

## **FOR IMMEDIATE RELEASE**

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Claire Jeffrey, Communications & Multimedia Manager, AAMVA

703-908-2955

[communications@aamva.org](mailto:communications@aamva.org)

### **Northeastern Motor Vehicle and Law Enforcement Agencies Receive Prestigious Awards**

**Arlington, VA** – The American Association of Motor Vehicle Administrators (AAMVA) presented the following awards at the 2019 AAMVA Region 1 Conference, May 14-16, in Cambridge, Maryland:

#### **Connecticut Department of Motor Vehicles**

**Community Service Recognition** for their *Teen Advisory Group*. Each year, the Connecticut Department of Motor Vehicles (CT DMV) brings together a group of high school students to help the agency promote safe driving to teenagers. During the 2017-2018 school year, the volunteer group consisted of 12 students representing seven different in-state high schools. The students work with CT DMV and prize-sponsor Travelers to execute the agency's annual statewide teen safe driving video contest. The group's efforts helped CT DMV and Travelers set a record for most entries received in the contest's 10-year history.

#### **Delaware Division of Motor Vehicles**

**Public Affairs and Consumer Education (PACE), Category 2C: Display for Safe Selfie Zone**. The Safe Selfie Zone is a colorful banner with the words "Look Who's Driving Now!" and posted in Delaware DMV locations to provide a "safe selfie" backdrop for new drivers to share the excitement of their milestone achievement instead of posing with their actual license and potentially compromising personal identifying information. Accompanying the selfie backdrop is a poster that explains the dangers of posting personal information online. Delaware is also the winner of the **PACE Overall Division Award for Division 2 – Visual Arts**. They will receive that award at the 2019 AAMVA Annual International Conference, August 20-22, in Omaha, Nebraska.

#### **District of Columbia Department of Motor Vehicles (DMV)**

**Innovative Use of Technology Award** for their *Digital Registration Card*. On September 29, 2018, the District of Columbia Department of Motor Vehicles rolled out a digital vehicle registration card that would provide residents with options to the paper card. The digital card is enhanced to provide real-time information related to the status of the customer's registration, for example, if it is valid, expiring soon, expired, or revoked.

#### **Maryland Department of Transportation (MDOT), Motor Vehicle Administration**

**Customer Convenience Award** for *One Stop Shop for Insurance Compliance Payments*. Maryland Department of Transportation MVA's newest customer convenience, implemented at the end of September 2018, allows customers to pay insurance fees online or at a kiosk, have flags removed from their account, and complete registration all within the same transaction. Previously, insurance flags were placed on customers' vehicle registrations, preventing them from renewing any vehicle they have registered in their name until the fee is satisfied. The new convenience has assisted thousands of clients from having to physically visit an MVA to process these transactions.

**Community Service Recognition** for *Homeless Resource Day*. According to the Maryland Department of Housing and Community Development more than 31,000 individuals identified as homeless in Maryland in 2017. Since 2013, MDOT MVA's Homeless Resource Days have offered Maryland's homeless community the opportunity to obtain an identification card that can assist them in getting back on their feet and open doors to opportunities for jobs, housing, and more.

### **Massachusetts Registry of Motor Vehicles (RMV)**

**Improvement Through Efficiencies Award** for *Test Kitchen Recipe Book*. After the implementation of the Registry of Motor Vehicles' (RMV) new system and REAL ID, wait times at the RMV soared. Implementing these significant changes put a strain on customers and employees—customers were frustrated from long waits, and staff were burned out from long days and often leaving work hours after the office closed. RMV had to think outside the box and develop a strategy to shorten wait times without compromising the hard work staff does to issue credentials. The Test Kitchen Team was formed—nicknamed the 'TK' Team. The TK Team visited service centers, observed customer flow, and listened to staff pain points. After a few months of testing out different 'recipes', 'voila!', the best selling 'Test Kitchen Recipe Book' was published.

**Fraud Prevention and Detection Award – Motor Vehicle Agency Award** for their *Permit Fraud Take Down*. In 2018, the Massachusetts RMV combined customer service, security, vendor, and law enforcement resources to identify, prevent, and prosecute rings of individuals fraudulently taking learner's permit tests. RMV's anti-fraud efforts evolved throughout 2018 to outpace the criminal activity and resulted in criminal charges against 5 individuals, 15 administrative driver license suspensions, and an investigation that remains ongoing. The RMV is proud to highlight the ongoing collaboration between civilian staff and law enforcement partners; all are equally committed to preserving the integrity of the credential issuance process and ensuring everyone knows the rules of the road before getting behind the wheel. Massachusetts RMV also won the **International Fraud Prevention and Detection Award – Motor Vehicle Agency Award**, which will be presented at the 2019 AAMVA Annual International Conference, August 20-22, in Omaha, Nebraska.

**Community Service Recognition** for their *"Is REAL ID Right for Me?" Workshop*. The Massachusetts RMV launched a public awareness and community outreach campaign

in early 2018 to help older adults and people with disabilities understand the new federal requirements for obtaining and renewing driver licenses and identification cards. The RMV's REAL ID Community Outreach Campaign, "Is REAL ID Right for Me?" Workshop, is an educational, interactive workshop that provides older adults and people with disabilities an opportunity to learn about the REAL ID and the new federal requirements.

