
# Maine: Electronic Touch Screen Knowledge Testing

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|                     | Phone number: (207) 624-9023          |

## Description of Project or Legislation

Maine has partnered with Solutions Thru Software to obtain knowledge testing workstations. All CDL written knowledge testing as well as noncommercial testing is now done on our new touch-screen workstations. We have 13 branch office locations and complete approximately 20,000 exams a year. Each office has a minimum of 8 workstations that are used strictly for scheduled appointments. Maine currently does not offer walk-in appointments, but that is something that may be possible with the new test stations.

## Comments:

We are actively receiving positive customer feedback regarding our new knowledge test stations.
## Maryland: New Temp Tags

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<th>Submitted by:</th>
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<tr>
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### Description of Project or Legislation

Effective July 1, 2013, all Maryland licensed dealerships will be issuing a new 60 day temporary license plate. The new plate is printed on a polyester material with a treated overcoat that allows for the adherence of laser toner and will no longer require the use of plastic bags for displaying. The vehicle identification number (VIN), make, model, color, and year are located at the top. The expiration date and temporary plate number are larger than the previous temporary tag to assist with verification by law enforcement. The plate continues to be issued electronically by both electronic titling and registration program vendors. Additionally, both dealer associations provide temporary registration transactions to dealers. The temporary plate tag number is printed on a reflective strip which makes it both possible for automated tag readers to identify the plate and easier for law enforcement to see at night.

### Comments:

Maryland has been issuing 60 day temporary registration plates via an electronic print on demand program since October 2010. The new plates are more resilient and offer larger print of both the expiration date and plate number as requested by law enforcement. In addition, the temporary tags can be read by the automated enforcement cameras as well as the tolling authority.
Maryland: Email Renewal Notices for Vehicle Registrations

Submitted by:  
Motor Vehicle Administration  

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Phone number: 410-787-2975

Description of Project or Legislation  
In February 2012, Maryland began emailing vehicle registration renewal notices to individuals who had an email address on file. This new service enhanced customer service for Maryland residents and reduced MVA’s operating costs by providing electronic notifications of a vehicle registration renewal in place of the traditional paper notice. Customers are sent an email notice two weeks in advance of the date the paper notice is normally mailed. Customers who renew during that two week period are removed from the renewal notice mailing allowing the MVA to save money and resources, while customers who choose not to renew during that time still receive a paper notice in the mail.

The emailing of renewals promotes a more efficient and quicker method for MVA customers to receive important information, while helping to reduce paper, ink, postage and processing of the same information by mail. In addition, a reminder email is sent to individuals who do not renew, one week prior to their expiration date. The Administration has seen a cost savings of approximately $65,000 in mailings since the inception of the project.

Comments:
Recently, Maryland began emailing driver’s license renewal notices and in July 2013 will begin emailing identification card renewal notices. To date, the MVA has collected over 1.6 million email addresses from our customers through online transactions.
## Maryland: Online Vision Certification

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### Description of Project or Legislation

The On-Line Vision Certification Service was deployed to Maryland’s Driver’s License System (DLS) and made publicly accessible on March 24, 2013. This service allows Authorized Online Vision Certification Providers to submit a vision patient's exam results electronically to the MVA. This process is managed using a secure web based application developed in partnership with NIC USA, Inc. In order to increase adoption and use of this service, the electronic user interface was designed to closely resemble the MVA's paper vision certification form currently in use.

Providers are required to complete a sign-up and verification process in order to enroll in the service. Each time a provider submits a vision examination result, their license status is verified electronically with the State’s professional licensing agency.

To participate, the vision patient is required to show their MD driver's license or ID card to the authorized vision provider. The provider will enter the LIC# or ID# and Birth Date from the card to ensure that results are applied to the individual's license application record. Vision results are valid for 12 months from the vision examination date. This service is targeted at individuals aged 40 and over, who are required by law to have a vision test in order to renew their driver's licenses through an alternative service method (internet, kiosk, etc.). For customers of any age, this service can also be utilized to bypass the vision screening if they are required to renew their license in-person.

Customers are notified by the MVA through their renewal notice (mail and email) if they are qualified to renew their driver's license via the web or kiosk. As of June 19, 2013, the MVA has enrolled 291 vision providers and received 1047 electronic vision examination submissions.

