

**FOR IMMEDIATE RELEASE**

September 2, 2020

Claire Jeffrey, Communications & Multimedia Manager, AAMVA

703-944-1500

[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:

**Connecticut Department of Motor Vehicles (CT DMV)**

**Improvement through Efficiencies Award** for their *Branch Operations*. Connecticut Branch Operations undertook an end-to-end review of operational workflows, with the goal of re-engineering the customer experience. The result was customer-focused change at every level. For their improved operations, CT DMV is also the **International Improvement Through Efficiencies Award** winner.

**Delaware Division of Motor Vehicles (Delaware DMV)**

**Public Affairs and Consumer Education (PACE), Category 5A – Video Production Internally Produced** for *SB 168 Video Series*. The video series was developed in response to new Delaware legislation that required the inclusion of new questions relating to traffic stop procedures on the state-issued driver exam. The Delaware DMV composed a series of six short, animated videos to educate the public and published them on YouTube. This video series has tied for the **PACE Overall Division Award in Division 5, Video**.

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

**Public Affairs and Consumer Education (PACE), Category 6A – News Release** for their *Breast Cancer Specialty Plate Press Release*. The press release announced the availability of a new Breast Cancer Awareness specialty license plate that DC residents could purchase from DC DMV.

**Community Service Recognition** for their *2019 Child Car Safety Seat Check and Install Event*. The initiative is a community service to residents of the District of Columbia to assure children are riding in the right seat for their age, weight, and height. The agency far exceeded its goal of 115 customers and provided car seat installations and seat inspection to 158 customers.

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

**Public Affairs and Consumer Education (PACE), Category 1C – Other Print or Electronic Publications** for their “*Speeding: The Real Cost*” *Pocket Brochure*. This mini-booklet aims to educate motorists on the real and everlasting effects that a crash can have, especially from a preventable action such as speeding.

**Public Affairs and Consumer Education (PACE), Category 6E – Speech** for their *Chesapeake Bay License Plate Speech*. MDOT Secretary Pete Rahn provided keynote remarks at the unveiling of the plate. His words were inspiring, encouraging, and supportive of the Bay plate and illustrated the connection between the environment and transportation.

**Public Affairs and Consumer Education (PACE), Category 7D - Use of Social Media** for their *Social Media Strategy*. Their new strategy has helped them to effectively leverage social media platforms to reinforce their message, connect with customers, and provide premier customer service. This initiative has tied for **Overall Division Award winner in Division 7, Websites and Technology**.

**Innovative Use of Technology Award** for their *MDOT MVA REAL ID Online Tools*. As part of Maryland’s plan to assist residents in becoming REALID compliant, they have developed a suite of online tools to assist customers including the REAL ID Look-up tool for customers to identify their REAL ID status, Online Document Guide that walks customers through an online checklist to help them identify and gather required documents to bring, and a Central Scheduling system to help customers make an appointment for REAL ID.

**Community Service Recognition** for *Adopt-a-Pet Day*. MDOT MVA's first ever Adopt-A-Pet Day in March 2019 was a win-win for pet lovers and customers, as well as a benefit to MDOT MVA's efforts to promote extended hours at several branch offices across Maryland.

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

**Public Affairs and Consumer Education (PACE), Category 5B – Video Production, Externally Produced** for their *Preparing for a Massachusetts Road Test Video*. The RMV created an educational video to relieve applicants’ anxiety when preparing to take a road test. The videos showcases RMV employees acting as students, parents, sponsors, and even features a few road test examiners playing themselves. This video has tied for the **PACE Overall Division Award in Division 5, Video**.

**Fraud Prevention and Detection Award – Motor Vehicle Agency** for *Connecting Emails & IPs to Stop Duplicate License Fraud Online*. The RMV worked with its partners at the Massachusetts State Police to identify suspected identity fraud, document fraud, and financial fraud in the city of Quincy, Massachusetts. The RMV developed custom

queries to find evidence in their system to show a suspect used certain IP addresses and common emails to connect them to more than 400 online RMV transactions, resulting in the issuance of duplicate licenses purchased with bogus checking accounts. For this initiative, the Massachusetts RMV has also won the **International Fraud Prevention and Detection Award – Motor Vehicle Agency**.

