2017 AAMVA Awards Program

Fostering a Tradition of Excellence
To find out more about AAMVA’s awards program or to submit an entry, please visit our website at aamva.org for submission deadlines and instructions.
AAMVA’s awards program fosters a tradition of excellence in the motor vehicle and law enforcement community by honoring individuals, teams, and organizations who have committed their time and resources to safety initiatives, outstanding customer service, and public affairs and consumer education programs throughout North America. Each year, AAMVA receives numerous outstanding submissions in each category and through a rigorous judging process selects those that are exemplary. Awards are presented at our Regional Conferences and at our Annual International Conference.

2017 Safety Awards – International Awards

AAMVA’s Safety Awards are presented to distinguished individuals in recognition of commitment to and accomplishments in highway safety over the course of a career.

Martha Irwin Award for Lifetime Achievement in Highway Safety

**LAW ENFORCEMENT**
**Colonel Ronald Replogle (Retired), Missouri State Highway Patrol**

Retired Colonel Replogle served and protected the people of Missouri as a trooper from 1984 until he retired in 2015. Replogle served as colonel of the Missouri State Highway Patrol from March 1, 2010 to May 1, 2015. Replogle served on a number of highway safety-oriented committees and boards. During his tenure, statewide fatality totals decreased (2010-2014) seven percent. On May 1, 2016, Replogle joined the staff of Mothers Against Drunk Driving. He currently serves on the Highway Safety Committee as the national law enforcement initiatives manager for MADD. Replogle volunteers with MADD and speaks at their monthly Impaired Driving Victim Impact Panels in Springfield, MO. He has been attending impaired driving sobriety checkpoints in the Springfield area as a MADD volunteer, serving food, coffee, and water to the officers assigned. Mothers Against Drunk Driving named the Missouri State Highway Patrol as its 2010 Outstanding Enforcement Agency, which occurred during Replogle’s tenure.

Martha Irwin Award for Lifetime Achievement in Highway Safety

**MOTOR VEHICLE ADMINISTRATION**
**Fred Zwonechek, Administrator, Nebraska Department of Motor Vehicles, Office of Highway Safety**

Fred Zwonechek’s career with the Nebraska Office of Highway Safety spans 43 years. He started in 1974 and in 1981 he was named Highway Safety Administrator, the position he currently holds. The Nebraska Office of Highway Safety is the hub for coordinating highway safety efforts in Nebraska. Zwonechek has been instrumental in constructing
the state highway safety plans which focus on four primary areas: education, enforcement, engineering, and the emergency medical system. Over his more than four decades of service, Zwonecheck has instituted and championed many programs. Some of his more notable ones are: occupant and child restrain use legislation and education, Drug Recognition Expert Program, longitudinal research on teen driving behaviors, standardized field sobriety training, implementation of motorcycle safety training, installation of rumble bars on interstates and state highways, distracted driving education and legislation, use of seatbelt simulators, 24/7 monitoring for multiple DUI offenders, drug courts, “move over” legislation, ignition interlock legislation, multi-state enforcement efforts, alcohol license compliance checks, dynamic messaging signs, and safety grants for saturated enforcement efforts. Individually, each of these safety initiatives has produced positive outcomes. However, the combined efforts have generated significant results. Zwonecheck has not only spent his professional career devoted to making the highways in Nebraska and around the country safer for everyone, it is his personal passion.

2016 International Driver Examiner Certification (IDEC) Awards

IDEC Outstanding Examiner of the Year

Annually, the International Driver Examiner Certification (IDEC) Board and AAMVA recognize outstanding examiners through the IDEC Examiner of the Year award. Each member jurisdiction nominates one examiner for outstanding performance as a driver’s license examiner. Examiners are selected for their excellence in adhering to the principles and recommended practices of driver examining (the Examiner’s Code of Ethics) and for their high level of conduct in their profession.

Janet Hood, Driver Services Exam Station Supervisor, Wyoming Department of Transportation

Janet Hood is a Driver Services Exam Station Supervisor for the Wyoming Department of Transportation servicing three of its offices. Hood has been employed with Driver Services for over 10 years and has shown exemplary customer service and dedication during this time. She is a breast cancer survivor, diagnosed in 2014, and continued to fight this battle well into 2015. She was completing her chemotherapy and continuing to work and coordinate the events of all three of her offices. Throughout the entire ordeal, Hood has maintained a positive attitude. To date, she is cancer free. She enjoys spending time with her family and spoiling all 10 of her grandkids. Her favorite activity is camping.
**IDEC Examiner of the Year Award Winners**

**BRITISH COLUMBIA**  
Wendy May

**FLORIDA**  
Loveleen Sawhney

**GEORGIA**  
Yolanda Hammond

**IOWA**  
Ben Kreger

**KENTUCKY**  
Renee McCoy

**MAINE**  
Daniel Young

**MINNESOTA**  
Michael Webber

**MONTANA**  
Angie Bieschke

**NEW HAMPSHIRE**  
Debra Leonard

**NEW JERSEY**  
Glenn Baran

**NEW HAMPSHIRE**  
Debra Leonard

**ONTARIO**  
Eric Stirtzinger

**UTAH**  
Cindy Kobs

**VERMONT**  
Hannah Whittemore

**VIRGINIA**  
Rose Crist

**WEST VIRGINIA**  
Russell Ryder

**WISCONSIN**  
Marv Whitman

**WYOMING**  
Janet Hood

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**2017 Public Affairs and Consumer Education (PACE) Awards**

The Public Affairs and Consumer Education (PACE) Awards Program recognizes public relations, public affairs and consumer education excellence among the motor vehicle, law enforcement and traffic safety agencies across North America. They recognize creativity, cost effectiveness and the ability to reach consumers with a well-crafted, measured and executed message.