### Comments:

The MVA is continuing to work with the State’s professional associations (optometrists, ophthalmologists, etc.) to increase enrollment and utilization of the service. Additionally, public outreach campaigns are scheduled for the summer of 2013 to promote the service to current license holders age 40 and older. This service also allows vision providers to electronically submit referrals for safety review should the vision examination discover a serious medical issue that impacts safe vehicle operation.
Maryland: (e-referrals) Requests for Re-examination by Law Enforcement

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| Motor Vehicle Administration | Name: Deondra Jones  
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Phone number:  410-424-3149 |

**Description of Project or Legislation**

Currently, drivers with potential cognitive or physical issues are referred by law enforcement as a Request for Re-Examination/Medical Evaluation of Driver through a paper form. Going forward, law enforcement will be able to submit a Request for Re-exams (RRE) electronically to the MVA. All law enforcement agencies connected with the Maryland State Police electronic ticketing system will be able to submit an electronic RRE as an easy way for officers in the field to make referrals. The system will use information already entered or captured by scanning the driver’s license to greatly reduce data entry by law enforcement. Once the application is complete, the MVA will also provide outreach to law enforcement regarding the types of cases that should be referred to the MVA. The goal of the project is simplify the referral process for law enforcement, making it more likely for them to refer individuals they encounter on the roadway with issues impacting their ability to drive safely. Law enforcement is a key partner in keeping the roadways safe. Attention to drivers with potential cognitive or physical issues, and appropriate RRE referrals to MVA, can prevent crashes and fatalities.

**Comments:**

This project will be paid for using federal highway safety grant funding.
**New Jersey: Driver License Endorsement for Autonomous Vehicles**

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<th>Submitted by:</th>
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<tr>
<td>Motor Vehicle Commission</td>
<td>Name: Kate Tasch</td>
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<td>Email: <a href="mailto:Kate.Tasch@dot.state.nj.us">Kate.Tasch@dot.state.nj.us</a></td>
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<td>Phone number: (609)-984-7577</td>
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**Description of Project or Legislation**

**Legislation S-2898/A-2757**

This bill directs the New Jersey Motor Vehicle Commission (NJMVC) to establish a driver’s license endorsement for the operation of autonomous vehicles on the highways, roads, and streets of this State.

An “autonomous vehicle” is a motor vehicle that uses artificial intelligence, sensors, global positioning system coordinates, or any other technology that enables it to drive itself without the active control and continuous monitoring of a human operator. Fully autonomous cars are currently unavailable to the public, and it is projected that the first one should be released in 2018. Several autonomous features are already being marketed, such as autonomous steering.

This legislation requires the NJMVC to establish regulations authorizing the operation of autonomous vehicles that will include, but are not limited to: requirements the autonomous vehicle must meet before it may be operated on highways, roads, or streets; requirements for proof of insurance to test or operate an autonomous vehicle on highways, roads, or streets in consultation with the Commissioner of the Department of Banking and Insurance; requirements for registration; minimum safety standards for autonomous vehicles and their operation; requirements for testing autonomous vehicles; restrictions for testing autonomous vehicles in specified geographic areas; and any other requirements determined to be necessary.

Nothing in this bill is intended to expand on federal law or limit the authority of the NJMVC or any other State department or agency, to promulgate standards and procedures on vehicle inspections that are consistent with federal law or regulation.

This legislation would take effect immediately upon enactment.

**Comments:**

This legislation poses two particular challenges for the NJMVC.

First, it will be difficult to immediately formulate effective regulations for an emerging technology when all the challenges are not readily apparent. To date the federal government has not provided guidance by drafting its own regulations, which could be of benefit for the states.
Second, the NJMVC would be forced to re-program its current computer system, and would risk delay of the full implementation of its new computer system, which is currently in production. Due to current contractual obligations with our vendor, any delay of the new computer system will be extremely costly.

Three states, Nevada, California and Florida, have passed similar legislation.
New Jersey: Skip the Trip

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<td>Motor Vehicle Commission</td>
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Description of Project or Legislation

Due to current system constraints, the NJ Motor Vehicle Commission (MVC) initiated an alternate method to reduce foot traffic in our field offices by allowing a designated population to renew their driver licenses or ID cards via the mail. The initial part of this process - for customers born on or before December 1, 1964 - started in November 2012, and to date more than 300,000 customers have taken advantage of this opportunity. Beginning with the October 2013 renewal notices, the MVC is “ramping up” this process to the rest of our population. Exclusions to this process include holders of a Commercial Driver License, a Temporary Visa Restriction, or anyone who has not passed our Facial Recognition process.
# New Jersey: Mandated Ignition Interlock & Restricted-Use Driver License for Drunk Driving Penalties

## Submitted by:
Motor Vehicle Commission

## Contact Information:
Name: Kate Tasch  
Email: kate.tasch@dot.state.nj.us  
Phone number: 609-984-7577

## Description of Project or Legislation:

**Legislation- S-2427/A-3835**

This bill mandates the installation of an ignition interlock device and requires usage of a restricted use license for those convicted of drinking and driving. The number of vehicles the device is to be installed in, where the driver operates his vehicle, and the length of time of the installation period would be determined from the level of the offense.