### **New York State (NYS) Department of Motor Vehicles (DMV)**

**Public Affairs and Consumer Education (PACE), Category 3D: Indoor or Outdoor Print or Digital Advertising** for their "*Don't Text! Just Drive*" Billboard. To deter motorists from the dangerous behavior of texting while they are driving, New York State DMV designed a 14-foot x 48-foot poster depicting the aftermath of a distracted driving crash and the text "Don't Text! Just Drive." It also includes the Governor's Traffic Safety Committee (GTSC) logo and the address of the GTSC website. The poster has been installed on 275 billboards located on major highways across the state. Additionally, a digital version has gone up at 35 locations statewide. New York is also the winner of the **PACE Overall Division Award for Division 3 – Advertising**. They will receive that award at the 2019 AAMVA Annual International Conference, August 20-22, in Omaha, Nebraska.

**Fraud Prevention and Detection Award - Motor Vehicle Individual** for *Antoine Rainville and William Corp, Senior Investigators*. Senior Investigators Antoine Rainville and William Corp led an investigation with the assistance of the NYPD Auto Crime Unit and the FBI, as part of the FBI Joint Major Theft Task Force, in the submission of altered out of state "Rebuilt Salvage" titles that had been used to defraud unsuspecting consumers. The investigators were alerted to more than 35 out-of-state titles which were submitted to NY DMV throughout the state. These out-of-state titles were branded "Rebuilt Salvage," however, the brand was intentionally concealed using an insurance auction sticker. The investigators' work exemplifies the perseverance, multi-agency cooperation, and coordination needed to take down today's sophisticated criminals. Senior Investigators Antoine Rainville and William Corp also earned the **International Fraud Prevention and Detection Award for a Motor Vehicle Individual Award**, which will be presented at the 2019 AAMVA Annual International Conference, August 20-22, in Omaha, Nebraska.

### **Pennsylvania Department of Transportation (PennDOT) Driver and Vehicle Services (DVS)**

**Public Affairs and Consumer Education (PACE), Category 5A: Video Production, Internally-Produced** for their "*Share the Road with Motorcycles*" Video. Many motorists are oblivious to motorcyclists around them and don't understand why they behave the way they do. The "Share the Road with Motorcycles" video was designed to make motorists aware of motorcycle behaviors on the road, and to remind them that motorcyclists also want to get home safely to their families. Pennsylvania is also the winner of the **PACE Overall Division Award for Division 5 – Video**. They will receive

that award at the 2019 AAMVA Annual International Conference, August 20-22, in Omaha, Nebraska.

**Excellence in Government Partnership Award** for *PennDOT and Department of Conservation and Natural Resources Snowmobile and ATV Unit Merger*. Four years ago, PennDOT automated Department of Conservation and Natural Resources' (DCNR) snowmobile, ATV, and dealer renewal processes. Following the success of this partnership, DCNR approached PennDOT about completely taking over the titling and registering of snowmobiles and ATVs, as well as dealer management. The DCNR Snowmobile and ATV Unit initially was a small standalone operation with nine employees responsible for all functions of the program, including accounting and managing their own phones. PennDOT Driver and Vehicle Services is a much larger organization, which allowed these tasks to be transferred to specialized departments thereby allowing the Unit to focus on processing titling and registration paperwork. This interagency partnership became official on October 1, 2018.

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 examination (the Examiner's Code of Ethics) and for their high level of conduct in their profession. **IDEC Examiner of the Year Awards were presented to:**

- Brian Morris with the Maine Bureau of Motor Vehicles
- Earl Bunnell with the New Hampshire Division of Motor Vehicles; Bunnell also is the **Outstanding Examiner of the Year** and will receive that award at the 2019 Annual International Conference.
- Brian Scholer with the New Jersey Motor Vehicle Commission
- Sylvie Lefebvre with the Ontario Ministry of Transportation
- Douglas Keleher with the Vermont Department of Motor Vehicles

AAMVA's awards foster a tradition of excellence in the motor vehicle and law enforcement community. The awards allow AAMVA to honor 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. Awards are presented in the following categories:

- Service
- Safety
- Security
- Public Affairs and Consumer Education

"AAMVA is always so proud to recognize the excellent work our members do for the communities they serve," said AAMVA President & CEO Anne Ferro. "Through their

efforts, DMVs and law enforcement agencies make drivers and vehicles safer, identities secure, and ultimately, save lives.”

Founded in 1933, AAMVA serves North American motor vehicle and law enforcement agencies to accomplish their missions. The Association’s vision - *Safe Drivers, Safe Vehicles, Secure Identities, Saving Lives* - guides AAMVA’s activities, resources, and programs in driver licensing, vehicle titling/registration, motor carrier services, identity management, and technology solutions.

For more information visit [www.aamva.org](http://www.aamva.org).

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