2018
AAMVA AWARDS PROGRAM
Fostering a Tradition of Excellence

American Association of Motor Vehicle Administrators
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.

2018 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

MOTOR VEHICLE ADMINISTRATION

Scott Stokes, Chief Deputy, Idaho Transportation Department, Division of Motor Vehicles

Scott Stokes, a 25-year Idaho Transportation Department (ITD) veteran, became chief deputy in 2007 after a long tenure as district engineer in northern Idaho. As chief deputy, Stokes oversees the divisions of Aeronautics, Motor Vehicles, and Transportation Performance and has primary responsibility for much of the department’s daily operations. He is chairman of the Idaho Traffic Safety Council and is intimately involved in all facets of highway safety for the department. He is also a leading advocate of the drive to achieve zero deaths on Idaho highways. In support of ITD’s strategic plan, Stokes is engaged in the department’s internal and external efforts to promote economic opportunity through transportation and to increase mobility for Idaho travelers. He is a member of ITD’s four-person executive team and reports to the director. A second-generation ITD employee, Stokes joined the department in 1992 and served as the state bridge engineer early in his career. He earned bachelor’s and master’s degrees in civil engineering from Brigham Young University and worked for a private engineering firm about eight years before joining ITD. Stokes’ commitment to saving lives and reducing injuries is making a real difference in Idaho by making safety a strategic goal and a major factor in the department’s performance measures, implementing innovative approaches.
to engineer safety, and identifying and focusing on problem areas. His efforts have helped Idaho achieve the lowest number of fatalities in more than 50 years, seat belt usage at an all time high, and the lowest five-year average for fatalities for unrestrained persons in motor vehicle crashes.

**Martha Irwin Award for Lifetime Achievement in Highway Safety**

**LAW ENFORCEMENT**

**Captain Tom Fields (Retired),** Law Enforcement Liaison, Vermont Governor's Highway Safety Program, Vermont Department of Motor Vehicles

Captain Tom Fields began his career with the Vermont State Police (VSP) as a uniformed trooper in 1973 in the Drug Abuse Control Unit. He moved up through the ranks and by 1980 was patrol commander in Shaftsbury, Vermont where he began work in traffic safety. In 1996, promoted to the rank of captain, Fields supervised the VSP Impaired Driving Team, a select group of troopers pro-active in DUI enforcement in the state. Upon retirement from the VSP, he continued his dedicated and committed work in traffic safety with the Governor’s Highway Safety Program (GHSP) as a law enforcement liaison. In 2016, Captain Fields received the Sergeant Michael Johnson Award for outstanding commitment to traffic safety from the Vermont GHSP. He has devoted his long career to helping to keep Vermont’s roadways safe and distinguished himself by developing innovative programs designed to improve traffic safety. In addition to his enforcement activities, he pursued research and consultation with law enforcement agencies nationwide, and developed a design for a mobile breath-testing vehicle specifically constructed for use in Vermont. In addition, Captain Fields supervised and managed a substantial grant from the GHSP for an innovative program called Safety Through Occupant Protection. This initiative was for the specific purpose of conducting saturation patrols to enforce Vermont’s seatbelt and child passenger safety seat laws. He is a member of the Strategic Highway Safety Planning Committee and actively participates in the Vermont Highway Safety Alliance, a partnership of over fifty public and private entities that work towards the mission of zero deaths on the highways. Over his distinguished career, Captain Fields’ work has helped to make Vermont’s roadways safer, including a 25.7% reduction in major crashes. He has been a dedicated and outstanding leader for more than three decades and his unending enthusiasm and dedication continues to be an inspiration.
2017 International Driver Examiner Certification (IDEC) Awards

IDEC Outstanding Examiner of the Year Award Winner

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.

Chasity Perry, Certified Driver Test Administrator, Kentucky State Police Driver Testing Branch

Chasity Perry is a 12-year veteran of the Kentucky State Police. She joined the Driver Testing Branch in 2005 and her primary assignment is to conduct Security Threat Assessments for commercial motor drivers wishing to obtain and/or maintain their HAZMAT endorsement. In this role, she is responsible for the western part of the state which encompasses 30 counties. Perry is widely known by colleagues as generous, committed, professional, and courteous, in addition to her leadership.

IDEC Examiner of the Year Award Winners

**BRITISH COLUMBIA**
Claudia Ho

**MINNESOTA**
Andrew James

**UTAH**
Brenda Barney

**FLORIDA**
Louis Fonte

**MONTANA**
Travis Hert

**VERMONT**
Justin McLane

**GEORGIA**
Eddie Dunston

**NEW JERSEY**
Carlton E. Williams

**VIRGINIA**
Sue Hodges

**INDIANA**
Laura Buchanan

**NORTH DAKOTA**
Bobbalee Bengson

**WEST VIRGINIA**
Sophia McNemar

**KENTUCKY**
Chasity Perry

**OKLAHOMA**
Yolanda Morris

**WISCONSIN**
Shannon Chase

**MAINE**
Michael Chad Reynolds

**ONTARIO**
Carrie Macaulay
2018 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**

**Saskatchewan Government Insurance | “People Shouldn’t Disappear” Impaired Driving Awareness Campaign**

The 2017 “People Shouldn’t Disappear” campaign uses innovation to fight impaired driving in Saskatchewan. It puts a name and a face to the victims of impaired driving statistics by telling the story of twelve Saskatchewan people who lost their lives to impaired drivers by using real photos of them, surrounded by family or friends, before their image fades from the photograph, symbolizing their loss and the void that’s left behind. Launching with a highly-emotional media event, Saskatchewan residents were introduced to each person through earned media and ongoing social media promotion and shares. The powerful campaign also had paid elements including television, radio, billboards, online, and movie theatre ads that connected each loss to the audience and revealed the real impact of impaired driving in Saskatchewan.