As an alternative to forfeiture of license, an offender would be able to have the device installed and then apply to the New Jersey Motor Vehicle Commission (MVC) for a restricted use license. The application would include information about which vehicle(s) have the device installed, information about where the driver is employed and the hours that they work; it would also contain an acknowledgement that they understand the conditions agreed upon.

This license would have the words “ignition interlock device” imprinted on it, and would be a different color than the normal license. In addition to the license, the MVC would also be required to produce a restricted use driver placard. The driver would be required to prominently display the placard in the rear window of their vehicle.

During the last one-third of the designated installation period, if the driver attempts to operate a vehicle and produces a blood alcohol content reading of over 0.08%, their installation period would be extended for a period of one-third the length of the original period. Moreover, if a driver fails to install an interlock device on a vehicle for which it is required, they can also be subject to an extension. The extension would go into effect upon notice sent from the MVC to the court with supporting certification from the interlock company.

## Comments:

The MVC has several concerns with this legislation. First, the Commission will be forced to re-program its current computer system, and would risk delay of the full implementation of its new computer system, which is currently in production. Due to current contractual obligations with the vendor, any delay of the new computer system will be extremely costly.

Second, the re-design of the license presents challenges. There is a limited amount of space on the current license which would make it difficult to add the imprint required by the bill. In addition, creating
a license of a different color would be a design challenge.

Third, this legislation will create a strain on personnel at the MVC. There will be an increase in foot traffic in our agencies to fill out applications for the restricted use driver licenses. There will also be an increase in phone calls to our Call Center to dispute violations. It is not proscribed in the bill how it will be ensured that the interlock company will report all violations to MVC, assurance of compliance could be another potential demand on MVC employees. Our legal resources will be burdened with the added responsibility of drafting notices of violations for the court.

Finally, there is a policy question, regarding the current suspension system. It is questionable as to whether the suspension system works to deter drunk driving, or would the changes required in this bill prove more effective. Advocates of the bill state that the only true way to prevent drunk driving is to hold the driver accountable by having them install devices that prevent them from operating a vehicle under the influence. Some critics argue that someone who is intent on driving drunk could find someone else’s car to utilize, and continue to be a threat to the public.
## New Jersey: Non-Driver License Information on Driver Licenses

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### Description of Project or Legislation:

We have seen several pieces of legislation introduced in the past few months that would require non-driver license related information to be included on driver licenses. Examples are notation that a driver is an insulin dependent diabetic; wording that a driver is a military veteran; and embedding firearm purchasing identification card information in a driver license. Legislation was also introduced to create a Yellow Dot Program to be administered by the MVC. Drivers could voluntarily place a yellow sticker on the rear windshield of their vehicle so emergency responders would be alerted that medical information is in the vehicle’s glove compartment.

### Comments:

There is very little, if any, available real estate on the license document to include additional designations. Even less space will be available if and when the MVC starts issuing REAL ID-compliant licenses and IDs. For the diabetes notation, the sponsor was agreeable to the inclusion of insulin dependency as a code restriction. This way only the corresponding code number would show on the limited space on the back of the driver license instead of the full phrase “insulin dependent diabetic,” and the information will be available by look up. The veteran status notation would not be official identification for military purposes, but would take up space.
New Jersey: Efficiencies from NMVTIS

Submitted by: Motor Vehicle Commission

Contact Information:
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Phone number: 609-777-1637

Description of Project or Legislation
The NJ Motor Vehicle Commission (MVC) has been part of the National Motor Vehicle Title and Information System (NMVTIS) project/process for some time. But, within the past year has made significant improvements to how we utilize this system. Initially the MVC had out-of-state titles checked on the NMVTIS system on the Back End – that is after the processing of a NJ title had been completed. These checks were performed by investigators assigned to each agency and, at times, could take up to five (5) days to complete. The improvements that were started now have each out-of-state title presented at any of our 39 agency locations checked at the counter prior to the issuance of a NJ title. This has saved time for both our customers and our employees, and has improved the overall process by knowing if a title submitted is acceptable before any processing has begun.
New Jersey: CDL Military Waiver Program

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| Motor Vehicle Commission | Name: Selika Gore  
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**Description of Project or Legislation**

Veterans with military driving experience who have recently returned from service may receive help in obtaining a Commercial Driver’s License (CDL) under a waiver program implemented in New Jersey by Motor Vehicle (MVC) Chairman and Chief Administrator Raymond P. Martinez. This was done in conjunction with Brigadier General Michael L. Cunniff, Adjutant General of the New Jersey Department of Military and Veterans Affairs (DMAVA). Governor Chris Christie signed A-2555, which permitted this waiver, into law in NJ in May 2013. Soldiers who were on active or reserve duty within the last 90 days will now be able to utilize their documented military driving experience of at least two years to apply for the waiver, which exempts them from the skill (road) portion of CDL testing.