**PACE Overall Campaign: Budget Over $50k Winner**

**Société de l’assurance automobile du Québec | 2016 Motorcycle Safety Campaign – Ride Safely**

The goal of this motorcycle safety awareness campaign was to get motorcyclists to think about how vulnerable they are and to encourage them to be careful and to adopt safe behaviors on the road. The campaign ran for the entire motorcycle season, but was more intensive between April 18 and May 15, 2016. This was the first time that a mass media SAAQ campaign targeted motorcyclists exclusively. The concepts employed were very original, thought-provoking and emotionally moving.
2017 Pace Awards (continued)

PACE Overall Campaign: **Budget Under $50k Winner**

**Indiana Bureau of Motor Vehicles | License Plate Voting**

The Indiana BMV bicentennial plate was coming to an end, so they created the idea of allowing Hoosiers to vote on what their new standard plate would be. They created themes and concepts for their agency staff to decide which three would be the final candidates the public would vote on. They created an app for iPads and allowed the public to vote during the Indiana State Fair. Indiana BMV announced voting with the Lt. Governor on opening day of the fair.

**PACE Division 1: Print and Electronic Publications Award**

**CATEGORY 1A WINNER: PRINT OR ELECTRONIC NEWSLETTER, INTERNAL OR EXTERNAL**

**California Department of Motor Vehicles | Centennial Commemorative Spirit Edition**

The California Department of Motor Vehicles created a special edition of the DMV Spirit Record newspaper to commemorate the department’s 100-year anniversary and its yearlong centennial campaign. It was designed to contain reference material in a single document. The DMV Spirit Record communicates department activities, accomplishments, and policies to the DMV’s nearly 10,000 employees who work across the state.

**DIVISION 1 WINNER AND CATEGORY 1B WINNER: PRINT OR ELECTRONIC MEDIA KIT**

**Florida Department of Highway Safety and Motor Vehicles | Distracted Driving Campaign Media Kit**

In April 2016, the Florida Department of Highway Safety and Motor Vehicles (DHSMV) conducted a statewide campaign highlighting the dangers of distracted driving. Unlike similar past campaigns on this topic, the DHSMV’s Distracted Driving Awareness Month campaign provided a robust media kit to reporters across the state as well as campaign partners. The kit served the following purposes: provide the materials necessary for reporters to cover the campaign and give partners the messaging and data to issue a consistent message statewide.

**CATEGORY 1C WINNERS: OTHER PRINT OR ELECTRONIC PUBLICATIONS**

**New York State Department of Motor Vehicles | Top 5 DMV Mistakes and How to Avoid Them**

This brochure (in both trifold and web forms) details the top five mistakes customers make when doing business with the DMV. In addition to explaining the mistakes and how they occur, the brochure also offers helpful tips for customers to avoid these pitfalls. It is available online on the DMV website and in two forms as a downloadable PDF.
Pennsylvania Department of Transportation, Driver & Vehicle Services | “Seniors Driving Safely” Mature Driver Publication Series

The “Seniors Driving Safely” Series consists of four publications: Older, Wiser, Safer: A Senior Driver’s Guide; Helping Older Drivers Stay Safe: A Guide for Family and Friends; Their Safety, Your Responsibility: A Guide for Health Care Professionals; and Staying Safe: What to Expect When Your Medical Condition Has Been Reported to PennDOT. The series was designed to replace and build on PennDOT’s existing mature driver publications, which hadn’t been updated for many years.

Wisconsin Department of Transportation | Rustic Roads Guide

Visitors planning trips to Wisconsin’s 119 rustic roads have more information than ever. The Rustic Roads Guide is now an interactive guide, providing detailed online maps, as well as links to items of interest such as historic markers, native plants, and hiking and biking trails. The guide can be consulted to outline a trip or downloaded and referenced en route.

**PACE Division 2: Visual Arts Award**

**CATEGORY 2A WINNER: LOGO**

South Dakota Department of Revenue, Motor Vehicle Division | South Dakota MVD Logo

The South Dakota Motor Vehicle logo is designed to be very simple, but provide an identity for the MVD within the Department of Revenue. With the logo, the Division chose to rebrand our image and name using Motor Vehicle Division (MVD) versus Division of Motor Vehicles (DMV) to differentiate between driver license and title and registration. DMV is typically associated with driver licensing.

**CATEGORY 2B WINNER: PHOTOGRAPHY**

Kentucky State Police | Honor. Courage. Commitment

This photo depicts KSP training academy, along with a KSP Trooper, a statue representing fallen troopers, and the three flags KSP honors: the KSP flag, the Commonwealth of Kentucky flag, and the United States flag. This photo depicts KSP’s motto “Honor. Courage. Commitment.” They HONOR those who have gone before and paid the Ultimate Sacrifice. The Academy is a training facility for men and women who display great COURAGE. KSP is should be COMMITTED to the flags representing their agency, citizens of the Commonwealth, and their Country.

**DIVISION 2 WINNER AND CATEGORY 2C WINNER: DISPLAY**

Indiana Bureau of Motor Vehicles | BMV Pride Poster

The BMV Pride campaign encourages teamwork and strives to boost workplace satisfaction among all BMV team members. It kicked off in 2015 and just wrapped up its second year. In 2015, Indiana BMV also created a BMV Pride internal poster, and decided to revamp the design for 2016. This BMV Pride internal poster was created to showcase some BMV “superheroes” to encourage camaraderie while educating the staff of 1,400 about the different roles within the agency.
**CATEGORY 2D WINNERS: DIGITAL GRAPHICS**

**Arizona Department of Transportation, Motor Vehicle Division | Road Test Appointment Guide**

The Arizona Department of Transportation Motor Vehicle Division offers a step-by-step guide for scheduling and taking a road test for a driver license. The guide provides customers the information they need for the process, including required documentation and a time set aside at an office for the test. By following this guide, customers are more likely to have everything they need for the road test, greatly lessening the possibility that a return trip to the office will be necessary.