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

**California Department of Motor Vehicles | Disabled Person Parking Placard Awareness Campaign**

The California Department of Motor Vehicles launched the Disabled Person Parking Placard Awareness Campaign in an effort to curb the fraudulent use of Disabled Person Parking Placards. The statewide campaign is designed to educate Californians about the proper use of a disabled parking placard and the consequences of misusing it. The DMV Office of Public Affairs developed and incorporated a number of strategic communications tactics intended to raise awareness by messaging that focuses on enforcement. Tactics included: inviting news media to shadow investigators during enforcement efforts, bilingual news releases announcing enforcement operation results, posters developed for distribution to DMV offices, business partners, government agencies, and key stakeholders, bilingual brochures, public service announcements, enhanced information on the DMV website, and social media to disseminate information.
**PACE Division 1: Print and Electronic Publications Award**

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

**Virginia Department of Motor Vehicles | DMV 360**

DMV 360 is Virginia DMV’s bi-monthly internal newsletter. From agency initiatives, to employee recognition, to events in the field and at headquarters – DMV 360 gives employees the most comprehensive picture of what’s happening within the agency. After seven years with the same design, DMV 360 received a redesign with a new name, look, and new features. It debuted in April 2017 and received positive feedback. The editorial staff of DMV 360 strike a balance between featuring fun and care-free news and serious and work-related information.

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

**Florida Department of Highway Safety and Motor Vehicles | Child Safety Awareness Month Media Kit**

Florida’s Child Safety Awareness Month campaign requires a concentrated effort from stakeholders statewide to help spread its important safety message. These include: proper car seat installation, heatstroke prevention, school bus safety, car and driveway safety, bicycle and pedestrian safety, and teen driver safety. The Florida Department of Highway Safety and Motor Vehicles (DHSMV) partnered with stakeholders statewide to reach target audiences with multiple messages. Throughout the campaign, DHSMV relied on a robust online media kit to help spread messages statewide which featured campaign data, sample social media posts, and downloadable and printable resources for parents and children.

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

**North Dakota Department of Transportation | North Dakota Department of Transportation**

Annually, the Safety Division of the North Dakota Department of Transportation (NDDOT) prepares a publication that provides information about motor vehicle crashes, deaths, and injuries in North Dakota. In 2016, the Safety Division redesigned the publication and changed the appearance to make it more informative to the public and easier to read and understand. Data is collected by North Dakota law enforcement officers from completed crash reports that are submitted to the NDDOT Safety Division.
PACE Division 2: Visual Arts Award

CATEGORY 2A WINNER: LOGO

Indiana Bureau of Motor Vehicles | “Will Your License Fly?” Logo

With the October 2020 deadline quickly approaching, the Indiana Bureau of Motor Vehicles (BMV) made a concerted marketing effort to promote REAL ID compliance. To do this, the agency decided to come up with a slogan and logo to increase awareness about upgrading to a REAL ID. The Marketing & Communications Department, along with upper management, decided on “Will Your License Fly?” as the tagline to encourage Hoosiers to consider the importance of becoming REAL ID compliant. “Will Your License Fly?” was then branded on all REAL ID marketing materials and a logo with the state of Indiana with a star in the middle, and a plane flying over was also created to reinforce the message. The star is significant, because that is what Indiana credentials use to denote REAL ID compliance.

CATEGORY 2B WINNER: PHOTOGRAPHY

Idaho Transportation Department Division of Motor Vehicles | Idaho Transportation Department DMV

The winning photo depicted Idaho Transportation Department (ITD) Division of Motor Vehicles’ employee Christine Lambing interacting with citizens attending the Western Idaho Fair. The ITD Division has staffed a booth at the fair for more than 20 years. During the two-week fair, DMV employees talked to more than 4,500 people. This photo was circulated in the DMV’s internal newsletter and helped to promote and secure volunteers for any unmanned volunteer slots for the fair.

DIVISION 2 WINNER AND CATEGORY 2C WINNER: DISPLAY

Manitoba Public Insurance | DRIVR-X Display

With the help of leading edge virtual reality technology, Manitoba Public Insurance created an experience that addresses critical road safety issues for young drivers in Manitoba including: distracted driving, impaired driving, and speeding. A full display unit was created to provide both attention-grabbing and functional purposes for DRIVR-X while on tour at events and schools across the province. With a sophisticated and sleek design, the display unit included printed canvas walls, a monitor display featuring a custom slide show, and custom placement of the VR equipment and the participant.
DIVISION 2 WINNERS AND CATEGORY 2D WINNERS: DIGITAL GRAPHICS

Delaware Division of Motor Vehicles | Delaware DMV Motor Vehicles Inventors

In honor of Black History Month, Delaware DMV highlighted the accomplishments of inventors that contributed to history and helped change daily lives significantly. In an effort to bring inventors back to life, Delaware DMV told readers about the person, not just about the invention. Focusing on the once revolutionary invention of a vehicle dashboard, a three-position traffic light signal, an improved automatic gear shift, and automatic air brakes paid tribute to history and reminded everyone that inventions of all shapes and sizes surround them every day. Graphics were posted on social media platforms, which yielded the highest engagement experienced by Delaware DMV.

Manitoba Public Insurance | #DriveBetterManitoba Illustration Series

Manitoba Public Insurance started up social media profiles in 2017. A lot of the messages and posts shared are on the topic of road safety. To make road safety more colorful, fun and interesting, they decided to incorporate unique illustrations that encourage Manitobans to drive better. The #DriveBetterManitoba Illustration Series is meant to be a fun and interesting way to share road safety images on social media. The cartoon-style appeals to the younger demographic you would find on Instagram and incorporates a wide-range of characters that celebrate the diversity of people in Canada. They are quick, simple, and direct with their calls to action while also acting as an interesting visual.

PACE Division 3: Advertising Award

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

North Dakota Department of Transportation | Taylor Campaign

This TV commercial tells the story of Taylor Berhow of Mandan, North Dakota. Taylor was driving under the influence and killed three of his friends in a motor vehicle crash over Halloween weekend in 2011. The TV commercial is part of a new impaired driving campaign that launched in conjunction with North Dakota’s Drive Sober or Get Pulled Over enforcement effort from December 16, 2017 through January 31, 2018.