**Comments:**

Prior to the introduction of the waiver, the MVC had worked to assist military personnel in obtaining a New Jersey CDL, having had its Mobile CDL team visit the Joint Base McGuire-Dix-Lakehurst periodically to provide guidance and road testing for interested applicants.
Ontario: New Entrant Education and Evaluation Program (NEEEP)

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**Description of Project or Legislation**

MTO is introducing a New Entrant Education and Evaluation Program (NEEEP) for new operators in the Commercial Vehicle Operators’ Registration (CVOR) program. NEEEP has three phases:

1. **Education** – A Commercial Vehicle Operators’ Safety manual has been posted to the ministry’s website. The purpose of the guide is to help operators and drivers operate commercial motor vehicles efficiently and safely by understanding and complying with Ontario’s legislative requirements.

2. **Proficiency Test** – **Effective October 1, 2013**, new truck and bus operators will be required to complete a written test prior to obtaining a CVOR.

**Evaluation** – The last phase of NEEEP will require new truck and bus operators to complete an evaluation of their safety management practices within the first 18 months of operation. Implementation date TBD.
Ontario: Modernization Project

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**Description of Project or Legislation**

Modernization project includes:

1. Online Driver Licence Renewal
2. E-Notifications
3. Enhanced Vehicle Validation Period

These initiatives will provide new online services for Ontario citizens, creating faster, smarter and streamlined government services.

1. Online Driver Licence Renewal:
   - Customers who meet all of the following eligibility requirements will be able to renew their licence online. Eligible customers will be permitted to renew online once every other renewal (approximately once every 10 years) to ensure an updated photo and signature are periodically captured. The driver’s licence photo validity time period has been extended from 7 years to 10.5 years to allow for online renewals every other renewal cycle. However, customers who renew in person will still need to take a new picture at the time of renewal.

2. E-Notifications
   - Customers can subscribe to electronic notification (e-notification) of their Vehicle Licence Renewal Application and Driver’s Licence Renewal Application online. Those who sign up for this service will receive an email that their renewal notice is ready to view 60-90 days prior to their expiry date.

3. Enhanced Vehicle Validation Period
   - Enhanced Vehicle Validation Period initiative will give eligible vehicle owners who renew validation stickers online a grace period of 10 days after their expiry date to affix their new sticker. The initiative encourages customers to use the online service, and allows time for stickers to arrive by mail.
## Ontario: Automated Licence Plate Recognition

### Submitted by:
Ministry of Transportation

### Contact Information:
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Email:  Barbara.sellan@ontario.ca
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### Description of Project or Legislation
The Ministry of Transportation and the Ontario Provincial Police have partnered together to utilize Automated License Plate Recognition (ALPR) technology to improve law enforcement and road safety.

The Ministry of Transportation provides a list of vehicle plate and license record data in “poor standing” to the Ontario Provincial Police. The list in “poor standing” is comprised of data where vehicle registration laws have been violated including vehicle plates identifying a status of stolen/missing, terminated, suspended or expired vehicle plate information.

The Ontario Provincial Police relies on the data files extracted from the Ministry of Transportation database to input to the ALPR which detects vehicle plates of interest on roads and highways from police vehicles. The ALPR technology identified “hits” for possible further investigation by the officer while operating the ALPR vehicle.

Improved road safety and police enforcement are the objectives achieved through this initiative.
## Ontario: At-Risk Road Users in Ontario

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### Description of Project or Legislation

At-risk road users:
- Evaluation of effect of Beginner Driver Education on driving record
- Research on cognitive screening tools that might be used for senior licence renewal; evaluation of Group Education Session that is key part of this renewal program
- “Do the Bright Thing” pedestrian safety campaign
- Provincial and community-based campaigns promoting safe cycling and sharing the road with cyclists.

### Comments:

Even though we have achieved the second lowest number of fatalities in Ontario since 1944, we know that a great deal remains to be done.
## Ontario: Impaired and High-Risk Drivers

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### Description of Project or Legislation

**Impaired driving:** Evaluation of drinking driving programs
- Two-year program to study the effectiveness of major drinking and driving initiatives in Ontario.
  - Year One (2013-14): Administrative Driver’s License Suspension (ADLS), Remedial Measures, Ignition Interlock
  - Year Two (2014-15): “Warn Range” sanctions, Zero BAC for young and novice drivers, Reduced licence suspensions with ignition interlock, vehicle impoundment programs

**High-risk driving behaviours**
- Evaluation of street racing legislation
  - University research partner is studying the effects of legislation implemented in 2007.
- Distracted driving survey for commercial vehicles
  - Ontario supported a national study on light-duty vehicle drivers, and supervised a component specific to Ontario on commercial vehicles.
- Study of drivers with multiple licences
  - Mirroring a New York State study on the driving record of drivers who are found via photo recognition to have multiple driver records.