**Florida Department of Highway Safety and Motor Vehicles | What to Do if a Traffic Signal is Not Operating**

This digital graphic was created by the Florida Department of Highway Safety and Motor Vehicles (DHSMV) to clearly and effectively educate Florida motorists on what to do in the event a traffic light is out. DHSMV uses platforms like social media to reinforce the safety education and laws presented in the official Florida Diver License Handbook. The graphic, created in August 2016 as the first major hurricane in ten years barreled toward Florida, was shared through social media to create proactive, expedient awareness during a high-risk driving time. The graphic visually depicts the different scenarios a motorist can experience at a traffic signal when there is a power outage and what to do. The Twitter post, featuring the timely graphic, became DHSMV’s most popular non-promoted tweet of 2016.

**PACE Division 3: Advertising Award**

**CATEGORY 3A WINNER: TV COMMERCIAL OR PSA, EXTERNALLY-PRODUCED**

**Manitoba Public Insurance | Bright Future**

The Bright Future commercial is aimed at highlighting some of the negative repercussions of being caught drinking and driving, in particular the loss of a “bright future”. The commercial shows how a person’s bright future can quickly turn dark because of a decision to drive drunk or after consuming drugs. The dual meaning behind the ‘Bright Future’ theme intertwines a young person’s bright future with the bright lights of arrest and incarceration.

**CATEGORY 3C WINNER: RADIO COMMERCIAL OR PSA, EXTERNALLY-PRODUCED OR INTERNALLY-PRODUCED**

**Manitoba Public Insurance | Bright Future**

The overarching theme of the radio ad is: Does your future look bright? Don’t drink and drive. The expression “bright future” represents a fortunate and successful life and it’s a term commonly connected to youth. Young adults in particular are contemplating important decisions that significantly affect their futures. The commercial’s objective is to change the conversation among young drivers about keeping their futures bright by avoiding the dangers and consequences of driving drunk.
DIVISION 3 WINNERS AND CATEGORY 3D WINNERS: INDOOR OR OUTDOOR PRINT OR DIGITAL ADVERTISING

Manitoba Public Insurance | Bright Future

The Bright Future billboard is aimed at highlighting some of the negative repercussions of being caught drinking and driving, in particular the loss of a “bright future”. The concept was developed by students from Red River College, a message by college-age students created to engage their peers. This presented a new and exciting opportunity to reach MPI’s target audience.

Maryland Motor Vehicle Administration | Noah’s Law Gas Pump Top Advertising

In support of “Noah’s Law,” the Maryland Department of Transportation’s MVA produced gas pump top advertisement to educate the general public about the implementation of additional sanctions against persons convicted of drunk driving. The law, which went into effect on October 1, 2016, implemented mandatory ignition interlock device usage periods as well as longer license suspensions for those convicted of drunk driving. The tag line “Don’t Blow It Or You’ll Blow It” was created to juxtapose the real life situation of a patron leaving a bar after consuming alcohol with the very real consequence of having an ignition interlock device fitted to a vehicle as a consequence of arrest. The advertisement also included Maryland’s major impaired driving prevention message, “Make A Plan To Have A Safe And Sober Ride” and directed viewers back to Maryland’s Toward Zero Deaths website for more information.

PACE Division 4: Special Events Award

CATEGORY 4A WINNER: MEDIA EVENT/PRESS DAY

New York State Department of Motor Vehicles | Protect Your Melon Press Conference

Each year, the Governor’s Traffic Safety Committee (GTSC), a division of New York DMV, hosts a press conference as part of a Nationwide “Buckle Up” enforcement initiative. In 2016, GTSC hosted its most unique event yet, partnering with Xfinity driver Ross Chastain and his No. 4 Xfinity Series “Protect Your Melon” racecar in Watertown, NY. Accompanied by local law enforcement and a young girl who survived a horrific crash thanks to proper installation of a child safety seat, the press conference was an overwhelming success.

DIVISION 4 WINNER AND CATEGORY 4B WINNER: NON MEDIA EVENT

Iowa Department of Transportation, Motor Vehicle Division | International Student & Law Enforcement Outreach Initiative

The Iowa Department of Transportation’s (Iowa DOT), Motor Vehicle Division, launched a campaign using their online web page and social event initiatives to bring awareness to international student and law enforcement communities. The goal was to inform educational institutions, international students, and law enforcement of many safety and legal issues international students face upon arrival to the U.S. Rather than sending law enforcement and students to various county and state agencies as was done in the past, the
Iowa DOT compiled the most requested information and created a convenient information hub, providing information in an easily-accessible, digestible, and convenient manner.

**PACE Division 5: Video Award**

**CATEGORY 5A WINNER: VIDEO PRODUCTION, INTERNALLY-PRODUCED**

Pennsylvania Department of Transportation, Driver & Vehicle Services | “Your Safety, Your Responsibility” Motorcycle Safety Video

This video serves to remind motorcycle riders to take responsibility for their own safety: ensuring that they are wearing the proper safety gear, that their bike is in good working condition, and that they always ride sober. This video was officially launched in May 2017 (produced in 2016) for Motorcycle Safety Month.

**DIVISION 5 WINNER AND CATEGORY 5B WINNER: VIDEO PRODUCTION, EXTERNALLY-PRODUCED**

Maryland Motor Vehicle Administration | Noah's Law Training Video

The Maryland Department of Transportation’s Highway Safety Office’s “Noah’s Law” training video was produced by the Maryland Motor Vehicle Administration and Integrated Designs, LLC, to educate law enforcement officers on changes to Maryland’s impaired driving laws that took effect on October 1, 2016. The video highlights the story of Montgomery County Police Officer, Noah A. Leotta, who died from injuries suffered after being struck by a drunk driver while on a holiday impaired driving patrol in December 2015. The video focuses on proper procedures for completing the Advice of Rights and Order of Suspension forms required to enforce administrative per se sanctions against drunk drivers. The video also includes a briefing on the implications of the U.S. Supreme Court ruling in Birchfield v. North Dakota on the collection of blood samples for alcohol concentration testing.