CATEGORY 3B WINNER: TV COMMERCIAL OR PSA, INTERNALLY-PRODUCED

California Department of Motor Vehicles | Disabled Person Parking Placard Public Service Announcement

The California Department of Motor Vehicles produced a 30-second public service announcement in English and Spanish to promote the department’s Disabled Person Parking Placard Awareness Campaign. The script was written to enforce the campaign’s two slogans of “Need a Written Reminder” ( Enforcement) and “Save the Space” (Awareness). This delivers consistent messaging that is used in talking points, posters, brochures, and other related communication materials.
CATEGORY 3C WINNERS: RADIO COMMERCIAL OR PSA, EXTERNALLY-PRODUCED OR INTERNALLY-PRODUCED

Illinois Office of the Secretary of State | National Donor Sabbath Public Service Announcement 2016 (PSA)

This internally-produced public service announcement is part of the Illinois Secretary of State’s National Donor Sabbath initiative, to honor those who have given the miraculous gift of life through organ/tissue/eye donation and to honor donor families. National Donor Sabbath is observed the second weekend of November. Clergy and worship leaders are encouraged to engage in discussions about donation during worship services and radio stations are encouraged to play the PSA.

South Carolina Department of Motor Vehicles | South Carolina’s Licenses & IDs are Changing

Once the South Carolina Legislature passed a law requiring the state’s adherence to the federal REAL ID Act, the South Carolina Department of Motor Vehicles’ (SCDMV) communications team developed an advertising plan that included as much exposure and education on the upcoming changes as possible. The SCDMV purchased radio inventory because of the connection radio has with vehicles; this medium was also a more cost effective way to reach the masses. Columbia and Charleston metropolitan area listeners heard this advertisement up to five times a day, which kept REAL ID on the top of their minds, while also focusing customers to the SCDMV’s website where a myriad of information on the topic can be found.

DIVISION 3 WINNERS AND CATEGORY 3D WINNERS: INDOOR OR OUTDOOR PRINT OR DIGITAL ADVERTISING

District of Columbia Department of Motor Vehicles | Don’t Renew Until It’s Due

On June 1, 2017, the DC Department of Motor Vehicles began issuing driver licenses and identification cards with the jurisdiction as “Washington, DC.” This meant their jurisdiction now has four valid credentials. As such, the DC DMV designed and launched an inclusive and diverse multi-media awareness campaign. The campaign’s primary target audience was DC law enforcement, agencies, and businesses in and around the Washington Metropolitan area that are responsible for verifying proof of identity. The secondary audience was DC residents. The essence of the campaign was to communicate to target audiences that the DC DMV was issuing a new license and identification card that has the same look; however, the jurisdiction will be Washington, DC, instead of District of Columbia.
South Carolina Department of Motor Vehicles | South Carolina’s IDs Are Changing

Once the South Carolina Legislature passed a law requiring the state’s adherence to the federal REAL ID Act, the South Carolina Department of Motor Vehicle’s (SCDMV) communications team started to put together a digital advertising campaign that included exposure on social media and the internet. The SCDMV was an innovative government agency in this space. While other advertising mediums are exempt from state procurement codes, due to the age of the code, digital advertising was not addressed. The SCDMV worked with the state’s advertising department who were able to hit huge impression marks, at a percentage of the cost. This specific digital advertisement was the most successful of all the creative because it used language that all customers relate to, presented on-brand colors connected to the SCDMV, and allowed the communications team the opportunity to answer inquiries on the post, which increased its engagement rate on social media.

PACE Division 4: Special Events Award

DIVISION 4 WINNER AND CATEGORY 4A WINNER: MEDIA EVENT/PRESS DAY

California Department of Motor Vehicles | Disabled Person Parking Placard Enforcement Operation at the Glendale Galleria

The California Department of Motor Vehicles (DMV) Office of Public Affairs proactively contacted select Los Angeles area news media (#2 media market in the country) to witness a disabled person parking placard enforcement operation at the Glendale Galleria (Los Angeles-area mall) on April 11, 2017. The goal was to raise public awareness about the department’s efforts to educate the public on proper usage of disabled person parking placards and ultimately to improve compliance. The media availability generated a large number of English and Spanish language stories in newspapers and on television and radio.

CATEGORY 4B WINNER: NON-MEDIA EVENT

Alberta Transportation | “Spot the Difference: Driving Drunk or High is Driving Impaired” Event

On December 14, 2017, Alberta Transportation collaborated with the Calgary Flames, Calgary Police Service, and MADD (Mothers Against Drunk Drivers), in launching the Spot the Difference campaign during the hockey game. The intent was to increase awareness and to inform the public of the consequences of driving drunk or high through on-site advertising, social media posts, creation and distribution of a tribute video, and an interactive booth allowing participants to use impaired driving goggles to simulate the effects of alcohol and various narcotics.
PACE Division 5: Video Award

DIVISION 5 WINNER AND CATEGORY 5A WINNER: VIDEO PRODUCTION, INTERNALLY-PRODUCED

Massachusetts Registry of Motor Vehicles | What is REAL ID? Massachusetts RMV Training Video

The “What is REAL ID?” training video was created by the RMV’s Training and Change Management team to introduce the REAL ID requirements that will be implemented in Massachusetts beginning in March of 2018. The intent of the video was for staff to understand why they were implementing REAL ID, as well as to understand the required documents and procedures to ensure they are ready to help the customers.

CATEGORY 5B WINNER: VIDEO PRODUCTION, EXTERNALLY-PRODUCED

Nevada Department of Motor Vehicles | Smog Spotter “Why” Videos

The Nevada DMV Emissions Section operates a Smoking Vehicle Observation Report program, promoted as “Smog Spotter,” to encourage motorists to report smoking vehicles. For fiscal year 2017 promotion efforts, the department’s ad agency created and placed three short videos intended to explain the reasons why smoking vehicles should be reported, such as negative effects on health and the environment and the monetary costs. These videos were placed as paid promotions on Facebook, Instagram, and internet advertising networks featuring various websites targeted at Nevadans. Additionally, they were placed as takeover dropdowns on the Nevada DMV website. As a result, online smoking vehicle reports increased by 66% year-over-year during the campaign period of April and May of 2017.

