

FOR IMMEDIATE RELEASE

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Claire Jeffrey, Communications & Multimedia Manager, AAMVA

703-944-1500

communications@aamva.org

Midwestern Motor Vehicle and Law Enforcement Agencies Receive Prestigious Awards

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

Illinois Office of the Secretary of State

Public Affairs and Consumer Education (PACE) Category 1A - Print and Electronic Newsletters, Internal or External, for their *Life Goes On Newsletter*, an internally-produced, quarterly publication that highlights the activities of the Illinois Organ/Tissue Donor Program and encourages readers to consider donation.

Public Affairs and Consumer Education (PACE) Category 3A - TV Commercial or PSA, Externally-Produced, for their *Illinois Secretary of State's Organ/Tissue Donor Program "Miracles Happen" Commercial*. Produced in both English and Spanish, this commercial increases public awareness about organ/tissue donation and encouraged participation in the Illinois Secretary of State's Organ/Tissue Donor Registry.

Indiana Bureau of Motor Vehicles

Community Service Recognition for their *State Employee Community Campaign* which gives all state employees an opportunity to give back to their communities. This is most often done by financial giving, but there are also opportunities for non-financial giving to local charities. Individuals and agencies select charities to support during this campaign.

Kansas Division of Motor Vehicles

Public Affairs and Consumer Education (PACE) Category 7A - Website, Internally Produced, for their *Get Real with REAL ID Website*. This website helps the public navigate through the topic of REAL ID better and includes a REAL ID checklist, TSA videos, FAQs, a REAL ID brochure and a DL status check. The status check allows the citizens of Kansas to check if their DL is REAL ID compliant.

Community Service Recognition for their *Homeless ID Pilot Program*. Through this outreach program the Kansas Division of Vehicles partnered with local law enforcement to assist the homeless in obtaining identification cards.

Manitoba Public Insurance

Public Affairs and Consumer Education (PACE) Category 3C: Radio Commercial or PSA, Externally-Produced or Internally-Produced for their *Friendly Manitoba Campaign*. The culture of Manitoba is to be kind and friendly, yet somehow when we get behind the wheel, we change and become overwhelmed by anger and frustration which affects our driving. Many of us can identify with these emotions and it's time to recognize how this stress can influence our driving experience.

Missouri State Highway Patrol

Fraud Prevention and Detection Award - Law Enforcement Individual for *Corporal Charles (Nate) Bradley* with the Missouri State Highway Patrol. Corporal Bradley learned of and became deeply involved in the investigation of a large scale case involving auto thefts from several states, which ultimately resulted in the detection of a scheme being used to re-sell the vehicles. The discoveries made during the investigation identified significant loopholes in the titling process in Missouri and Kansas and as a result those states were able to work on new initiative to ensure integrity of the titling process.

Nebraska Department of Motor Vehicles (DMV)

Excellence in Government Partnership Award for *Vehicle Titling & Registration Modernization*. The modernization of the Vehicle Titling and Registration (VTR) system was an enormous task encompassing 93 elected county treasurers, the state auditor, the state treasurer, and the Game & Parks Commission. Led by the DMV, the team was able to successfully deliver a product which provided a more convenient, efficient, and effective service for customers. This modernization has also earned the **International Excellence in Government Partnership Award**.

Community Service Recognition for their *Military and Family Sponsorship*. Through the People's City Mission, the DMV sponsored a family of five, a family of seven, and two single individuals. DMV team members generously selected gifts from the provided lists, wrapping each item. The intention of this sponsorship is make the holidays a less stressful and more joyful experience.

Ohio Bureau of Motor Vehicles (BMV)

Customer Convenience Award for their *Get in Line Online* which allows a customer to secure a spot in line at the agency without actually being physically present. Once the customer arrives to check in, they move to the front of line with minimal wait time.

Improvement through Efficiencies Award for their *Vehicle Registration Process Improvements*. The Ohio BMV found that there were continued delays in the vehicle registration process due to forms being returned without a signature. To ensure customers were getting their vehicle registration in time, without error, they moved the mandatory signature line to the front of the form. Since making this change the delays have dropped significantly.

Ohio State Highway Patrol

Fraud Prevention and Detection Award - Law Enforcement Agency for the *Ohio State Highway Patrol, Vehicle Theft & Fraud Unit*. The unit initiated a program with the Ohio Clerk of Courts Association to establish a method to combat auto title fraud across Ohio. This program was specifically designed to target those engaged in cloning stolen motor vehicles as well as those using fraudulent titles to remove active liens from vehicle titles. Since the program was initiated, investigators have received dozens of phone calls from various clerks across Ohio, many of which have led to the recovery of stolen vehicles and the arrest of those involved. The unit has also earned the **International Fraud Prevention and Detection Award – Law Enforcement Agency**.

Wisconsin Division of Motor Vehicles (DMV)

Innovative Use of Technology Award for their *DMV Document Imaging and Workflow Automation*. Over the past two years, Wisconsin DMV implemented Hyland's OnBase document imaging and workflow solution. This solution has saved time, reduced printing and document storage costs, and has provided the agency with real-time data and reporting on the outstanding work and the efficiency of the staff.

Fraud Prevention and Detection Award - Motor Vehicle Individual for *Joel Ingebrigtsen*, Odometer and Title Fraud Specialist. Investigator Ingebrigtsen has fostered relationships with peers in other states, law enforcement, the National Insurance Crime Bureau (NICB), and other agencies to deter criminals from perpetrating fraud. These relationships, along with his experience and investigative techniques, have resulted in the discovery of 112 fraudulent titles and MCO's from eight different states and multiple manufacturers. Those investigations resulted in criminal charges, along with the recovery of 16 stolen vehicles valued at over \$500,000. The total value of the vehicles associated with the 112 fraudulent documents was over \$4 million.

Fraud Prevention and Detection Award - Motor Vehicle Agency for their *Online Service Fraud Scam*. In 2019, the DMV fraud unit was notified by a customer that they received an account activity alert from the DMV that an order for a duplicate license had been placed even though they had not ordered it. Multiple duplicate products had been ordered online for people in specific areas that lived close to one another and/or in the same home. Shortly after, a customer notified the fraud unit that someone had been stealing mail from mail boxes in the same area where duplicate products had been ordered. The DMV fraud unit used geospatial technology and other investigative means to uncover the scheme. Technology enhancements to the online system have prevented additional fraud cases.

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:**

- Cheryl Seubert, Indiana Bureau of Motor Vehicles
- Duane Hartman, Iowa Department of Transportation
- Rick Kottke, Minnesota Driver and Vehicle Services Division
- Melia Shaw, North Dakota Department of Transportation
- Nicole Cropp, 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 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 3 award winners [in this video](#). For more information visit www.aamva.org.

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