**PACE Division 6: Writing Award**

**CATEGORY 6A WINNER: NEWS RELEASE**

New York State Department of Motor Vehicles | New York State to Pokémon Hunters: Popular New App is Not Meant to be Used While Driving

Just days after the release of the popular app, Pokémon Go, DMV issued a press release in July 2016 urging New Yorkers to not play the popular Pokémon Go game while behind the wheel or walking near or across roadways. The free GPS-based mobile app spread quickly among smartphone users, spurring reports nationwide and on social media that users were playing it while driving. NY DMV wanted to proactively address this issue rather than react to crashes caused by drivers playing Pokémon Go.
DIVISION 6 WINNER AND CATEGORY 6B WINNER: BLOG

Arizona Department of Transportation, Motor Vehicle Division  |  ADOT Blog

The Arizona Department of Transportation Blog provides agency information directly to the public as part of a larger social media strategy. Timely topics and fun features are included along with an opportunity for public engagement. The blog helps to reinforce the MVD vision, which is to get customers “out of the line and safely on the road.”

CATEGORY 6C WINNER: FEATURE STORY

Indiana Bureau of Motor Vehicles  |  Bureau of Motor Vehicles and Department of Corrections Partnership Provides IDs to Inmates

The Indiana Bureau of Motor Vehicles (BMV) and the Indiana Department of Corrections (DOC) teamed up to help inmates who are nearing their release-date with an essential step to beginning their lives outside of a DOC facility. The BMV has a mobile license branch which consists of two Customer Service Representative (CSR) terminals with laptops, a small scanner and a camera. Each facility visit typically lasts three days and about 125 ID cards are processed daily.

CATEGORY 6D WINNER: STORY PLACEMENT IN PUBLICATION

Florida Department of Highway Safety and Motor Vehicles  |  Florida DHSMV Passes the Test on Driver Handbook Reporting

After a series of articles were published by a prominent Florida reporter depicting the Florida Department of Highway Safety and Motor Vehicles (DHSMV) as playing a negative role in increasing failure rates for the revised driver license exam, the DHSMV assured the public that the soon-to-be-released driver license handbook would be the game-changer. The handbook, the de-facto study guide for the test, was released in January 2016 and the DHSMV pitched the revised handbook to the reporter as a follow-up story. The resulting article was a rave, prompting drivers to not only download the new DHSMV driver license handbook but to make sure they study the handbook before taking the exam.

CATEGORY 6E WINNER: SPEECH

Idaho State Police  |  Secretary of Defense Employer Support Freedom Awardee 2016

This speech was delivered by Colonel Ralph W. Powell upon acceptance of the 2016 Employer Support of the Guard and Reserve Secretary Freedom Award at the Pentagon Auditorium in Washington, DC. This speech was delivered live on ESPN and in the presence of Ashton B. Carter, United States Secretary of Defense. The Idaho State Police was selected as the national award winner, from thousands of entries, to represent the top governmental state agency in the nation. Three employees, unknown to each other, nominated the Idaho State Police for this national award.


PACE Division 7: Websites/Technology Award

DIVISION 7 WINNER AND CATEGORY 7A WINNER: WEBSITE, INTERNALLY-PRODUCED

Michigan Department of State | Safe Drivers Smart Options: Keys to Lifelong Mobility

The Safe Drivers Smart Options: Keys to Lifelong Mobility web site at www.Michigan.gov/agingdriver is the hub for Michigan’s statewide strategy to support the safe mobility of Michigan’s aging adults. It is an evidence-based initiative supported by a group of dedicated public and private partners. The goals of the strategy and web site are to help aging adults who are able to drive safely continue to do so, help aging adults who are starting to have difficulties with driving to transition to non-driving, and to support the use of community mobility options. The site was developed using the existing State of Michigan web application via a three-year project led by the Michigan Department of Transportation (MDOT) and facilitated by the University of Michigan Transportation Research Institute (UMTRI). The Michigan Department of State (MDOS) was a key partner on the project and is the “administrator” of the site and leads the strategy’s ongoing Leadership and Administrative Support Structure.

CATEGORY 7B WINNER: WEBSITE, EXTERNALLY-PRODUCED

Alberta Transportation | Updated Saferoads Website

The Office of Traffic Safety website at saferoads.com obtained a major overhaul since being developed in 2009 to enhance visibility, functionality, and overall utility of the site. The modernization of the website will ensure it is found through improved search engine optimization, enable an improved experience on mobile phones and tablets, allow for sharing through social media integration, upgrade navigation functions, and improve the layout and design of materials and resources.

CATEGORY 7C WINNER: INTERACTIVE PRESENTATION

Arizona Department of Transportation, Motor Vehicle Division | Interactive Driving Test Video

In 2016, the Arizona Department of Transportation Motor Vehicle Division (MVD) introduced a new study tool to prepare customers for the knowledge portion of the driver exam. An interactive video presents a question with multiple choice answers. The answers are eliminated until the correct one remains. This video with the multiple choice test provides an excellent opportunity for beginning drivers to sample the types of questions on the actual test to make an informed judgment on the likelihood that they will pass it.

CATEGORY 7D WINNER: USE OF SOCIAL MEDIA

Florida Department of Highway Safety and Motor Vehicles | 2016 Social Media

In 2016, the Florida Department of Highway Safety and Motor Vehicles (DHSMV) posted creative and diverse content to its social media platforms (Facebook, Twitter, and
Instagram) 1,794 times, resulting in more than 7,771,000 impressions. These results reflect the possible shift in perception of DHSMV among Floridians, its customers, and the creation or increase of awareness for safe driving habits. With over 2,500 new followers on each platform, DHSMV expanded its social media audience by 10,456 followers within one year.

2017 Service and Security Awards

AAMVA’s Service and Security Awards recognize achievements in the following areas: excellence in government partnership, innovative use of technology, customer convenience, improvement through efficiencies, and fraud prevention and detection.