PACE Division 6: Writing Award

CATEGORY 6A WINNER: NEWS RELEASE

California Department of Motor Vehicles | DMV Investigators Target Unlicensed Vehicle Dismantlers

This was the first news release announcing the California DMV’s campaign to inform the public about unlicensed vehicle dismantlers, as well as the efforts underway by the DMV’s newly created Vehicle Dismantler Industry Strike Team. Given the sensitive nature of the law enforcement operation, news media was not permitted to accompany investigators during the two-day enforcement operation in San Luis Obispo and Santa Barbara counties. The purpose was to provide the media with visual elements to go along with the news release, as well as to provide high-quality photos of the unlicensed vehicle dismantler operation for the news release and the DMV’s Facebook, Twitter, and Instagram pages.
DIVISION 6 WINNER AND CATEGORY 6B WINNER: BLOG

Washington State Patrol | InsideOut

The Washington State Patrol’s Government and Media Relations division runs the agency’s blog, InsideOut—which is hosted on Wordpress. This platform is used for multiple reasons, such as highlighting an employee, writing “Ask a Trooper” posts, sharing photos from promotions, distributing releases following a big event, and others. InsideOut is viewed as being both conversational and professional at the same time. The blog is a large part of the agency’s media strategy and helps create a trustworthy relationship and a sense of community. The agency runs monthly analytics to determine what people in the community are talking about and by doing so, tailors content to meet the needs and answer questions citizens might have. Before any post is published it must demonstrate how the WSP supports, protects, or helps the public, provides educational resources, and connects with the public on a personal level. The blog has grown exponentially over the past three years.

CATEGORY 6C WINNER: FEATURE STORY

California Department of Motor Vehicles | New Life 4 Old Plates

An article in the August edition of the DMV Spirit Record examined the journey a license plate takes after it is removed from a vehicle and also looks at some of the strange items discovered during the recycling process. The DMV Spirit Record is a bimonthly magazine distributed to the DMV’s nearly 10,000 employees across California. It is available in print and digital versions. An employee with the Office of Public Affairs (OPA) visited the DMV’s warehouse to see the 3,000-plus plates that arrive on a daily basis. He took photos of large bins full of old plates and talked to warehouse workers to gain a better understanding of the recycling process and how it has evolved over time. The article reveals that the DMV prepares more than 360,000 pounds of aluminum for recycling every year. The old plates get melted down and turned into sheets of metal, like the kind used to make license plates. In fact, the head of the DMV’s recycling program says it is quite possible an old license plate will become a new one in the future. The DMV OPA received a lot of positive feedback from the story.

CATEGORY 6D WINNER: STORY PLACEMENT IN PUBLICATION

Virginia Department of Motor Vehicles | DMV Employee Donates Life to Colleague in Need

Virginia DMV employee Freida Booth-Pitts never would have imagined that the lifesaving kidney she needed to survive would come from a colleague at a DMV office a few miles away. Sondra Bloxom’s tremendous, lifesaving gift to her friend and colleague presented an incredible opportunity to inspire others, warm hearts,
and promote the positive image of DMV employees who work so hard every day to provide quality customer service to Virginians.

**CATEGORY 6E WINNER: SPEECH**

**Maryland Department of Transportation, Motor Vehicle Administration | Secretary Pete Rahn’s Remarks**

This annual event honors the lives of those killed on state roads by drunk or impaired drivers. Maryland Department of Transportation (MDOT) Secretary Rahn’s role during his speech was to deliver a heartfelt message of condolence to the families in attendance and outline how the agency is committed to ending drunk and impaired driving-related crashes and deaths. During the event, a new drunk driving enforcement tool, The Mobile Breath Alcohol Testing Truck, was unveiled. This state-of-the-art truck helps to save lives and can be used to more efficiently detain and transport those suspected of drunk driving.

**PACE Division 7: Websites/Technology Award**

**CATEGORY 7A WINNER: WEBSITE, INTERNALLY-PRODUCED**

**Texas Department of Motor Vehicles | 100 Years of Texas License Plates**

In 2017, the Texas Department of Motor Vehicles (TxDMV) celebrated the centennial of state-issued license plates through the creation of a special commemorative license plate and an accompanying website that provides information on the history of license plates in Texas. The site provides license plate facts, statistics, and features historic images of both the people and plates of Texas during the last century.

**CATEGORY 7B WINNER: WEBSITE, EXTERNALLY-PRODUCED**

**South Carolina Department of Motor Vehicles | SCDMV Online Re-Design**

The South Carolina Department of Motor Vehicles (SCDMV) implemented a state-of-the-art department of motor vehicles website. This mobile-first site features a prominent search function, easy to navigate headings and buckets, a modern, user-friendly design, and consistent content that’s easy to understand amidst changes in state law and agency policy. Launched in the summer of 2017, this website revolutionizes the way both customers and law enforcement officers interact with the SCDMV. In addition, backend analytics allow for data driven decision making when reorganizing website information.
**CATEGORY 7C WINNER: INTERACTIVE PRESENTATION**

Massachusetts Registry of Motor Vehicles | Massachusetts RMV – REAL ID, Real Answers Wizard

In October 2017, the Massachusetts Registry of Motor Vehicles (RMV) implemented a new online decision tool to help Massachusetts residents decide if a REAL ID driver’s license or ID card is right for them—the REAL ID, Real Answers Wizard. The wizard is also mobile responsive. It not only informs customers of the REAL ID implementation, but also assists them in determining if they need to obtain a REAL ID and if so, when they should obtain it.

**DIVISION 7 WINNER AND CATEGORY 7D WINNER: USE OF SOCIAL MEDIA**

Rhode Island Division of Motor Vehicles | 2017 RIMS Implementation Social Media Plan

In July 2017, the Rhode Island Division of Motor Vehicles (RIDMV) was launching its new customized Rhode Island Modernization System (RIMS). It was critically needed to help diminish redundancies in the existing system, provide more seamless customer transactions, and support the state’s compliance with REAL ID standards. RIDMV recognized that it needed to be highly communicative with its customers, which it did through a wide-reaching launch campaign, including an extensive social media campaign on Facebook. The campaign included six video ads, in both English and Spanish. The page was also used to answer customer questions. This campaign led to an impressive number of impressions and clicks and record-breaking video views.

**2018 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**

Texas Department of Motor Vehicles | eLICENSING

eLICENSING is a first-of-its-kind web-based application developed by the Texas Department of Motor Vehicles (TxDMV) that has revolutionized the way the department interacts with each of its 10 licensee groups comprised of over 30,000 motor vehicle industry professionals across Texas. The system allows TxDMV to offer existing and new services to licensees online such as the ability to search for and
verify potential business locations via Google Maps, streamline legislatively-mandated background checks, and offer electronic signatures and payments all while drastically reducing the processing time for license applications, renewals, and amendments. In addition to the notable benefits such as eliminating redundant data entry for both the public and private sectors, the implementation of eLICENSING has reduced the time it takes TxDMV to process license applications, renewals, and amendments by up to 75%, and it continues to improve. This decrease does not include the up to 45 days required for mailing, scanning, data entry, and payment processing time associated with the former process, which has been completely eliminated.

