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Southeastern Motor Vehicle and Law Enforcement Agencies Receive Prestigious Awards

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

Florida Department of Highway Safety and Motor Vehicles (FLHSMV)

Public Affairs and Consumer Education (PACE) Award Category 1C - Other Print or Electronic Publications for their *"2020 Champions for Safety" Student Safety Workbook*. The Champions for Safety Student Safety Workbook was produced as a resource for teachers, parents, and caregivers to teach children about safety, covering topics ranging from school bus and school zone safety to properly buckling up and being a responsible bicyclist or pedestrian. The workbook is designed for students to work through the activities and once they complete them all, they can become a Champion for Safety, complete with a badge to wear proudly.

PACE Award Category 5A - Video Production, Internally Produced, for 2020 Move Over PSA.

Florida law requires motorists to move over a lane when you can safely do so for stopped law enforcement, emergency, sanitation, utility and service vehicles, and tow trucks or wreckers. The road is their office. FLHSMV produced a PSA with real dashcam footage of first responders being hit on Florida's roads as a result of drivers' failures to move over, showing drivers the real consequences of not Moving Over. This PSA also earned the **PACE Overall Division Award for Division 5, Video.**

Fraud Prevention and Detection Award - Motor Vehicle Agency for Reducing Fraud in Florida Temp Tags. In an effort to reduce temp tag fraud, the FLHSMV, Bureau of Issuance Oversight (BIO), implemented a new initiative to target temporary tag issuance fraud in the Electronic Temporary Registration System (ETR). The team created new reporting measures and tableau dashboards for quick trend analysis, and performed stakeholder outreach to strengthen the bond with ETR service providers by ensuring they take the necessary action with fraudulent activity and report it to FLHSMV. This initiative also earned the **International Fraud Prevention and Detection Award - Motor Vehicle Agency Award.**

Fraud Prevention and Detection Award - Motor Vehicle Individual for Natalie Garcia, Regulatory Program Specialist. Ms. Garcia monitored exams being conducted by a third-party examiner and found inconsistencies in the duration of the exams, the routes recorded, and the duration of the exams. She conducted a covert investigation revealing major testing improprieties. Based on these findings, FLHSMV issued an emergency suspension order against the TPA. All testing authority at this facility has been suspended. Furthermore, FLHSMV is seeking termination of their TPA's knowledge and skills testing Agreements. Ms. Garcia is also the winner of the **International Fraud Prevention and Detection Award – Motor Vehicle Individual.**

Customer Convenience Award for Florida Licensing On Wheels – FLOW. The Florida Licensing on Wheels (FLOW) Program is an integral part of the agency's community outreach initiatives. The FLOW Program brings motorist services to communities and customers who may otherwise have difficulty with access to these services. An additional advantage of the FLOW units is their unique ability to mobilize to any area, which allows them to respond to natural or man-made disaster situations, assisting the public with immediate credentialing needs.

Georgia Department of Driver Services (DDS)

PACE Award Category 1A - Print and Electronic Newsletters, Internal or External for *The Scoop*. The Scoop is a monthly, full color publication, typically 12 to 20 pages in length distributed via email to over 1,000 DDS employees and business partners statewide. The Scoop is produced internally utilizing existing staff and budget. Team Members take the photographs, provide creative concepts, and provide copywriting.

Fraud Prevention and Detection Award - Law Enforcement Individual for *James Woo, Investigator II*. Investigator James Woo is a 16-year veteran of law enforcement, responsible for the investigation of criminal matters related to the issuance of Georgia driver's licenses and ID cards throughout the state of Georgia. In November 2019, Woo received information that a subject may have obtained a fraudulently issued Georgia Driver's License. Investigator Woo initiated an independent investigation into this situation which revealed that the suspect, Richard Carr, had used the name Randy Hughes and other names and that he had obtained state licenses or state ID's fraudulently in Georgia, South Carolina, Florida, Mississippi, Arkansas, Virginia, Wyoming and Texas.

