

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:

Arizona Motor Vehicle Division (MVD)

Public Affairs and Consumer Education Award Category 7C - Interactive Presentation, for their *Travel ID Document Guide*. This interactive tool simplifies one of the most complicated aspects to obtaining a REAL ID and it has been overwhelmingly successful. Instead of seeing a page with dense writing and government language, everything is condensed to a step-by-step process with simple, clear instructions.

Improvement through Efficiencies Award. The MVD began using consumer video technology as an alternative to onsite inspections for private companies that conduct MVD services. The service provider and MVD inspectors used Apple's FaceTime to communicate. These virtual inspections began on a trial basis in late 2018 and the program became fully functional in 2019, saving hours of driving time and expenses.

California Department of Motor Vehicles (DMV)

Public Affairs and Consumer Education Award Category 1B - Print or Electronic Media Kit, for their *Operation Excellence Media Kit*. In July 2019, the California DMV took the unprecedented step of closing all of its public-facing offices for a half-day to conduct customer service training. The DMV's Office of Public Affairs employed a variety of strategies to spread the word, culminating with media availability in Los Angeles, San Francisco, and Sacramento on training day. Reporters who attended received a media toolkit filled with news releases in English and Spanish, fact sheets, FAQs, training agenda, helpful links, and more information. In addition, an electronic version of the toolkit was available online. This media kit has also earned the **Overall Division Award for Division 1 – Print and Electronic Publications**.

Public Affairs and Consumer Education Award Category 2A – Logo for their *REAL ID Logo*. The California DMV's redesigned logo has clear branding with the golden bear and star on California-issued REAL ID cards, and the tagline - Safe. Secure. Smart - to reinforce the importance of security for REAL IDs.

Public Affairs and Consumer Education Award Category 3D - Indoor or Outdoor Print or Digital Advertising for their *REAL ID Print/Digital Advertising*. To make Californians aware of changes to federal ID requirements to fly domestically or enter secure federal facilities, the CA DMV used existing staff and resources to develop friendly, eye-catching advertising that would inform the public about the REAL ID driver license and identification card being offered by the California Department of Motor Vehicles. This advertisement has also earned the **Overall Division Award for Division 3 - Advertising**.

Public Affairs and Consumer Education Award Category 6C – Feature Story for their *Tragedy in Paradise Article* which chronicled the trials and resiliency of the DMV's Paradise Field Office staff in the aftermath of the deadly Camp Fire of November 2018. Thanks to their quick, decisive actions, staff members were able to safely and securely evacuate the office as the fire descended on the town of Paradise. This article has also earned the **Overall Division Award for Division 6 – Writing**

Customer Convenience Award for their *DMV2U*, which offers on-site REAL ID processing services to large, primarily corporate organizations with a high propensity for travel related to commerce aimed at supporting the economy. This convenient option means customers don't have to miss work or wait in line, which reduces lost productivity and increases morale. This initiative has also won the **International Customer Convenience Award**.

Fraud Prevention and Detection Award - Motor Vehicle Individual for *Sandra S. Fiore, Investigator with the California Department of Motor Vehicles - Investigations Division*. After Fiore was alerted by a local new car dealership of possible suspicious activity by a buyer attempting to purchase multiple high end vehicles within a 2-day period, she discovered an organized criminal enterprise which had an elaborate scheme that involved the use of business cards, execution of contracts, and the leasing of office space to give the belief and appearance that it was a legitimate business. After almost a year and a half investigation and over a thousand hours of investigative work, 54 felony counts were filed against two suspects and arrest warrants were issued. Both suspects plead guilty and were convicted. Sandra Fiore is also the winner of the **International Fraud Prevention and Detection Award – Motor Vehicle Individual**.

Colorado Division of Motor Vehicles (DMV)

Public Affairs and Consumer Education Award Category 1A - Print and Electronic Newsletters, Internal or External for their *DMViews Newsletter*. DMViews is a grassroots publication where readers submit content monthly. The newsletter is also integral to communicating upcoming projects or initiatives.

Public Affairs and Consumer Education Award Category 2B – Photography for their *Join the Team Photograph*. In this photograph, Assistant Manager Elise Cornett posed in the rotunda of the Lakewood Driver License Office. Cornett and her family have participated in the Donor Alliance of Colorado's Donor Dash 5K fun run every year since 2011. Cornett invited other Department of Revenue and DMV staff to join her fun-run team.

Idaho Division of Motor Vehicles

Public Affairs and Consumer Education Award Category 3B - TV Commercial or PSA, Internally-Produced for their *Shift Campaign Video*. Bicycling is a growing recreational sport and used increasingly for commuting in Idaho – and subsequently automobile/bicycle injury crashes and fatalities have been rising approximately 15% annually in the state since 2010. This video was produced in cooperation with the Idaho Walk/Bike Alliance to address this growing concern.

Montana Motor Vehicle Division (MVD)

Excellence in Government Partnership Award for *Montana Motor Vehicle Division & County Treasurer Office Statewide Scanning Launch*. To streamline and radically reduce the cost of processing vehicle title work, MVD moved the title work scanning process from their centralized, third-party vendor to each county treasurer office in Montana. After demonstrating success at a pilot location, the MVD began introducing the project to other counties, phasing them in over several months.

Fraud Prevention and Detection Award - Motor Vehicle Agency. The MVD works with a variety of sensitive information. Protecting this sensitive information is a critical piece of their work. The MVD implemented new compliance and audit standards including the auditing of 100% of insufficient proof of ownership transactions, 100% of new employee transactions, and 100% of financial statements. Increased auditing raises staff awareness while reducing the instances of fraud.

Community Service Recognition for their *Community Fundraising Challenge and Giving Tree*. Employees donated money, volunteered their time with support groups and youth sports, created donation bags, and more benefiting over thirty different causes including service organizations, veterans' services, animal rescue, medical research, the arts, food banks, youth activities, and more. The Giving Tree provided a way for employees to come together to give and receive during the holiday season. Montana MVD has also earned the **International Community Service Award** for their efforts.

Washington State Patrol

Innovative Use of Technology Award for *Using Unmanned Aerial System Technology in Collision and Crime Scene Reconstruction*. The Washington State Patrol's Criminal Investigation Division had been looking for ways to reduce road closure time associated with the investigation of collisions and crime scenes on state route and interstate roadways. This led to an evaluation of emerging technology. On April 27, 2017, the CID initiated the use of unmanned aerial systems as a tool to expedite the forensic mapping of collision and crime scenes in Washington State. This initiative has also won the **International Innovative Use of Technology Award**.

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:**

- Julian Morgan, Insurance Corporation of British Columbia
- Jonathan Jacobs, Colorado Division of Motor Vehicles
- Susan Kyriss, Montana Motor Vehicle Division
- Holly Paterson, Nevada Department of Motor Vehicles
- Rachel Hansen, Utah Driver License Division
- David Reid, 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 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 4 award winners [in this video](#). For more information visit www.aamva.org.

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