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Northeastern Motor Vehicle and Law Enforcement Agencies Receive Prestigious Awards

Arlington, VA – The American Association of Motor Vehicle Administrators (AAMVA) presented the following awards:

Delaware Division of Motor Vehicles (DMV)

Public Affairs and Consumer Education (PACE) Award Category 5B - Video Production, Externally Produced for *Motorcycle Safety Video Series*. Motorcycle safety remains a priority in nearly every jurisdiction across North America. It can be challenging to present that information in new, engaging ways to the public. In 2020, the Delaware Division of Motor Vehicles received a concerned citizen's suggestion: to develop a fresh series of videos that highlight motorcycle safety in a Delaware-specific setting.

District of Columbia Department of Motor Vehicles (DMV)

PACE Award Category 6E - Speech for their *Oversight Hearing Testimony*. Each year, the Director of DC DMV testifies at an oversight hearing before the District of Columbia City Council's Committee on Transportation and the Environment. In advance of the Oversight Hearing for Fiscal Years 2019-2020, a speech was drafted for the Director communicating key agency initiatives and priorities for the current fiscal year.

Customer Convenience for their *Self-Service OBD Emissions Kiosk*. DC DMV's first self-service on-board diagnostic (OBD) emissions kiosk prints a Vehicle Inspection Report and a temporary paper inspection certificate to be displayed on a passing vehicle's dashboard. DC DMV also mails a two-year inspection sticker to residents with vehicles that pass the self-inspection. Should a vehicle fail the self-inspection, a message will appear on the OBD kiosk screen stating the vehicle failed inspection and the kiosk will print a Vehicle Inspection Report indicating the reason for the failed inspection. The OBD kiosk provides secure, weatherproof functionality; touch-screen capability; integrated bar code reader/scanner for easy vehicle scanning data entry; vehicle Inspection Report (VIR) provided by thermal printer; direct, online connectivity to the title and registration and inspection systems; step-by-step audio support; and an integrated security camera.

Community Service Recognition for their *Recruitment Workshops*. DC DMV, in partnership with the US Census Bureau, hosted recruitment workshops in February and

March of 2020 that focused on residents who live in Wards 7 and 8 in the District of Columbia. The recruitment workshops offered District residents the opportunity to participate in sessions designed to strengthen their interview skills and allow them to apply for full and part-time positions with the District of Columbia Area Census Office.

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

Innovative Use of Technology Award for their *First Stop Tool*. This new tool helps customers navigate the many motor vehicle services available to complete using the MDOT MVA website from a phone, tablet, or computer. After COVID closures and limited appointments created a backlog of customers needing services, many of which did not need to be completed face to face, MDOT MVA created the First Stop tool to help customers navigate the many online options available to them. This tool also earned the **International Innovative Use of Technology Award**.

Improvement Through Efficiencies for *MDOT MVA Brings CDL Renewals Online*. In direct response to the pandemic and trying to make more transactions available online, in May 2020, MDOT MVA debuted a new service to CDL customers with a valid medical certificate and REAL ID documents on file - the ability to process a renewal, correction or duplicate product via business kiosks or online using their phone, tablet or computer. This enhancement streamlined the process for CDL customers to obtain their product online without visiting a MDOT MVA branch office.

Fraud Prevention and Detection Award - Motor Vehicle Agency for *MDOT MVA Investigators Thwart Fraudulent Military Documents Scheme*. Observant customer agents and dedicated investigators from the Maryland MDOT MVA led the agency to uncover a fraudulent scheme that spanned multiple states and exploited a benefit MDOT MVA offers for military service veterans. Specifically, CDL applicants were being accompanied by an individual in a U.S. military uniform and presenting counterfeit and/or suspicious documentation to establish the applicants' eligibility for the Military Skills Test Waiver Program.