Trailblazer Award

INTERNATIONAL WINNER

Pennsylvania Department of Transportation, Driver and Vehicle Services | Printing Permanent Registration Credentials from Online Services

Beginning December 31, 2016, customers renewing through the PennDOT Driver and Vehicle Services’ (DVS) website are able to print their new registration cards when they complete their transaction. They no longer have to wait for the registration card and a validation sticker to come in the mail. This was made possible by the elimination of the registration validation sticker, effective December 31, 2016.

Customer Convenience Award

INTERNATIONAL WINNER AND REGIONAL WINNER

California Department of Motor Vehicles | Voter Registration Using Touch Screen Terminals

In April 2016, the department completed the automation of voter registration information using its Touch Screen Terminals. This new process allowed its driver license/identification (DL/ID) card customers the opportunity to register to vote without having to utilize paper. Once the customer completes the voter registration process at the touch screen terminal, the information is electronically transmitted to the California Secretary of State, and the customer is registered to vote.

REGIONAL WINNERS

Georgia Department of Revenue, Motor Vehicle Division | MVD Online Appointment Scheduler Project

This project was implemented to give customers who use the services offered at the Georgia Department of Revenue, Motor Vehicle Division the opportunity to make appointments for service at times convenient to them. Previously, there was no appointment process in place, and customers came in at random times and often complained about wait times for service.
Missouri State Highway Patrol | Troop A’s Motor Vehicle Inspection Team Exceeding Expectations

In response to the needs of the public, the Patrol’s Troop A MVI team created new initiatives to enhance customer service. They developed examination projects during state holidays and other times when their facility was not being used by other divisions. A new policy allowed for off-site examinations, which saved the businesses transportation costs and time. Strategic planning led to the creation of two new jobs, with part-time employees answering calls and scheduling appointments.

Pennsylvania Department of Transportation, Driver and Vehicle Services | Third Party Non-Commercial Skills Test Program

As part of ongoing efforts to further enhance customer service, PennDOT launched a new pilot program that authorizes a limited number of third-party businesses to administer non-commercial driving skills tests to Pennsylvania resident permit holders who have successfully met the criteria to obtain a license. The test itself is identical to what a customer would receive at a PennDOT Driver License Center. The pilot began in May 2016 and will continue until October 2017. Depending on the outcome of the pilot, third-party non-commercial test sites may expand to additional locations.

Excellence in Government Partnership Award

INTERNATIONAL WINNER AND REGIONAL WINNER

Arkansas Department of Finance and Administration | Gov2Go - Delivering Vehicle Tag Renewal Service through Arkansas’ Citizen-Centric Platform

Arkansas became the first state in the nation to transform government by breaking down agency silos and delivering citizen-centric government interactions through a single digital personal assistant, Gov2Go. Today, more than 275,000 people — 14 percent of Arkansans between ages 18 and 65 — have signed up for Gov2Go to receive personalized, timely, and relevant notifications about their interactions with government. In July, the Arkansas Department of Finance and Administration (DFA) created a way for drivers who renew their vehicle tags online at arstar.com to learn about and join Gov2Go while completing their transactions. DFA’s goal was to increase Gov2Go use among motorists and in turn use Gov2Go’s effective reminders as a channel to increase adoption of online vehicle tag renewals, increasing efficiency for the agency and improving the renewal experience for drivers. More than 67,000 licensed Arkansas drivers have already signed up for Gov2Go through arstar.com and are receiving personalized and timely reminders not only to renew their tags, but also to assess their vehicle and pay property taxes, requirements every driver needs to complete first before they can renew their vehicle tags in Arkansas.
REGIONAL WINNERS

Delaware Division of Motor Vehicles | Driving Privilege Card

In accordance to Senate Bill 59, the Delaware Driving Privilege Card program implemented the process by which undocumented Delaware residents of any nationality may obtain legal driving privileges when those residents do not have legal presence in the United States. The strategy, process, and procedures needed to implement issuance of DPCs came about through an inter-agency partnership between Division of Motor Vehicles, State Bureau of Identification (SBI), Division of Revenue (DOR), and Delaware Justice Information System (DelJIS), as well as the Delaware Hispanic Commission. DMV is committed to the safety of Delaware residents and achieves this by establishing the validity of licensed drivers and ensuring safe, non-polluting vehicles are operated on Delaware roadways. With the successful implementation of the DPC program on January 1, 2016, DMV was able extend this commitment to the entire population of Delaware.

Michigan Department of State | Safe Drivers Smart Options: Keys to Lifelong Mobility

Michigan’s statewide strategy to support the safe mobility of Michigan’s aging adults, entitled Safe Drivers Smart Options: Keys to Lifelong Mobility, is an evidence-based initiative supported by a group of dedicated public and private partners. The goals are to help aging adults who are able to drive safely continue to do so; help aging adults who are starting to have difficulties with driving transition from driving to non-driving; and support the use of community mobility options for those who no longer drive.

Nevada Highway Patrol, Nevada Department of Public Safety | Working Together for a Safe 4th of July Weekend

The Nevada Department of Public Safety, specifically the Office of Traffic Safety and the Nevada Highway Patrol, partnered with Uber and Mothers Against Drunk Driving (MADD) in an effort to raise awareness of the dangers of driving under the influence and to offer solutions to drinking and driving. Uber announced that it would offer discounted ride promo cards to everyone throughout Nevada where Uber operates. The Nevada Highway Patrol handed out discount cards during traffic stops and explained the alternatives to drinking and driving to include Uber, a designated driver, a taxi or a bus.

Improvement through Efficiencies Award

INTERNATIONAL WINNER AND REGIONAL WINNER

California Department of Motor Vehicles | DMV – Fresno Field Office Replacement Capital Outlay Project

This critical infrastructure project replaced the DMV’s 46-year-old, 11,000 square foot customer service field office and warehouse with a new, 19,080 square foot appropriately-sized and designed, energy-efficient facility on the existing site. The old DMV-owned office was deficient in size to meet the needs of the growing Fresno community and did not comply with current safety, accessibility, and energy codes. By taking advantage of the size
of the site, the department was able to phase demolition and construction activities while continuing to provide customer services at the site, negating the need to lease additional swing space to continue services to the public.

