

## FOR IMMEDIATE RELEASE

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### **Midwestern 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 3 Conference, October 22-24, in Milwaukee, Wisconsin:

#### **Illinois Office of the Secretary of State**

**Improvement through Efficiencies Award** for their *Document Scanning*. Illinois Office of the Secretary of State created a document scanning solution for REAL ID compliance, easily expandable across multiple divisions within the agency. The solution provides scanning with the single push of a button. The solution has been implemented in all 120 statewide facilities, several locations with 10-14 scanners for a total cost of just over \$100,000. Automated indexing of scans using existing enterprise document systems allowed customer records to be cleared automatically for the manufacture of their REAL ID card as a component of the solution.

#### **Illinois State Police**

**Public Affairs and Consumer Education (PACE) Category 7D: Use of Social Media.** Trooper Tracy Lillard is the Statewide Social Media Coordinator and uses social media to engage and educate the public. Trooper Tracy's attention-grabbing posts, colorful pictures, and funny stories have caught the public off guard. They now see ISP as approachable, relatable, honest, and compassionate. The goal is to show society the human side of the badge, educate about traffic laws, and showcase the work that they do.

#### **Indiana Bureau of Motor Vehicles**

**Public Affairs and Consumer Education (PACE) Category 1C: Other Print or Electronic Publications** for their *2017 Annual Report*. A magazine-style annual report of Indiana BMV's activities and accomplishments was published for the first time in January 2017. This report provided the public with a way to access information related to the Indiana BMV's strategic goals and objectives, and to hold them accountable to these goals. The annual report reviewed the BMV's work through the year and

measured it against the strategic plan established by Commissioner Peter Lacy and his senior level leadership team at the beginning of his tenure in 2017.

**Innovative Use of Technology Award** for their *Growth of BMV Connect*. Indiana residents now have access to a total of 32 BMV Connect kiosks and have the ability to complete 13 different transactions at each BMV Connect kiosk or center. The additional transactions and locations added cost savings to the agency, while offering an alternative form of service and an opportunity to decrease customer wait times at branches. Indiana was also the **International Winner** for this award which was presented at the 2019 AAMVA Annual International Conference.

### **Iowa Motor Vehicle Division**

**Fraud Prevention and Detection - Motor Vehicle Agency Award** for their *Multi-State CDL Facial Recognition* program. The project was funded by a \$2.2 million FMCSA grant that was awarded to the Iowa Department of Transportation. The Motor Vehicle Division Bureau of Investigation & Identity Protection led the development of this project which included four states: Iowa, Illinois, Nebraska, and South Dakota. One of the goals was fraud prevention and minimizing the number of commercial motor vehicle crashes by preventing a suspended or revoked commercial motor vehicle driver from obtaining a CDL in another state. This project created the ability for the participating states to perform cross-jurisdictional facial recognition searches to minimize the potential for identity fraud to cross state lines.

### **Manitoba Public Insurance**

**Public Affairs and Consumer Education (PACE) Category 3C: Radio Commercial or PSA, Externally-Produced or Internally-Produced** for their *Save the 100 – Numbers* radio spot. The radio commercial is part of a full campaign tagged “Save the 100.” The key objective of the campaign is to reduce tolerance and acceptance for traffic fatalities by asking Manitobans to look beyond the statistics and focus on the real people and real lives lost behind every fatality number reported.

### **Nebraska Department of Motor Vehicles**

**Customer Convenience Award** for their *Metro South Service Center*. Thanks to an increasing population and limited resources, Nebraska needed to review their current services in the Omaha metro area and plan for necessary changes to meet their goal of more efficient, effective service. These changes included the development of a service center model and removing the County Treasurer from the driver license payment process. With the introduction of a “fit-for-purpose” workstation for examiners, ensuring the required resources were in the right place at the right time, there has been a 74% reduction in wait times and positive feedback from customers. An estimated 110,000 customers will use the Metro South location annually, saving Nebraska customers nearly 40,000 hours.