New Jersey Motor Vehicle Commission (NJ MVC)

PACE Award Category 2C - Display for their *NJMVC Signage*. To help customers navigate the "new normal" of COVID-19, the MVC Communications team produced critical, creative signage that would both capture customers' attention as well as provide them with the important information they would need to do their business as smoothly as possible. The signs also proudly displayed MVC's Core Values and Mission Statement to let customers know that the core tenets of professionalism, respect, integrity, creativity, and accountability would remain rock solid no matter how uncertain the times.

PACE Award Category 6D - Story Placement in Publication for their *"MVC Agencies Reopen Next Week: What Drivers Need to Know" Article*. To help ensure accurate

information was being presented to the public and to reach as broad an audience as possible while doing so, the NJMVC turned to one of the state's largest media outlets, New Jersey Advance Media, which publishes NJ.com, The Star-Ledger, and the Trenton Times, among other newspapers and online platforms, to help buttress their own press releases and social media updates. NJMVC Chief Administrator Sue Fulton and top MVC executive and senior staff were on hand to lead NJ.com Transportation Reporter Larry Higgs through the new procedures that would be in place once the NJMVC fully reopened to the public.

PACE Award Category 6E – Speech for *Chief Fulton's Remarks at Coronavirus Briefings*. The Motor Vehicle Commission wasn't spared by the COVID-19 pandemic when in March 2020, New Jersey became among the first and hardest hit states in the U.S. No one could have foreseen the nearly four-month closure that followed. MVC Chief Administrator Sue Fulton faced the challenges presented by the reopening head-on, appearing publicly three times with Governor Phil Murphy during his daily COVID-19 press briefings to address the media and the public. Her prepared remarks struck a chord and told in a straightforward fashion how the MVC was working to meet the unprecedented challenges presented by the worst pandemic to strike the U.S. in a century.

PACE Award Category 7A - Website, Internally Produced for their *NJMVC Website*. The NJMVC's website, not long ago a maze of confusing portals with little rhyme or reason to placement or content, has been overhauled to the point where it now serves not only as an easy-to-navigate information hub for all things NJMVC, but also as a place for customers to seamlessly do their business and be on their way without ever having to set foot in an agency.

New York State Department of Motor Vehicles (DMV)

PACE Award Category 3D - Indoor or Outdoor Print or Digital Advertising for their *Watch Your Speed Billboard*. To deter motorists from the reckless behavior of speeding while driving, DMV designed a 14-foot x 48-foot billboard depicting a New York State Trooper with a radar gun watching vehicles and the text "We're watching your speed. Are you?" The image has been installed on 500 billboards located on highways and local roads across the state. Additionally, a digital version has gone up at 4 locations around the Albany, New York area. The billboard has also earned the **PACE Overall Division Award for Division 3, Advertising**.

PACE Award Category 4A - Media Event/Press Day for their *Holiday Impaired Driving Crackdown Press Event*. The Governor's Traffic Safety Committee and Department of Motor Vehicles held a press event to kick off a statewide crackdown on impaired driving for the holidays, part of the national "Drive Sober or Get Pulled Over" campaign. As part of the event, specialized goggles that demonstrate the effects of drug and alcohol impairment were available to the media and public. This event has tied for the **Overall Division Award in Division 4, Special Events**.

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

Excellence in Government Partnership Award for *PennDOT and DGS COVID-Related Temporary Tag Collaboration*. PennDOT and Department of General Services (DGS) collaborated on the issuance of temporary registration license plates (temporary tags) to business partners (dealers, messengers, and authorized agents of the department). The partnership was vital during COVID-19 mitigation in order to meet customer demand for services.

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:**

- Justin Day with the DC Department of Motor Vehicles
- Maine Bureau of Motor Vehicles Staff
- Vanessa Savinovich with the New Jersey Motor Vehicle Commission
- Amanda Carnovale with the Ontario Ministry of Transportation
- Pamela Scully 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

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.

For more information visit www.aamva.org.

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