REGIONAL WINNERS

Iowa Department of Transportation, Motor Vehicle Division | Station Evolution Project

The Iowa Department of Transportation’s Station Evolution Project is to create an environment that is clean, clear, calm, convenient, consistent, safe, and secure for its employees as well as its customers. This project challenges excessive staff and customer movement, congested workspaces, visual obstacles, customer flow principles, and customer wait times. The cold, unfriendly and dreaded DOT experience will be a thing of the past with the Iowa Department of Transportation’s Station Evolution Project.

New York State Department of Motor Vehicles | Electronic Salvage Certificate Project

Filing salvage certificates with the NYS DMV was an entirely paper process that required insurance companies, vehicle dismantlers, junkyards, governmental jurisdictions, and other entities to mail copies of all salvage certificates with attachments to the NYS DMV for processing. The volume of these filings is approximately 135,000 a year. As the result of a lean project in 2015, the NYS DMV partnered with Insurance Auto Auctions and Copart Auto Auctions to replace this paper-driven procedure with an electronic solution. In 2016, a new program was implemented whereby the two auctions electronically update the NYS DMV system to reflect that a vehicle has been salvaged and electronically provide scanned copies of all relevant documents to the DMV.

Texas Department of Public Safety Driver License Division | Driver License Employee Resource Guide

The Resource Guide, referred to as the Guide, is a web-based help and reference tool designed as a single resource of information for driver license employees. In a searchable format, the Guide provides employees access to up-to-date reference material to assist with performing step-by-step tasks including hyperlinks to statutes, policy, forms, and other internal and external links with relevant information. Content revisions to the Guide are updated and stored in one location which allows all employees access to the same information at the same time. As a result, the Guide creates consistency and efficiency throughout each driver license office in Texas.

Innovative Use of Technology Award

INTERNATIONAL WINNER AND REGIONAL WINNER

Virginia Department of Motor Vehicles | Virginia e-Motor Voter

The Virginia Department of Motor Vehicles and Department of Elections (ELECT) teamed up to virtually eliminate paper voter registration applications at DMV, replacing them
with a customer-friendly electronic “e-Motor Voter” system. Customers have the ability to electronically apply to register to vote and do simple address updates to their existing registration in two quick steps through DMV’s website, www.dmvNOW.com, and on payment card terminals at all DMV customer service centers. This project has revolutionized the two decades-old motor voter registration process by implementing a real time data exchange, replacing an entirely manual system of printing, collating, and mailing customer applications. It creates a leaner, greener, more efficient process, a better customer experience, and improved data integrity.

REGIONAL WINNERS

Office of the Illinois Secretary of State | RISER—Return-Mail Information Services

The newly-implemented Central Issuance process and First Class mailing generates returns, half of which are due to customers placing a forwarding address on file with the post office and DL and ID cards cannot be forwarded. Using electronic USPS ACS-EPF systems, the Illinois Secretary of State, within 48 hours of mailing DL/ID cards, receives electronic data for undeliverable mail, providing one of dozens of USPS reasons for the card’s return, including a forwarding address on file. The web-based Customer Portal is automatically updated in real-time and includes dynamically-generated solutions based on the USPS codes allowing the customer to resolve the problem without calling or revisiting our facilities. A letter is generated for customers whose returned card is due to forwarding address on-file at the post office. Customer records are also automatically updated requiring proof of correct residential address to eliminate the cycle of returning to facilities to simply reissue cards the customer never receives.

Ontario Provincial Police | Unmanned Aerial Vehicle Collision Scene Mapping

The use of the unmanned aerial vehicle (UAV) for collision scene mapping and evidence gathering has proven to be a forward-thinking approach, enhancing all aspects of the collision investigation. The use of a UAV for collision scene mapping purposes has significantly reduced the time required for on-scene collision investigations. The time saved plays a significant role in reducing the entire closure time of a major highway or main throughway used by commuters. Often secondary collisions are caused by extended road closures. By reducing the time of a road closure, this will assist in reducing congestion, which will benefit the economy of the Province of Ontario and support road safety.

Fraud Prevention and Detection – Law Enforcement Individual Award

INTERNATIONAL WINNER AND REGIONAL WINNER

Jason Whetstone, Trooper First Class | Maryland State Police

As a roadside Commercial Vehicle Inspector, Trooper First Class Jason Whetstone observed and identified a rising number of fraudulent West Virginia temporary registration plates and registration cards with invalid insurance information. Trooper First Class Whetstone
personally initiated a thorough investigation to identify the source of the plates and disrupt the crime ring. Through interviews, search warrants, and overall investigative prowess, he has been able to build a substantial case for prosecution.

**REGIONAL WINNERS**

**Taylor Bonovetz, Detective Trooper | Michigan State Police, Special Investigation Division, Fraud Investigation Section**

Detective Trooper Taylor Bonovetz is an 18-year veteran of the Michigan State Police assigned to the Fraud Investigation Section. He conducted a complex fraud investigation which consisted of multiple types of fraud and $280,000 in monetary damages involving a large professional baseball organization. Detective Trooper Bonovetz used the proper resources to advance the investigation and successfully located the suspect. He conducted a successful interview and arrested the suspect in addition to recovering an $80,000 vehicle.

**Greg Dial, Criminal Investigator II | Georgia Department of Driver Services**

Investigator Greg Dial became involved in a fraud case which took the better part of a year and a half to work. The suspect in this case victimized at least three different individuals by stealing their identities and using those identities fraudulently in at least five different states throughout the Southeast (KY, TN, GA, SC, and NC). The suspect gained employment fraudulently in at least one victim’s name and represented herself as a Registered Nurse, victimizing other people who trusted that she was, in fact, a nurse. This investigation resulted in the arrest of the suspect in Georgia and a sharing of information with other law enforcement investigators in other states, so they, too, could bring criminal charges and also solve their cases.