Customer Convenience Award

INTERNATIONAL WINNER AND REGIONAL WINNER

Nevada Department of Motor Vehicles | Justice Court Counter at DMV

The Nevada DMV and the Clark County Justice Court in Las Vegas teamed up to offer a significant new convenience to a group of mutual customers: drivers whose licenses have been suspended for failure to pay court fines and similar offenses. Drivers often discover their license suspension only while at the DMV, and have to make a trip to the courthouse to clear the suspension, then return to the DMV for reinstatement. The court stationed a clerk within the DMV to accept payments and issue clearances on the spot. Customers can now take care of both issues in one place, saving time for everyone involved.

REGIONAL WINNERS

Iowa Department of Transportation, Motor Vehicle Division | Reducing Barriers for New Iowans

The process of issuing a refugee a credential is complicated, requiring many checks and validations prior to issuance, and this project collaboratively partnered with the refugee resettlement agencies in Iowa to acknowledge the challenges and trauma new Iowans face, while effectively reducing barriers (time and trips to their issuance service centers) to be issued an Iowa credential. When a refugee first arrives to Iowa, they are on a fast track to meet with many non-profit, private, and public sector agencies as they have a short 60-90 days to fulfill many requirements, and with the expectation of self-reliance after this initial time period. The Iowa Department of Transportation is one of the first agencies a newly arrived Iowan visits as having a secure identity is key to being successful in Iowa and the United States and is essential to functioning within our society.
New York State Department of Motor Vehicles | New York State DMV
Modernization – Proof Wizard

The goal of the “Proof Wizard” was to create an interface, usable from multiple devices and browsers, which guides customers through an interview process to confirm that they have all the documents they need to successfully perform their transaction at a DMV office. It helps to prevent customers from having to make multiple visits to an office to complete a transaction, because they are better prepared for their first visit. This has reduced rejected transactions and lowered office wait times, greatly improving customer satisfaction.

Virginia Department of Motor Vehicles | TSA Enrollment Services at DMV

Under the leadership of Commissioner Richard Holcomb, Virginia DMV has positioned itself as a “one-stop shop” for government services in the Commonwealth. The Virginia DMV expanded its popular new Transportation Security Administration (TSA) enrollment services program throughout the commonwealth and fine-tuned its operations to provide the best and most convenient service for Virginians. Prior to TSA enrollment services being offered at Virginia DMV, TSA contractor IDEMIA operated eight locations where citizens could go to get either TSA Pre✓® or the Transportation Worker Identification Credential (TWIC) – and those locations were located in Tidewater and Northern Virginia. Utilizing DMV’s statewide customer service footprint, DMV and IDEMIA were able to expand access to these important federal credentials to citizens in all parts of Virginia.

Excellence in Government Partnership Award

INTERNATIONAL WINNER AND REGIONAL WINNER

Washington State Patrol | State Route 12, Low Road Intersection Reconfiguration/ Problem Oriented Public Safety Project

Through implementation of the Washington State Patrol (WSP) Problem Oriented Public Safety (POPS) project model, WSP Commercial Vehicle Division Sergeant Darin Foster partnered with public and private stakeholders, bringing together the resources necessary to fund the design and construction of a safe highway intersection. The intersection is a four-lane highway separated by a narrow median with two lanes on each side. Each year the WSP investigates several serious motor vehicle collisions along this stretch of roadway. This was made even more dangerous when commercial vehicles were involved. By partnering with Washington State Department of Transportation and Kershaw Companies, WSP was able to secure funding to redesign the intersection. Since the redesign, there have been no reported motor vehicle collisions at the intersection. The POPS project model is transferrable to other agencies as they look to leverage limited resources while serving their communities.
District of Columbia Department of Motor Vehicles | Reverse ATM for Cash Collection

On December 21, 2016, the District of Columbia Department of Motor Vehicles (DC DMV), in partnership with the District’s Office of the Chief Financial Officer’s (OCFO) Finance and Treasury Office, started piloting a Reverse ATM at the Benning Ridge Service Center. Since DC DMV employees cannot accept cash, the Reverse ATM allows customers to use vouchers to give to DC DMV employees in the place of cash. This process reduces customer wait time since Benning Ridge only has three cashiers (out of 21 employees) that are able to accept cash. The DC DMV engaged with a vendor, Citybase, to customize their ATMs to fit the DMV’s needs. This initiative has led to a decrease in wait times and customer frustration and also saves the DMV in labor expenses.

Indiana Bureau of Motor Vehicles | Indiana Coalition on Automated Vehicles

In early May 2017, Indiana Governor Holcomb charged state agency leaders to propose bold, creative, and unconventional ideas that would benefit Hoosiers. The Bureau of Motor Vehicles (BMV) proposed an automated vehicle (AV) coalition be formed which included relevant state agencies including: the BMV, Indiana Department of Transportation (INDOT), Indiana Economic Development Corporation (IEDC), and the Indiana State Police (ISP). The goal of the coalition was to create a unified effort to begin dialogue on AV technology, to ensure all agencies are aligned toward one common goal. At the Governor’s direction, the Indiana Coalition on Automated Vehicles (ICAV) was formed and met on a biweekly basis to discuss key policy considerations, as well as analyze legislative framework for the Indiana General Assembly. After determining the economic and public-safety benefits, the coalition drafted legislation which allowed for full AVs to operate in Indiana, and asked that it be considered as part of the 2018 legislative session.