**Excellence in Government Partnership Award** for implementing the *State IDs for Inmates* program. The program aims to smooth the transition of inmates back into society by ensuring they have the opportunity to obtain state-issued identification prior to being released. Working with the Nebraska Department of Correctional Services, the DMV developed a process by which inmates can collect the required documentation and complete an application prior to travelling to the DMV. Upon arrival at the DMV, inmate applications are processed quickly due to the advanced preparation.

**Fraud Prevention and Detection Award - Motor Vehicle Individual** for *Jackie Boldan-Moore*. Jackie Boldan-Moore was an insightful and astute team member with over 13 years of experience in the Nebraska DMV. Now retired, her instinct and determination exposed an extensive criminal enterprise consisting of over \$54 million in fraud. When an out-of-state mutilated title felt suspicious, she began investigating related transactions, discovering what appeared to be an unlicensed car dealership and a number of fraudulent titles. Jackie's instinct triggered an investigation which ballooned into a federal case involving the illegal export of vehicles, financial reporting violations, and theft.

**Fraud Prevention and Detection Award – Law Enforcement Individual** for *Sid Yardley, Motor Vehicle Fraud Investigator*. Sid has been using his expertise and knowledge as an investigator with Nebraska DMV for nine years, following a career spanning 35 years in the Lincoln Police Department. His intuition and experience in law enforcement help him to see cases through a different lens. His instinct and determination made him dig deeper into the practices of a car dealership, and his persistence uncovered a criminal enterprise designed to defraud customers and financial institutions to the tune of \$9.8 million. Sid Yardley is also the **International Winner of the Fraud Prevention and Detection Award - Law Enforcement Individual**, and he was recognized at the 2019 AAMVA Annual International Conference in Omaha.

**Community Service Recognition** for their *Charitable Giving Campaign*. Each year, the Nebraska Department of Motor Vehicles participates in a Charitable Giving Campaign. A variety of fundraising techniques are used to maximize giving, including teammates working to complete a pledge card to give a monthly donation. In addition, the Nebraska DMV, an agency of approximately 200 employees, participates in a food drive, holds friendly competitions between teams, and provides additional incentives to participate. These events and pledge cards raised \$12,312 in 2018. Every year for the holidays, the DMV sponsors a family and individuals through a local charity to provide gifts and gift cards for fuel, grocery stores, retail, and restaurants.

### **South Dakota Department of Public Safety Office of Highway Safety**

**Public Affairs and Consumer Education (PACE) Category 3A: TV Commercial or PSA, Externally-Produced** for their *"Cabbing It" television spot*. The South Dakota Office of Highway Safety seeks to keep drivers safe by reminding them that Death is always watching and waiting for them to slip up. Their "Jim Reaper" campaign inserts a

Grim Reaper character into the lives of everyday people as a reminder to beat Death—not just cheat it—by making good decisions and staying safe on the road. The “Cabbing It” commercial was the initial spot that launched the campaign during the 2018 Super Bowl.

**Public Affairs and Consumer Education (PACE) Category 7B: Website, Externally-Produced** for their website: [www.SouthDakotaRides.com](http://www.SouthDakotaRides.com). Many motorcycle fatalities in South Dakota happen during the Sturgis Motorcycle Rally as the result of out-of-state riders travelling on challenging and unfamiliar roads. SouthDakotaRides.com is a one-stop riding resource for both in-state and out-of-state riders to get familiar with South Dakota roads for safer rides. The site offers safety resources from blogs and interactive maps to training and events.

### **Wisconsin Division of Motor Vehicles**

**Community Service Recognition** for their *Wisconsin Partners in Giving Campaign*. Partners in Giving provides a way for State and University of Wisconsin employees to contribute to hundreds of local, national, and international charities. Money is raised through employee pledges and special events where all proceeds are donated to Partners in Giving. Since the inception of the program in 1973, employees have raised over \$77 million.

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:**

- Richard Thompson, Indiana Bureau of Motor Vehicles
- Julie Cox, Iowa Department of Transportation
- Bill Benert Jr., Minnesota Driver and Vehicle Services Division
- Jon Eide, North Dakota Department of Transportation
- Gary Holley, Wisconsin Department of Transportation

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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