### Comments:

Even though we have achieved the second lowest number of fatalities in Ontario since 1944, we know that a great deal remains to be done.
## Ontario: Off-Road Vehicles and Motorized Snow Vehicles

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<th>Submitted by:</th>
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### Description of Project or Legislation

Alternative forms of transportation:

- **Survey of ORV and MSV users**
  - The ministry commissioned a survey of ORVs and snowmobile users to assist in creating a baseline for the development and delivery of future ministry policies, programs and public education campaigns. A final report was delivered in spring 2013.

- **ATV safety videos**
  - The ministry is producing a series of four on-line ATV safety videos to assist the public in learning to safely operate their ORV. They are scheduled for release in spring 2014.
Ontario: Modernization of MTO’s Motor Vehicle Inspection Station (MVIS) Program

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Description of Project or Legislation

Modernization of Ontario’s Motor Vehicle Inspection Station Program and Light Duty/Passenger Vehicle Standards

The Ontario Ministry of Transportation is currently reviewing its Motor Vehicle Inspection Station Program. This past winter, the Ministry issued a Request for Information (RFI) to assess private sector interest and seek input from all stakeholders on new and innovative ways that the Ministry could modernize and deliver the program. The proposed new business model being explored includes replacing the current licensing scheme with a contract model as well as delegating the administration and delivery of the program to a third party service provider.

The RFI was successful in helping the Ministry confirm:
- interest and expertise exists in the private sector operating similar programs for jurisdictions in the United States and worldwide;
- proposed conceptual model was generally endorsed by respondents; and,
- innovative processes and tools exist.

In addition, Ontario is proposing to update its vehicle inspection standard for light duty/passenger vehicles found in O. Reg 611. The Ministry is expecting to reach out to stakeholders for comment on the draft standard in late summer and early fall.
Pennsylvania: Emergency Contact Information and Yellow Dot Programs to Save Lives

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<td>PennDOT</td>
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**Description of Project or Legislation**

PennDOT has recently launched two new, free safety programs designed to save lives: the Emergency Contact Information and Yellow Dot Programs. When someone is in a crash or they find themselves in an emergency situation, it’s critical that emergency responders quickly find out as much as they can about the victim. That is exactly what these programs are designed to do, and both programs are very easy to use:

**Emergency Contact Information**

The Emergency Contact Information program offers Pennsylvania driver’s license and PennDOT-issued ID holders the opportunity to log into a secure database and list their emergency contacts. Customers can update the information as needed, but only law enforcement officials can view their information in the system. In the event of an emergency, law enforcement can use the participant’s ID to find their emergency contact information.

**Yellow Dot**

Participants in the Yellow Dot program fill out the program form with their emergency contact, medical contact and medical information, insert it in the program’s folder and then place it in their vehicle’s glove compartment. Participants then place a yellow dot sticker on their vehicle’s rear window. This sticker alerts emergency responders to check a vehicle’s glove compartment for the folder, helping emergency responders provide specific care to participants after a crash.

**Comments:**

People can visit [www.YellowDot.pa.gov](http://www.YellowDot.pa.gov) to find locations where they can pick up packets in person, or where they can submit a request via email.

Emergency Contact Information can be uploaded by visiting [www.dmv.state.pa.us](http://www.dmv.state.pa.us) and clicking on the Emergency Contact Information icon.
Who Will Speak For You?

Two FREE PennDOT Programs - One Goal:
To Save Lives

Upload Emergency Contact Information

The Emergency Contact Information Program was developed to allow your emergency contact information to be quickly available to law enforcement through a secure online database. Just visit www.dmv.state.pa.us and click on the icon you see above to use your Pennsylvania Driver’s License or ID information to enter two emergency contacts to speak for you if ever you can’t speak for yourself.

The Yellow Dot Program was created to assist you in the “golden hour” of emergency care following a traffic accident. Placing a yellow dot in your vehicle’s rear window alerts first responders to check your glove compartment for vital information to ensure you receive the medical attention you need. Find program information in the information racks at this center, or online by scanning the code below or by visiting www.YellowDot.pa.gov.

Scan with your smartphone for more information.
Pennsylvania: Motorcycle Safety Program

Submitted by: PennDOT

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Email: rikirkpatr@pa.gov
Phone number: (717) 346-1907

Description of Project or Legislation

PennDOT is working with partners, using grassroots to paid media methods, to tackle the motorcycle safety issue. As motorcycling continues to attract more and more riders of all ages, PennDOT again in 2013 is mounting a combined paid media and grassroots safety campaign aimed at keeping the roads safe for riders and motorists.