**Fraud Prevention and Detection – Motor Vehicle Agency Award**

**INTERNATIONAL WINNER AND REGIONAL WINNER**

**Texas Department of Motor Vehicles | Chameleon Carrier Identification Program**

A chameleon carrier is a motor carrier that attempts to avoid the consequences of safety violations by ostensibly ceasing operations while, in reality, seeking new operating credentials as a separate legal entity. Chameleon carriers may also be created to avoid the consequences of adverse legal proceedings including fines, revocation, or suspension of credentials. The Chameleon Carrier Identification Program, housed within the Texas Department of Motor Vehicles’ larger Motor Carrier Credentialing System, is a first of its-kind web-based system using data drawn from various public, private, national, state, and local data sources to verify the information provided by an applicant and thwart any would-be violators of the safety-related regulations governing the motor carrier industry.
REGIONAL WINNERS

Office of the Illinois Secretary of State | RISER—Return-Mail Information Services

The newly-implemented Central Issuance process and First Class mailing generates returns, half of which are due to customers placing a forwarding address on file with the post office but DL and ID cards cannot be forwarded. Customers who no longer reside at the address on file are forced to update their address or they will not receive their cards. Some customers no longer reside in Illinois, and by design will not now receive their card. With the new system, ILSOS now has detailed data and all internal customer systems are updated automatically for each returned item to ensure the card is not remanufactured due to the belief it was ‘lost in the mail’. Because half of returns are due to forwarding addresses on file or older forwarding orders that have expired at the USPS, the ILSOS can now prevent the issuance of the card with an incorrect address. In some cases not changing the address is an attempt at fraud and in all cases, the address needs to be corrected.

New York State Department of Motor Vehicles, Division of Field Investigation | Operation Prevent

The New York State Department of Motor Vehicles Law Enforcement Unit, Division of Field Investigation, has consistently been fighting underage drinking by cracking down on fraudulent driver license documents for the past 10 years. The Division of Field Investigation is and has always attempted to keep up with the technological advances in the production of fraudulent ID documents. This arduous task is achieved by rough investigations, research, training and multi-jurisdictional relationships with local, state, and federal law enforcement agencies as well as with other state motor vehicle departments.

Fraud Prevention and Detection – Motor Vehicle Individual Award

INTERNATIONAL WINNER AND REGIONAL WINNER

Stacie Iovinelli, Investigator | New York State Department of Motor Vehicles

In March 2016, the New York DMV investigative unit identified a high quality counterfeit U.S. Virgin Island DL that was presented and accepted by the agency for reciprocity. The matter was referred to Investigator Iovinelli for further investigation. She identified and arrested 35 individuals who had submitted fraudulent U.S. Virgin Island DLs the past two years. She prepared a document alert that was shared with 130 state and county offices, the AAMVA Fraud Alert Site, and other state DMVs in order to prevent such an occurrence from happening again.

REGIONAL WINNER

Linda Davis, Criminal Investigator II | Georgia Department of Driver Services

Investigator Linda Davis became involved in a fraud case on June 28, 2016. Abimaliel Reyes-Vasquez was an undocumented immigrant who first arrived in the U.S. in 1999. After
several years of avoiding law enforcement, he was arrested in January 2005. After his arrest, most likely fearing deportation, Vasquez assumed the identity of Abimaliel Figueroa-Orta, a Puerto Rican citizen, using the stolen identity to obtain a GA driver’s license, open financial accounts, and gain employment. Investigator Davis worked tirelessly on the case, partnering with other law enforcement agencies to arrest Vasquez and help the victim to restore his identity.

Community Service Award

INTERNATIONAL WINNER

Tennessee Department of Safety and Homeland Security | Gatlinburg Wildfires Response

The Department of Safety and Homeland Security responded to a wildfire in Sevier County, considered the worst natural disaster in the state of Tennessee and drawing nationwide media attention. The Tennessee Highway Patrol displayed heroics in what was described as, “hell on earth,” providing rescue and security efforts. Once the smoke cleared, the driver services division kicked into action, providing mobile units and opening the center to get victims back on track. Governor Bill Haslam initiated an Executive Order waiving the fees for customers who had been impacted by the wildfires.

REGIONAL RECOGNITIONS

California Department of Motor Vehicles | Eyeglass Collection Campaign

In October 2016, California DMV held its 6th Annual Eyeglass Collection Campaign. The goal was to collect used prescription eyeglasses and sunglasses with all field offices and headquarters units' participation. The campaign was conducted throughout the month of October. The glasses were delivered to the California Prison Industry Authority “Folsom Project for the Visually Impaired.” The Folsom Project was founded in 1989 as a nonprofit, tax exempt organization and sponsored by a local Lions Club.

Florida Department of Highway Safety and Motor Vehicles | Florida Highway Patrol “Stuff the Charger”

Florida currently has more than 3.4 million residents, including 1.1 million children, who are food-insecure. As the 2016 holiday season approached, the Florida Department of Highway Safety and Motor Vehicles (DHSMV), through its Division of the Florida Highway Patrol (FHP), collected non-perishable food donations for Florida’s families in need, in partnership with food banks across the state to distribute the food. That year, the DHSMV extended its event to timely assist those affected by Hurricane Hermine and Hurricane Matthew in other affected areas. This is the third annual “Stuff the Charger” food drive which provides food to families in need.
Georgia Department of Driver Services | Veterans Service Days

DDS is constantly looking for ways to help out in the communities surrounding its 67 Customer Service Centers (CSC) across the state. They have 2 CSCs located in Cobb County, a part of Metropolitan Atlanta, which has the 3rd highest population in the state at 751,763. A Military Family Support Center, sponsored by the Cobb County Chamber of Commerce, opened in May 2016 and DDS joined in during the opening weekend to issue driver’s licenses to military members and their families.

Georgia Department of Revenue, Motor Vehicle Division | A Gift From Heaven – Community Childcare Facility

In a building two doors down from the Motor Vehicle Division, that was unoccupied and could have attracted vagrants, the DMV and other building tenants decided to create something positive. They opened a child care facility, Community Childcare Facility, to support and vitalize the community.