Virginia Department of Motor Vehicles | DMV-IDEMIA TSA Enrollment Services Partnership

Under the leadership of Commissioner Richard Holcomb, Virginia DMV has positioned itself as a “one-stop shop” for government services in the Commonwealth. The Virginia DMV expanded its popular new Transportation Security Administration (TSA) enrollment services program throughout the commonwealth and fine-tuned its operations to provide the best and most convenient service for Virginians. Prior to TSA enrollment services being offered at Virginia DMV, TSA contractor IDEMIA operated eight locations where citizens could go to get either TSA Pre✓® or the Transportation Worker Identification Credential (TWIC)—and those locations were located in Tidewater and Northern Virginia. Utilizing DMV’s statewide customer service footprint, DMV and IDEMIA were able to expand access to these important federal credentials to citizens in all parts of Virginia.
**Improvement through Efficiencies Award**

**INTERNATIONAL WINNER AND REGIONAL WINNER**

**Texas Department of Motor Vehicles | eLICENSING**

eLICENSING is a first-of-its-kind web-based application developed by the Texas Department of Motor Vehicles (TxDMV) that has revolutionized the way TxDMV interacts with each of its 10 licensee groups comprised of over 30,000 customers from the Texas motor vehicle industry. This new system allows TxDMV to offer existing and brand new services online such as the ability to search for and verify potential business locations via Google Maps, streamline legislatively-mandated background checks, and offer electronic signatures and payments while reducing processing time for license applications and amendments by up to 75%. The implementation of eLICENSING consolidated two independent legacy systems into a single virtual location eliminating license data silos. The partnerships that support eLICENSING on its primary web channel also support a mobile channel for the system allowing users to conveniently access eLICENSING from any mobile device.

**REGIONAL WINNERS**

**Arizona Department of Transportation, Motor Vehicle Division | Online Insurance Update and Reinstatement**

The Online Insurance Update and Reinstatement service allows customers to revise insurance information online and reinstate suspended vehicles, if necessary. It’s an efficient and streamlined process, which has resulted in thousands of hours in time savings for customers, MVD staff, and insurance companies. There are fewer customer trips to MVD offices and a large reduction in insurance related phone calls, saving time and money. Customers have more control of their information and can take the lead in resolving problems, instead of having to rely on their insurance company or MVD.

**Nebraska Department of Motor Vehicles | Website Redesign**

A redesign of the Nebraska Department of Motor Vehicles (NDMV) website was done to increase user engagement and access to online information and services for individuals and businesses. The goals were to provide quality, accessible, secure services to all DMV customers and to make content easier for the general public to understand by eliminating NDMV jargon. All of these changes provided an optimized mobile experience. Google Analytics showed that over 50% of traffic on the old website was via mobile devices and the old DMV website was not mobile responsive. New state branding standards were incorporated to keep a consistent theme throughout.
New York State Department of Motor Vehicles | NYS DMV’s Optimized Bulk Mail Sortation Process

This project modernized NYS DMV’s bulk mail sortation systems by adopting innovative technology and streamlining existing processes. The project sought to maximize postage pre-sortation discounts for DMV’s outgoing mail, which totals approximately 22 million pieces annually, while simultaneously saving time and sustaining service level goals. The cost of mailing driver’s licenses, registrations, and other DMV issued documents makes up a large portion of DMV’s annual expenditure, and this project resulted in significant savings, offsetting the costs of other agency initiatives.

Washington Department of Licensing | Washington Licensing Service Representative Recruitment and Onboarding Process

Washington’s Department of Licensing (DOL) faced unprecedented wait times during the summer of 2017. Offices were experiencing high staff turnover and there was not enough time to recruit critical positions. When a vacancy occurred, office supervisors received over 20 names to screen, as they searched for their preferred candidates. Often their top choices accepted other job offers before a hiring decision was made, or fell through during the background check process. To assist with this effort, DOL’s Human Resources Recruitment Team added additional services to help expedite the hiring process. Once hired, an extensive training program was required before the Licensing Service Representatives (LSRs) were able to independently perform work.

Innovative Use of Technology Award

INTERNATIONAL WINNER AND REGIONAL WINNER

Indiana Bureau of Motor Vehicles | BMV Connect Center

The Indiana Bureau of Motor Vehicles (BMV) has employed self-service terminal (SST) machines in branches since 2015, which have proven to be a successful way for customers to complete a BMV transaction when it is convenient for them—24 hours a day, 7 days a week. Part of the Indiana BMV’s 2017 agency strategic plan was to be more engaging to our customers, and an innovative way to do this is through SSTs. The BMV already offered vehicle registration renewal through SSTs, but the technology to offer even more transactions existed, but was not being used. All BMV needed to do was take advantage of it. Therefore, a team was assembled to create and execute a plan for an interactive, 24-hour, secure, self-service facility, called the BMV Connect Center for customers to conduct transactions when it is convenient for them.
REGIONAL WINNERS

Massachusetts Registry of Motor Vehicles | Massachusetts RMV – E-Citation Pilot Program

The Massachusetts Registry of Motor Vehicles (RMV) and Merit Rating Board (MRB) partnered with the Massachusetts Executive Office of Public Safety and Security and local law enforcement agencies to develop and implement electronic citations. To date, the project includes the police departments in the towns of Billerica and Lincoln, as well as the Massachusetts State Police. The State Police has over 2,000 troopers on duty and issues the majority of traffic citations in the Commonwealth. The E-Citations program dramatically reduces the time from issuance of a citation to the recording and processing of the citation, increasing prompt payment, accelerating revenue disbursement, and improving public safety.

Montana Motor Vehicle Division | Bot Enhanced Navigation (BEN)

Bot Enhanced Navigation (BEN) is an interactive-based navigation system meant to guide users through services and copious amounts of information in a simple and user-friendly manner. The system relies on an automated chat using questions and prompts to deliver the user to services and information based on their needs. We used TARS software, a cloud-based technology, to create BEN and the Customer Assistance Management Interface (CAMI), which collects the customer’s information and their questions, complaints, and compliments and sends it to customer service representatives. BEN and CAMI work with 25 sub-bots to deliver over 400 different conversation points and over 1,000 possible user selections.