**Community Service Recognition** for their *Alternate Residency Affidavit Program*. For many people struggling with homelessness, a Massachusetts ID card opens doorways for employment and permanent housing. The RMV worked with service organizations across the Commonwealth to help provide individuals with no income access to a state-issued identification card by waiving the \$25 fee as a one-time courtesy.

### **Massachusetts State Police**

**Fraud Prevention and Detection Award – Law Enforcement Individual Award** for *Trooper First Class James M. Thompson* with the Massachusetts State Police. In spring of 2019, after reports from customers of duplicate licenses, Trooper Thompson launched an investigation, creating real time reports within the RMV's database to identify the fraud pattern, those impacted, and to track active fraudulent duplicate requests. The suspect was caught and the RMV instituted new procedures for locking down online accounts in the case of future fraud. Trooper Thompson has also won the **International Fraud Prevention and Detection Award – Law Enforcement Individual** for his work on this investigation.

### **New Jersey Motor Vehicle Commission (NJ MVC)**

**Public Affairs and Consumer Education (PACE), Category 6A – News Release** for their *REAL ID Press Release*. Not only did NJ MVC's press release for REAL ID announce New Jersey's rollout of this new federal standard in IDs, it also became a tool for unveiling necessary and related initiatives designed to improve the speed and efficiency of the agency and reduce overall foot traffic by increasing online offerings.

**Public Affairs and Consumer Education (PACE), 7B - Website, Externally Produced** for their *REALIDNJ.com Website*. REALIDNJ.com is a user-friendly, interactive website designed to educate and assist customers as they weigh whether a REAL ID is right for them, and if so how to go about getting one.

**Customer Convenience Award** for their *REAL ID Readiness in NJ*. In 2019, the MVC massively overhauled its operations. They added customer-facing staff, upgraded IT systems, and added capability to do license renewals as well as replacements and replacement registrations online. Finally, they rolled out REAL ID, with an aggressive communications program to inform and educate the public.

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

**Public Affairs and Consumer Education (PACE), Category 2C – Display** for their *Albany District Office Mural*. This vivid mural combines historic documents with up-to-date technology to show a respect for Albany's history as well as a desire to serve customers with the most modern technology available. The mural has also earned the **PACE Overall Division Award for Division 2, Visual Arts**.

**Public Affairs and Consumer Education (PACE), 7D – Use of Social Media** for their *Social Media Strategy*. New York State DMV uses both Twitter and Facebook to keep the public informed and to promote the department's services. By closely monitoring trending topics, NYS DMV uses their hashtags to promote REAL ID, traffic safety, and other topics. New York DMV's social media outreach has tied for the **Overall Division Award in Division 7, Websites/Technology**.

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

**Excellence in Government Partnership Award** for *Boat Registration Renewal Processing for Pennsylvania Fish and Boat Commission*. After PennDOT assisted in changing the requirements for what information was required to renew a boat registration, the PA Fish and Boat Commission was able to use PennDOT's high speed remittance processing equipment to process renewals.

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:**

- Amy Paradis with the Maine Bureau of Motor Vehicles
- Beau Christy with the New Jersey Motor Vehicle Commission
- Andrew Brown with the Ontario Ministry of Transportation
- Donna Sheldon 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 of *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.

AAMVA Awards are traditionally presented at our Regional Conferences and Annual International Conference. These conferences were cancelled because of the COVID-19 pandemic; we have recorded video presentations for each of the Regions and for our International winners. You can learn more about the Region 1 award winners [in this video](#). For more information visit [www.aamva.org](http://www.aamva.org).

**\*\*AAMVA\*\***