Idaho State Police | Secretary of Defense Employer Support Freedom Awardee 2016

The Idaho State Police (ISP) supports its employees 365 days a year. This is especially important when employees are in service to the military. ISP cares for employees and their families and they care for the citizens of Idaho. ISP made special emphasis to help support employees internally, while they were deployed, to help show them support and care for their families. Military members are within our community, in addition, our employee population is made up of the community. ISP is committed to serving both military members and family members whenever possible.

Kentucky State Police | Cram the Cruiser for Hunger

The Kentucky State Police, in an effort to reach out to families in need, hosted the 2016 ‘Cram the Cruiser’ food drive. KSP Posts and CVE regions across the state hosted food drives raising nearly 170 tons of food (339,656 pounds of non-perishable food items) in a three-week period. The posts were challenged to develop creative ideas and events to garner support from the local communities to gather food. KSP posts enlisted the help of schools, held food drives at grocery stores, and participated in Christmas parades passing flyers out about their food drives. Troopers reached out to local media, businesses, food distributors and other organizations to promote these events. Every post partnered with a local food pantry so that the food gathered in that particular post area would go to residents who lived nearby and needed food assistance.

Maryland Motor Vehicle Administration | Adopt-a-Senior

The Maryland Department of Transportation’s Motor Vehicle Administration and associates supported the collection of essential needs for 400 low income seniors living at the Jenkin’s Senior Living Community, which is comprised of the St. Joachim, DePaul, and Caritas houses. The group provided a Christmas event, which included gifts for all the residents, lunch, entertainment, and a visit with Mr. and Mrs. Claus. The associates donated their time to participate as elves and goodwill ambassadors to everyone. The elves interacted with the seniors, serving them lunch and delivering donated gifts to their rooms.
Massachusetts Registry of Motor Vehicles | New Bedford Connect

The Registry of Motor Vehicles (RMV) was proud to join the City of New Bedford, a coastal community in southeast Massachusetts, in its fight against episodic and chronic homelessness among individuals and families. Working with the Homeless Services Provider Network and more than 40 other local and state agencies and non-profits, RMV staff from three area service centers joined in a one-day event to provide resources and services to residents in need. RMV personnel helped attendees obtain identification cards, helping enable them gain access to housing, employment, and other services.

Nevada Department of Motor Vehicles | Variety School Adopted by the Nevada DMV Flamingo Office

When the Nevada DMV Flamingo office branch discovered a local school serving special-need students was short on supplies, they decided to spring into action. This office became familiar with the Variety School in Las Vegas through their efforts to help assist the students with obtaining their official Nevada state-issued identification cards, but wanted to do even more to help. The Flamingo DMV proudly partnered with the Variety School to provide specific identified supplies to the school twice last year. They also hope to continue the partnership annually.

New York State Department of Motor Vehicles | Annual MLK Food Drive Campaign

Each year, for the past sixteen consecutive years, DMV employees have participated in the annual Dr. Martin Luther King, Jr. Statewide Holiday Food Drive Campaign. This ancillary community service initiative provides an opportunity for DMV employees to tangibly show their concern and share in support and care for the needy members of their surrounding local communities by donating non-perishable food items to their respective local food banks/food pantries for distribution to those in need. The food drive campaign usually runs for four to six weeks, from mid-December through the end of January. The top three field offices by poundage of food/monetary contributions were recognized with certificates of appreciation from the Commissioner.

North Carolina Division of Motor Vehicles | Hurricane Matthew Relief

After Hurricane Matthew arrived in Eastern North Carolina on October 8, the state’s DMV License and Theft Bureau and Help Desk spearheaded collections of relief supplies to be delivered to several flooded areas throughout the North Carolina Coastal Plain. Over several weeks following the storm, DMV law enforcement personnel provided security at emergency shelters throughout the region and joined other DMV staff in collecting and delivering food, clothing, cleaning supplies, and toiletries to citizens affected by massive flooding. Of the 125 staff members at the Bladen County Customer Contact Center, four had to be evacuated from their homes and up to 15 could not leave their homes to go to work. Supplies, collected from throughout the DMV Headquarters Office in Raleigh, were loaded and sent by sometimes circuitous routes around flooded roads to fellow workers in Bladen County.
Rhode Island Division of Motor Vehicles | Dress Down for Charity

The goal of the “Dress Down for Charity” program was to raise funds to assist and support various local and national charities. DMV employees participated throughout the year by wearing a pin/badge and getting creative with theme-related dress down days.

South Carolina Department of Motor Vehicles | Hurricane Matthew Response

In October 2016, the State of South Carolina prepared for a record-breaking category five hurricane. Hurricane Matthew destroyed parts of the Caribbean and was making its way to the Southeast. It eventually made landfall outside of McClellanville, South Carolina as a category one storm days later. The South Carolina Department of Motor Vehicles (SCDMV) shifted from completing transactions to recovery mode across the state. The SCDMV provided employees for the state’s emergency operations center and public phone system, partnered with other state agencies to maximize its reach to citizens affected by the storms, allowed staff members to put their day-to-day work aside to serve as volunteers, and provided mobile options for customers who lost pertinent documents in the storm and subsequent flooding.

Vermont Department of Motor Vehicles | 2016 Region I Conference Charity Event

The Vermont Foodbank was the beneficiary of Vermont’s charity event during the 2016 AAMVA Region I Conference held in Burlington, Vermont. This charity event provided an opportunity for all Region I jurisdictions and industry partners to join together in a partnership effort to help provide quality food products to a network of service providers throughout the state of Vermont.

Virginia Department of Motor Vehicles | Operation Holiday Spirit

Operation Holiday Spirit is an annual drive that collects gifts for military members, veterans, and their families during the holidays. Virginia DMV partners with different organizations each year, from veteran affairs hospitals, state-operated veteran retirement centers, and local veteran service organizations throughout Virginia.