Community Service Recognition for *DDS Turns Trash Bags Into Tote Bags*. The Mission of DeKalb Access and Resource Center (ARC) is devoted to empowering families raising children with challenging behaviors by linking them to helpful community resources promote positive outcomes. They provide foster care services for over one thousand children each month with at least 37% of the youngsters moving from two to three different homes. With the global pandemic hitting this year, it has been even more difficult for agencies such as ARC to provide the extra supplies to the families and children. Most of the children in foster care only have brown paper trash bags to keep their personal belongs in which leads to feelings of low self-esteem and lack of self-worth. GA DDS wanted to empower Team Members to be able to contribute to building strong young men and women so that they can see themselves progressing and becoming contributing members of society. 100 bags (i.e. luggage, tote bags, gym bags, etc.) stuffed with toiletries, toothbrushes, toothpaste, soap, shampoo, deodorant, female products, stuffed animals, blankets, t-shirts, pajamas, socks, undergarments, books, coloring books, crayons, etc., were collected and delivered to DFACS / ARC.

Tennessee Department of Safety & Homeland Security

Improvement Through Efficiencies for *CDL Division: Online Efficiencies Added During Pandemic*. In May 2020, the Tennessee Department of Safety & Homeland Security - Commercial Driver License (CDL) Division initiated the online CDL renewal and online CDL duplicate license process. In August 2020, the department initiated online medical certification renewal. These programmatic additions allow Tennesseans to complete these transactions at their convenience without having to visit Driver Service Centers.

Customer Service Recognition for *Driver Services Tornado Response*. In the early morning hours of March 3, 2020, six tornadoes were confirmed to have touched down over Middle Tennessee, killing 25 people, destroying thousands of structures, and leaving hundreds of thousands of people without power. The Tennessee Department of Safety and Homeland Security's Driver Services Division deployed its two mobile units that were already dispatched across the state issuing REAL IDs to areas directly impacted by the tornadoes on March 4th. The department issued duplicate licenses and IDs to storm victims free of charge. Storm victims could visit the mobile units or any Driver Services Center across the state to get their duplicate license or ID. This service also earned the **International Community Service Award**.

Texas Department of Public Safety (DPS)

Innovative Use of Technology for their *Texas Scheduler*. The project developed a web-based appointment system that allows customers to self-schedule appointments up to six months in advance for a variety of services offered in all driver license offices across the state. The enhanced system integrates with the driver license system to determine customer eligibility and provides a new queuing component for each driver license office, allowing customers to check-in upon arrival using self-service kiosks, and be directed with displays and multilingual voice announcements to workstation and service counters based on their appointment type. The new system streamlines customer arrival and service patterns, increasing office efficiency and minimizing wait times.

Virginia Department of Motor Vehicles (DMV)

Community Service Recognition for their *Commonwealth of Virginia Campaign for 2019*. The Commonwealth of Virginia Campaign (CVC) is the annual charity drive of the employees of the Commonwealth of Virginia. The strength of DMV's CVC effort rests with the generosity and creativity of DMV employees, and 2019 was a prime example. Employees organized creative, competitive fundraising events and made individual contributions to support organizations that serve community needs. Through their talent, determination, and generosity, DMV employees contributed more than \$112,000 in monetary contributions and donated items to a wide variety of charities serving families and causes in Virginia and beyond.

West Virginia Division of Motor Vehicles

Excellence in Government Partnership for their *Vehicle Renewal Modernization*. Vehicle renewals represent the highest volume service provided by the West Virginia DMV. Citizens can renew online, in a regional office, by mail, at a kiosk, and also at one of 55 county tax offices. The DMV had integrated all channels into a common platform, except county tax office renewals. Previously, counties relied on third party software to track renewals in a paper-based process. Through a collaborative effort with counties, this project modernizes renewals performed at tax offices into a streamlined process that results in registrations being completed within 24 hours versus 30- 45 days. County transactions are now managed through a DMV provided solution eliminating software costs for the counties. The process is now fully digital with instantaneous status checks and registration updates.

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:**

- Marvin Bonilla, Florida Department of Highway Safety & Motor Vehicles
- Polisha Jenkins, Georgia Department of Driver Services
- John Davis, Kentucky State Police
- Charlise Kirk, Oklahoma Department of Public Safety
- Timothy Osenbaugh, South Carolina Department of Motor Vehicles
- William Traylor, Virginia Department of Motor Vehicles
- Margaret Beth Richards, West Virginia Division 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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