

## FOR IMMEDIATE RELEASE

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### **Western 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 4 Conference, July 15-17, in Denver, Colorado:

#### **Arizona Motor Vehicle Division (MVD)**

**Customer Convenience Award** for their *Abandoned Vehicle Process Innovations Save Time and Money* initiative. Electronic innovations have transformed interactions between the Arizona Department of Transportation MVD and the towing industry in the state. Backlogs of six to eight weeks to process abandoned vehicle paperwork at MVD are gone, as is the paperwork, because now everything is electronic. All told, tow companies had to make thousands of trips to MVD each year to conduct business that can now be done electronically. This initiative has also earned the **International Customer Convenience Award**, and Arizona will receive that award at the 2019 Annual International Conference, August 20-22.

**Improvement through Efficiencies Award** for their *Efficiencies Result from Abandoned Vehicle Process Improvements*. Since moving to electronic processing of abandoned vehicles, the MVD and towing industry have dramatically improved efficiency. These changes came about in two steps, both electronic improvements—one for filing abandoned vehicle claims and the second for issuing titles. This initiative has also earned the **International Improvement through Efficiencies Award**, and Arizona will receive that award at the 2019 Annual International Conference, August 20-22.

#### **California Department of Motor Vehicles (DMV)**

**Public Affairs and Consumer Education Award Category 1A: Print and Electronic Newsletters, Internal or External** for their *DMV Spirit Record newsletter*. The DMV Spirit Record is a bi-monthly employee magazine that communicates department activities, accomplishments, and policies to the Department of Motor Vehicle's nearly 10,000 employees who work across California. During the past two and a half years, the Spirit Record was transformed into a magazine with an emphasis placed on a new sophisticated layout design, more in-depth articles, and higher quality photography.

**Public Affairs and Consumer Education Award Category 3D: Indoor or Outdoor Print or Digital Advertising** for their *REAL ID Full Page Newspaper Advertisement*. The California DMV Office of Public Affairs created a full-page advertisement to run in some of the state's largest newspapers shortly after launching the REAL ID program. The ad was designed to make Californians aware of upcoming changes to the ID requirements for domestic air travel, as well as the requirements to apply for a REAL ID driver license or identification card. The DMV's new one-stop webpage to coincide with the program launch, REALID.dmv.ca.gov, was displayed prominently at the bottom of the ad. This advertisement is also the **PACE Overall Division Award winner in Division 3 – Advertising**, and California will receive that award at the 2019 Annual International Conference, August 20-22.

**Public Affairs and Consumer Education Award Category 6C: Feature Story** for their article *Putting a Face on Organ and Tissue Donation*. An article in the October 2017 edition of the DMV Spirit Record profiles 6-year-old organ donation recipient Matthew Ouimet as he promotes registering to become an organ and tissue donor. Matthew appears in posters at DMV offices and visits with DMV employees to remind them of the importance of registering as an organ donor. For this effort, California is also the **PACE Overall Division Award winner in Division 6 – Writing**, and will receive that award at the 2019 Annual International Conference in August.

#### **Idaho Division of Motor Vehicles**

**Public Affairs and Consumer Education Award Category 3B: TV Commercial or PSA, Internally-Produced** for the *Idaho Transportation Department Office of Highway Safety PSA*. Only 64 percent of Idahoans are placing their children

(ages 4-6) in child safety seats or booster seats even though they are too small for seat belts to fit them correctly. To increase the use of child safety or booster seats and decrease the number of injuries and fatalities, the Idaho Transportation Department produced and distributed a public service announcement (PSA). The PSA was part of a comprehensive statewide campaign.

### **Montana Department of Justice**

**Public Affairs and Consumer Education Award Category 7A: Website, Internally-Produced** for *Montana REAL ID - It's "The Real Me" Website*. Considered Montana government's first-ever conversational website, this site is an amalgamation of web elements and an automated conversation system that provides an immersive experience for users that rivals current approaches in web development and design. The "human-centered design" focuses resources and information delivery squarely on the end user, leading to unprecedented interaction rates and citizen engagement. This entire website was built, tested, and launched using Montana Motor Vehicle Division employees. Montana is also the **PACE Overall Division Award winner in Division 7 – Websites/Technology**, and will receive that award at the 2019 Annual International Conference, August 20-22.

**Excellence in Government Partnership Award** for *Montana Motor Vehicle Division's REAL ID Partnerships*. Montana's Motor Vehicle Division partnered with MSU-Billings for the Montana REAL ID informational campaign. This creative partnership was designed to disseminate information about REAL ID to Montana citizens to raise public awareness. The student led campaign, which was developed over the course of two semesters and five college classes, features explorers Meriwether Lewis and William Clark as they try to navigate Montana without REAL IDs. MVD also partnered with State Print and Mail as well as other government agencies to disseminate information about REAL ID. Montana Department of Justice has also earned the **International Excellence in Government Partnership Award**, and will receive that award at the 2019 Annual International Conference, August 20-22.

**Innovative Use of Technology Award** for their website – *mtrealid.gov*. The Montana REAL ID website addresses the issue of digital inaccessibility. Since government often speaks a different language in terms of laws, regulations, and processes, citizens are often confused and frustrated when interacting with government websites. Mtrealid.gov has launched a chatbox that effectively guides users while simultaneously reducing strain on employees and internal resources. In just three short months, the website has received rave reviews and logged over a 60% interaction rate with users.

### **Nevada Department of Motor Vehicles (DMV)**

**Fraud Prevention and Detection – Motor Vehicle Individual Award** for *Maria Huynh, Field Services Technician at the Nevada Department of Motor Vehicles*. Maria Huynh suspected a customer was using fraudulent documents in an attempt to obtain a Nevada identification card. Huynh retained the documents and referred the case to department investigators, who found that the documents were indeed false and arrested the suspect the following day. The suspect was extradited to Santa Clara County, California, where he was awaiting trial for multiple counts of lewdness with a minor.

**Community Service Recognition** for *DMV Responds to Las Vegas Mass Shooting*. The Nevada DMV provided special assistance to victims of the mass shooting at the Route 91 Harvest Music Festival in Las Vegas on October 1, 2017. The DMV assigned staff members to the official relief center and internally to process applications for duplicate driver licenses and IDs as quickly as possible and at no cost.

### **Oregon Driver and Motor Vehicle Services (DMV)**

**Public Affairs and Consumer Education Award Category 7C: Interactive Presentation** for the *Oregon DMV Online Open House*. In May 2018, Oregon DMV sponsored an online open house allowing the public to share information directly with DMV through a webpage seeking input on future innovation in service delivery. Participants had an opportunity to provide their opinions on what they would most like to see at DMV. The online event reached more than 100,000 Oregonians and 465 customers took the time to participate in the survey.

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:**

- Howard Ogg, Colorado Division of Motor Vehicles

- Brandon Kozoris, Insurance Corporation of British Columbia
- Tammy Telford, Utah Driver License Division
- Luz Craig, Wyoming 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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