South Carolina Department of Motor Vehicles | South Carolina’s E-Citation

In January 2015, the Federal Motor Carrier Safety Administration notified the South Carolina Department of Transportation and South Carolina Department of Motor Vehicles (SCDMV) that section 32301 of the Moving Ahead for Progress in the 21st Century Act (MAP-21) requires the state be in compliance with commercial driver’s license requirements by late September 2015 or risk losing $24 million in federal highway funding beginning in FY 2017. As the record keeper for traffic citations and violations in South Carolina, the SCDMV had to develop an electronic citation system which achieved the federal requirement that all traffic conviction data be reported within ten days of the violation and conviction. The SCDMV received multiple grace periods for implementation, but now, E-Citation must be fully implemented, and there are already 45% of the state’s law enforcement agencies reporting both commercial and non-commercial traffic violations this way. Prior to transitioning to electronic tickets, employees at the SCDMV processed 1.5 million tickets by hand every year. Now, these employees are able to use their skills in different areas awaiting the next technological efficiency.
Texas Department of Motor Vehicles | eLICENSING

eLICENSING is a first-of-its-kind web-based application developed by the Texas Department of Motor Vehicles (TxDMV) that has revolutionized the way TxDMV interacts with each of its 10 licensee groups comprised of over 30,000 motor vehicle industry professionals. Using the highly configurable Salesforce Government Cloud platform, this new system allows TxDMV to offer existing and new services to licensees online, such as the ability to search for and verify potential business locations via Google Maps, streamline legislatively-mandated background checks, and electronic signatures and payments, all while reducing the processing time for license applications and amendments by up to 75%. This decrease does not include the up to 45 days required for mailing, scanning, data entry, and payment processing time associated with the former process, which has been completely eliminated. By using Informatica to perform the required data migration, the implementation of eLICENSING also consolidated two independent legacy systems into a single system. The partnerships that support eLICENSING on its primary Web channel also support a mobile channel for the system allowing users to conveniently access eLICENSING from any mobile device.

Fraud Prevention and Detection – Law Enforcement Individual Award

INTERNATIONAL WINNER AND REGIONAL WINNER

Georgia Department of Driver Services | Investigator Roderick “Roddie” White, Criminal Investigator II

Investigator Roddie White is a 15-year veteran of law enforcement. He has been employed by the Georgia Department of Driver Services (DDS), Office of Investigative Services as a Criminal Investigator since December 2014. Prior to coming to DDS he was a K9 Officer and a Crime Suppression Officer for the Newton County Sheriff’s Office. He is currently assigned to the Office of Professional Standards, where he is responsible for the investigation of allegations of internal misconduct by DDS employees. On September 2016 the DDS Office of Investigative Services received an anonymous complaint that a DDS license examiner had been issuing licenses to individuals who were not eligible for issuance. Investigator White then launched his investigation, which took six months to complete. The investigation revealed that Driver Examiner Yolanda Minniefield had been falsifying information in the database to help certain customers bypass departmental testing requirements. Investigator White’s investigation ultimately culminated in the arrest of five people, including Minniefield, a previous DDS employee who had acted as a middleman arranging the fraudulent transactions, and three of the customers
she illegally assisted. All the persons who were licensed fraudulently had their records corrected and their licenses canceled. With these arrests and cancelations, Investigator White was able to shut down what was operating as a criminal enterprise at the DDS, thereby making all of Georgia’s citizens and visitors safer.

**Fraud Prevention and Detection – Law Enforcement Agency Award**

**INTERNATIONAL WINNER AND REGIONAL WINNER**

**North Carolina Division of Motor Vehicles, License and Theft Bureau | Dealer/ Salesman Criminal Detection Initiative**

Prior to 2017, applications for dealer and salesman licenses had no screening process. As a result, many applicants were being licensed, which resulted in criminal activity and fraud being imposed on the citizens of the state. This initiative was a collaborative effort between the Divisions Dealer and Fraud units to stop this practice. The result was that in one year 122 potential salesmen and 5 dealerships were identified as convicted felons and denied licenses. This accounted for roughly 10% of applications received by the Division.

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

**INTERNATIONAL WINNER AND REGIONAL WINNER**

**New York State Department of Motor Vehicles | Todd Dort, Senior Investigator, Division of Field Investigation**

Senior Investigator Todd Dort is a seasoned investigator with over sixteen years of experience with the Department of Motor Vehicles. In August 2015, Investigator Dort began investigating an identity theft case from a used car dealership located in the Albany, New York area. The used car dealership needed Investigator Dort to verify identity documents being presented by two individuals attempting to purchase a used Range Rover SUV. He was able to determine that the identity documents being presented were fraudulent.

**REGIONAL WINNER**

**Georgia Department of Driver Services | Larry McDuffie, Criminal Investigator II**

Investigator Larry McDuffie is a 19-year veteran of law enforcement. He has been employed by the Georgia Department of Driver Services, Office of Investigative Services as a Criminal Investigator since September 2010. He is responsible for the investigation of criminal matters related to the issuance of Georgia Driver’s Licenses and ID Cards throughout the 67 issuance centers in the state of Georgia.
On February 23, 2017, Investigator McDuffie received information from the U.S. Department of State that a subject had fraudulently obtained a U.S. Passport and had also possibly fraudulently obtained a Georgia Driver’s License. Investigator McDuffie initiated an independent investigation into this situation which revealed that the suspect, Federico Pimentel-Perez, had been illegally residing in the U.S. for at least 24 years. Pimentel-Perez, a Mexican National, had obtained a fraudulent state birth certificate years earlier from a man in Mexico. He used the birth certificate to obtain an ID card in 1994. Then, in 1997, he surrendered his ID in Georgia and obtained a Georgia Class C Driver’s License. This began his fraudulent history in Georgia. Pimentel-Perez has lived in Georgia under the false name of Eduardo Hidalgo from 1997 until early 2017 when Investigator McDuffie completed this investigation. During his time in Georgia, Pimentel-Perez has obtained employment, started a family, and obtained both state and local benefits under the victim’s name, Eduardo Hidalgo. Investigator McDuffie’s investigation resulted in the arrest and prosecution of Pimentel-Perez on both the state and federal level.

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

**INTERNATIONAL WINNER AND REGIONAL WINNER**

**Massachusetts Registry of Motor Vehicles | Placard Abuse Task Force**

Disabled parking plates and placards are issued by the MassDOT Registry of Motor Vehicles Division (RMV) to individuals who present a qualifying clinical diagnosis that severely impacts their mobility and is certified by a health care professional. The plates and placards allow access to reserved parking spaces in shopping plazas and along main streets and, by law, afford the individual to whom the placard is issued free and unrestricted time at parking meters in our cities. In a series of reports, the Office of the Inspector General uncovered patterns of behavior in which people were unlawfully using the placards of their relatives or loved ones, living or deceased, to skirt parking fees. The Disabled Parking Placard Abuse Task Force was formed in early 2014 in recognition that, to be successful in preventing placard abuse, various stakeholders would be needed to assess the problem and recommend and execute changes.