The numbers of motorcycles and riders have grown steadily over the past decade. In 2012, the number of licensed Pennsylvania motorcyclists rose to 854,000, a 13 percent increase over the last decade, and the number of registered Pennsylvania motorcycles rose to 409,000, a 54 percent increase since 2002.

One focus of PennDOT’s motorcycle safety efforts is the Pennsylvania Motorcycle Safety Program (PAMSP), which has trained more than 428,000 students in safe riding behavior since 1985. In 2012, 23,921 students took one of four available courses, a slight increase from 2011. The Live Free Ride Alive web site, www.LiveFreeRideAlive.com, which PennDOT created in 2010, features videos explaining and previewing the training courses, and serves as the main gateway to a variety of interactive features aimed at delivering the safety message.

Beginning in May and running through September, PennDOT is promoting the site, the training and a Share the Road message aimed at all drivers through a combination of billboards, radio messages, online banner ads and displays at gas stations. The paid media campaign focuses on the 10 counties with the highest number of motorcycle crashes: Philadelphia, Allegheny, Bucks, Lancaster, York, Montgomery, Berks, Westmoreland, Chester and Erie.

Reaching motorcyclists where they live and play, staff from PennDOT’s Safety Administration will join staff from the PennDOT District safety press officers, PAMSP rider coaches and Commonwealth Media Services (CMS) and take the impressive Live Free Ride Alive traveling display to six motorcycle rallies between May and September. The campaign started with a visit in May to a biker event tied to a Pittsburgh Pirate baseball home game and continues with rallies at Johnstown, Erie, Tionesta, and York. Hoping to reach the young sport bike crowd, PennDOT also plans to take the venue for the first time to a NASCAR race at Pocono Raceway in August. The display is anchored by a Commonwealth Media Services satellite truck wrapped with the Live Free Ride Alive logos and features display monitors showing the web site and its content. Event-goers are offered the opportunity to sign up for training courses on line or visit the web site to post messages or take the Be One Less statistic pledge to stay safe while riding. Since 2010, the Live Free Ride Alive grassroots campaign has engaged thousands of riders.

PennDOT also is working on developing printed materials that will be distributed to motorcycle dealers. The goal is to reach buyers with the PAMSP training message as they make the decision on the kind of bike they want.
# Pennsylvania: Vintage Vehicle Registration Plates

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## Description of Project or Legislation

A Pennsylvania law was enacted in April 2012 that provides for a vintage registration plate to be displayed in lieu of a special antique or classic registration plate for this type of vehicle. This law was affective August 10, 2012.

A vintage registration plate is a “period issued” registration plate from 1906 to 1975 to be displayed on an antique or classic vehicle with the same corresponding year of manufacture. Vintage registration plates will not be manufactured or issued by the Department. Applicants are required to provide the vintage registration plate they wish to display on their antique or classic vehicle.

## Comments:

The fee to apply to display a vintage registration plate is $75, in addition to any fees that may be due for antique or classic registration.
Pennsylvania: Temporary Parking Placard Issuance Program for Health Care Facilities

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Description of Project or Legislation

PennDOT has developed a Temporary Parking Placard Issuance Program for disabled persons to help eligible health care facilities provide exceptional customer service. Facilities now have the option of immediately providing patients with a temporary parking placard.

This decentralized administration allows for more efficient placard distribution; greater customer service from PennDOT to health care facilities and in turn, from health care professionals to patients.

The temporary parking placard can be issued for up to six months, giving patients peace of mind as they recover.

There is no cost for facilities to participate in the program, however, security measures must be taken regarding maintenance of the inventory.

Comments:

Eligible health care facilities include:
- Hospitals
- Medical Specialist Centers
- Physical Therapy Centers
## Pennsylvania: Mobile Computing for Driver Skills Tests

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<td>Email: <a href="mailto:rshenk@pa.gov">rshenk@pa.gov</a></td>
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<td>Phone number: (717) 787-2977</td>
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### Description of Project or Legislation

PennDOT will be using mobile computing to increase department efficiency by further automating the conducting of driver license skills tests. Currently, Driver License Examiners use a clipboard to score the performance of a customer taking their driver license on-the-road skills test. The examiner then enters the results of the test into the driver license system on a computer in the Driver License Center. With this initiative, the Driver License Examiner will have a notepad to score the performance while the person is taking the test, and the examiner will enter the test results directly from the notepad.

The notepad software will initiate, complete and verify information on the Problem Driver Pointer System (PDPS). The examiner will be provided with a Quick-Reference Guide and Examiner’s Manual.

### Comments:

Mobile computing is scheduled to be deployed for non-commercial skills tests in July 2013. Future plans are to use mobile computing for commercial skills tests.
**Pennsylvania: Electronic Tracking System for In-Transit Plates**

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<tr>
<th>Submitted by:</th>
<th>Contact Information:</th>
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<tbody>
<tr>
<td>Jurisdiction: Pennsylvania</td>
<td>Name: Anita Wasko</td>
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<tr>
<td>Agency: PennDOT</td>
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<td>Phone number: (717) 787-2171</td>
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**Description of Project or Legislation**

PennDOT developed an electronic vehicle information system to input, track and validate in-transit license plates issued by the Department’s Agents to out-of-state residents who purchase a vehicle in Pennsylvania to transport it to their home state. The system was developed and implemented in January 2012. This initiative is part of PennDOT’s on-going efforts to not only modernize and improve efficiencies, but to reduce the potential for abuse and to mitigate fraudulent activity associated with issuance of in-transit license plates.

**Comments:**

Since the tracking system was implemented, PennDOT has identified 12 agents who have attempted to issue an in-transit plate on a “junk” vehicle. Additionally, PennDOT identified 16 agents who attempted to re-issue a plate after its expiry to a customer.

To date, more than 2,400 PennDOT authorized on-line agents have used the new tracking system to issue more than 181,000 in-transit plates.
## Pennsylvania: Interagency Cooperation / Infrastructure Sharing

**Submitted by:** PennDOT  
**Contact Information:**  
Name: Anita Wasko  
Email: awasko@pa.gov  
Phone number: (717) 787-2171

### Description of Project or Legislation

PennDOT and the Department of Conservation and Natural Resources (DCNR) are in the process of evaluating a shared services project involving PennDOT processing DCNR’s dealer, snowmobile and all-terrain vehicle renewal applications and registration cards.

PennDOT currently processes approximately seven million driver and vehicle renewals each year through a highly-automated infrastructure. This infrastructure has the capacity to complete this process for other agencies. Processing could include printing and mailing the renewal applications, opening and processing the applications when they are returned by the customer, depositing the money, imaging the information, as well as printing and mailing the registration cards to the customer.

DCNR currently has a full-time staff of 8-9 employees who manually process and mail approximately 120,000 renewal applications and an additional 120,000 registration cards to their customers each year. By contrast, PennDOT’s automated system has the ability to open and process 10-15,000 applications per hour. Additionally, checks can be deposited hourly instead of being manually delivered to Treasury the next business day, as is the current process for DCNR. Implementation of electronic depositing of checks will deposit money in the bank faster, and gain interest on the deposit earlier. This infrastructure-sharing initiative with DCNR was implemented in early July 2013.

### Comments:

Commonwealth savings are to be determined by DCNR. There would be a cost to DCNR per each transaction processed. (PennDOT costs are about $.03 per transaction plus mailing costs.)
## Pennsylvania: Legislation Honoring Veterans of the Armed Forces

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<th>Submitted by:</th>
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<tr>
<td>PennDOT</td>
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<td>Phone number: (717) 705-1000</td>
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### Description of Project or Legislation

In October 2012, Pennsylvania enacted legislation to honor veterans of the armed forces. This legislation allows veterans of the armed forces to display a vehicle registration plate with the words “Honoring Our Veterans” inscribed on the bottom of the plate. Legislation was also enacted that allows for the issuance of a driver’s license or identification card that clearly indicates that the person is a veteran of the United States Armed Forces.

The legislation also establishes a Veterans’ Trust Fund to provide programs or projects to support Pennsylvania veterans and their families, as well as assist in the operation, maintenance and repair of Pennsylvania monuments honoring Pennsylvania service members and veterans who served in the United States or overseas. In addition, the Veterans’ Trust Fund will also reimburse Pennsylvania’s Motor License Fund for the actual costs to design and implement the issuance of a driver’s license and identification card with the veteran’s designation, in addition to the system work required to collect the voluntary $3 contribution to the Fund.

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

The “Honoring our Veterans” special registration plate is part of PennDOT’s Special Fund plate program, which requires a fee of $35 for the plate, of which $15 is designated to the Veteran’s Trust Fund. These plates became available in January 2013.

The Veteran’s Trust Fund will be deployed by November 2013.

The driver’s license / identification card will be deployed by June 2014.
Québec: Impaired Driving Campaign

Submitted by:
Société de l’assurance automobile du Québec (SAAQ)

Contact Information:
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Description of Project or Legislation

In June 2013 the SAAQ conducted an impaired driving awareness campaign that focused on:

- Alcohol, with two television commercials in French, two radio messages in French and in English, and an interactive Web banner.

- Drugs, mostly cannabis, with an interactive Web banner and posters.

On June 10, the SAAQ along with the Service de police de la Ville de Québec (SPVQ) met with the media to explain police powers in relation to drugged driving detection.