**REGIONAL WINNERS**

**Florida Department of Highway Safety and Motor Vehicles | Stolen/Cloned Vehicles**

Resulting from a prior “For Cause” review pertaining to out-of-state title transfers, the Florida Department of Highway Safety and Motor Vehicles’ Quality Assurance (QA) Program initiated a review of out-of-state titles for vehicles retitled in Florida. The
review involved examination of titles presented to title clerks, which were compared to a genuine title specimen provided by the corresponding state. This targeted review revealed titles which had been altered by changing the Vehicle Identification Numbers (VIN), year, make, model, and other information. Alterations included abbreviations of make, color code, model, and date which did not conform with titling conventions of the corresponding state.

**Washington Department of Licensing | Canadian Importer Title Fraud Elimination**

In late 2014, the Washington State Department of Licensing (DOL) became aware of gaps in how imported vehicles bound for wholesale auto auctions were processed. Between 2013 and 2016, the number of Canadian motor vehicles imported and titled in Washington grew from less than 5,000 to more than 45,000. To reduce potential vehicle fraud, DOL ramped up training to vehicle licensing agencies in the summer of 2016 and substantially completed outreach and training to other jurisdictions the following year. The primary focus of this initiative was to eliminate vehicle importers from titling and selling non-conforming vehicles without meeting the federal waiting period requirements and ensuring title brands were properly applied to vehicles entering the U.S. This effort culminated with presentations at the 2017 AAMVA Region 4 Conference and the 2017 AAMVA Annual International Conference about the risks associated with Canadian motor vehicle imports and how other jurisdictions can use the lessons learned and process improvements to protect their residents.

**Community Service Award**

**INTERNATIONAL WINNERS**

**Indiana Bureau of Motor Vehicles | BMV Pride Food Drive**

The Indiana Bureau of Motor Vehicles (BMV) Pride food drive was a two-week, interdepartmental competition that collected a total of 23,735 non-perishable goods. These were then delivered to more than 25 different non-profit organizations in the communities BMV branches serve each day. BMV Pride is the agency’s internal morale-boosting campaign that strives to promote teamwork and workplace satisfaction. This food drive was different than charitable events the agency has done in the past because it involved not only the central office, but all 132 branches across the state.

**Tennessee Department of Safety and Homeland Security | Gatlinburg/Sevier County Wildfire Food Drive – Mannequin Challenge**

The Tennessee Highway Patrol (THP) was challenged by the Virginia State Police to participate in the mannequin challenge. With the challenge coming weeks after the horrific Sevier County/Gatlinburg wildfires which was one of the largest natural
disasters in the history of Tennessee killing 14 people, injuring more than 130 people, destroying countless buildings, and natural beauty. Colonel Tracy Trott took the idea a step further. He accepted the challenge and asked THP Cadet Class 1216 to do the mannequin challenge to promote a food drive to help citizens impacted by the wildfire get back on their feet. The food drive was a success with over 700 lbs of food collected and delivered. In addition, THP Cadet Class 1216 along with the Tennessee State Trooper Association donated money to a fellow trooper cadet and his family that lost their home in the Gatlinburg wildfire.

REGIONAL RECOGNITIONS

California Department of Motor Vehicles | Disability Advisory Committee – Canine Companions for Independence Volunteer

Since August 2012, Delia Bolinder has been raising service dogs with the organization, Canine Companions for Independence. In total, four dogs have been raised and trained since this program started at the DMV. While this type of volunteer work is common in the private sector, being given the clearance to raise the dogs as a state employee is quite rare. The CA DMV Director has given Delia the approval to raise service dogs while working, allowing her to expose the dogs to a variety of circumstances and environments.

Georgia Department of Driver Services | Emergency Storm Relief

A tornado event on January 21-23, 2017 was a deadly winter tornado outbreak that occurred across the Southeast U.S. Lasting less than two days, the severe weather produced a total of 81 tornadoes, cementing its status as the second-largest January tornado outbreak and the third-largest winter tornado outbreak since 1950. A State of Emergency was declared in seven South Georgia counties with the most extensive damage that included 14 deaths. DDS quickly launched the DDS Emergency Issuance Plan to assist storm victims, which included using special issuance procedures at the six DDS facilities surrounding the emergency area and also dispatching the DDS Mobile Emergency Issuance Unit to the county that did not have a nearby brick and mortar DDS location.

Georgia Department of Revenue | MVD Helps “Hosea Helps”

The Department of Revenue, Motor Vehicle Division is in a depressed section of the city, and when looking to reach out to the community, there is not a need to look very far. They reached out to an organization that at one time was named “Hosea Feed the Hungry.” They changed their name to “Hosea Helps”, due to the expanded services that they provide to the citizens in the community.
North Carolina Division of Motor Vehicles License and Theft Bureau | Raleigh Boy’s Club

In an effort to interact with the community and provide mentorship to community youth, the License & Theft Bureau, Training and Development Unit began volunteering with the Raleigh Boys Club in July 2017. The North Division of Motor Vehicles License and Theft Inspector Samuel Wheless, Inspector Larry Ambrose, and Lieutenant Carlos Perkins met with Durell Petway, Director of the Raleigh Boys Club, and observed a morning physical training session at the club. Upon conclusion of the session, the staff requested assistance to add variety and new challenges for the boys.

Pennsylvania Department of Transportation Driver and Vehicle Services | Operation Warm Hearts Blanket Drive

PennDOT Driver and Vehicle Services (DVS) partnered with AFSCME Local Union 2354 in February 2017 for “Operation Warm Hearts,” a blanket and fundraising drive to help homeless neighbors during the cold weather. The campaign was held at PennDOT DVS’ central office at the Riverfront Office Center in Harrisburg.

Virginia Department of Motor Vehicles | Military and Veteran Support

Virginia DMV fosters a culture of employee awareness and appreciation for military personnel, veterans, and their families. In a multi-faceted year-long program, Virginia DMV employees participated in fundraising activities, volunteer opportunities, and strategic customer service initiatives directly benefitting Virginia’s military and veteran population.
safe drivers
safe vehicles
secure identities
saving lives!