A drug recognition expert from the SPVQ gave a demonstration of physical coordination tests, and SAAQ and SPVQ representatives answered questions from the media.
Québec: Noise Generated by Motorcycles, Mopeds and Motorized Scooters

Submitted by: Société de l’assurance automobile du Québec (SAAQ)

Contact Information:
Name: Harold Blaney
Email: Harold.Blaney@saaq.gouv.qc.ca
Phone number: (418) 528-4418

Description of Project or Legislation

In late spring the SAAQ launched a pilot project on the measurement of motorcycle, moped and motorized scooter exhaust noise using a sound level meter.

The pilot project is based partly on the Society of Automotive Engineers (SAE) J2825 standard Measurement of Exhaust Sound Pressure Levels of Stationary On-Highway Motorcycles and university research funded by the SAAQ and the MTQ. The pilot project establishes the maximum number of decibels for motorcycle, moped and motorized scooter exhaust systems. Owners of vehicles that do not meet the standard are liable to a $100 to $200 fine.

The three-year pilot project could lead to recommendations to amend the provincial legislation.

For more information:
Québec: North American Fatigue Management Program

Submitted by:
Société de l’assurance automobile du Québec (SAAQ)

Contact Information:
Name: Harold Blaney
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Description of Project or Legislation

On July 10, 2013, the North American Fatigue Management Program (NAFMP) will be available for use to heavy vehicle drivers, carriers and all actors in the supply chain. The NAFMP is the culmination of several years of research, development and field trials in a live commercial vehicle operating environment. It has proven an effective means of managing fatigue in commercial vehicle drivers.

The NAFMP includes:
- A web site with all materials in French (www.pnagf.com) and English (www.nafmp.com)
- 10 learning modules with voice narration, graphics and a learning management system with interactive tests.
- A return-on-investment calculator to assist owners and carrier executives.
- An implementation manual.

Different methods of communication will be used to inform the parties concerned.
- July 5:
  - Email to transport associations, driver training centres and transport magazines.
- July 10:
  - Publication of a web page on the SAAQ’s web site (www.saaq.gouv.qc.ca/pnagf)
  - Publication of the NAFMP web site
  - Press release officially launching the program
  - Publication of news on the SAAQ’s and CRQ’s web site
  - Distribution of a newsletter to heavy vehicle owners, operators and drivers

New driver fatigue awareness campaign

In addition, the Société de l’assurance automobile du Québec (SAAQ) is running a second campaign on the subject of driver fatigue. The campaign aims to raise awareness about the dangers and consequences of fatigue-impaired driving, which is the third leading cause of death on Québec roads.

Driving under the influence of fatigue significantly impairs judgment, reflexes and concentration, as does alcohol or drug-impaired driving. The vast majority of drivers are aware of this but do not always perceive the real risk associated with it.

“The desire to reach their destination as quickly as possible too often encourages drivers to keep going despite feeling drowsy. It is therefore important to continue our efforts to raise awareness and
encourage drivers to stop in a safe place at the first signs of fatigue,” said the Minister of Transport of Québec, Sylvain Gaudreault.

Summer was chosen for this campaign, because it is the season of long drives, which result in increased driver fatigue. The campaign will run from July 8 to August 18, 2013.

Fatigue at the wheel. The third leading cause of death on our roads:

A 30-second French television commercial mixing fantasy, science fiction and drama will be broadcast to make drivers consider their level of fatigue before heading out and also once they are behind the wheel. A parallel between dreams and reality was created to illustrate the dramatic consequences that can result from driving while tired.

Two 30-second radio messages, in French and English, addressed to all drivers will also be aired. Posters will be displayed in washrooms of restaurants located near highways to make drivers think about their state of fatigue before going back on the road. Giant road signs, installed in the previous summer along major highways, will remain in place this summer.

“Each year on average, 104 people are killed and 9,289 are injured in fatigue-related accidents. The most recent statistics for Québec indicate that for 2008 to 2012, driver fatigue was a factor in 21% of fatal accidents and 22% of accidents involving injury. This is why we must make every effort to get drivers to plan their trips and be alert to signs of fatigue,” said the SAAQ’s President and Chief Executive Officer, Ms. Nathalie Tremblay.

Comments:

For more information about the campaign and to watch or listen to the ads, consults the SAAQ’s web site at www.saaq.gouv.qc.ca.
## Vermont: Various Projects

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<tr>
<th>Submitted by:</th>
<th>Contact Information:</th>
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| Department of Motor Vehicles | Name: Rob Ide  
Email: robert.ide@state.vt.us  
Phone number: 802-828-2011 |

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<tr>
<th>Description of Project or Legislation</th>
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<tr>
<td>Hot topics in Vermont include:</td>
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<tr>
<td>• Immigrant driver licenses</td>
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<td>• Facial recognition</td>
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<td>• Retention of records for license plate readers</td>
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<td>• Distracted drivers/cell phone/texting while driving</td>
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<td>• 0.5 BAC</td>
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<td>• Drugged drivers</td>
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