February 5, 2018

Catch up on missed episodes on AAMVA's YouTube channel.

AAMVA Speaks to U.S. Air Force Fleet Managers

AAMVA’s Ian Grossman gave an overview of AAMVA to the Air Force Fleet Managers gathered in Washington DC for the 2018 FedFleet Conference. AAMVA was part of an afternoon session focused on programs underway to transition service members into comparable civilian career fields. The Air Force has been working with AAMVA for the past two years to implement the 2005 CDL Test System, including training/certifying all Air Force CDL knowledge and skills test examiners so that they are held to the same training, certification and testing standards as state or third party CDL examiners. Upon conclusion of this effort approximately 125 Airmen will be certified as CDL Knowledge/Skills Test Examiners; and will administer the same knowledge and skills tests to their license applicants as those conducted by State Driver License Agencies (SDLAs). We anticipate that this will be the first step toward the even exchange of an Air Force military CDL for a comparable State CDL. Ian was joined by AAMVA’s Denise Hanchulak and Karen Morton as they received a challenge coin and plaque of appreciation from the Air Force.

Welcome Associate Members!

AAMVA is pleased to welcome the following organizations to our Associate
Interested in having your logo appear here? Become a TWIR sponsor by contacting Rob Stershic at rstershic@aamva.org or by phone at 703.908.2825.

### FEBRUARY

- **5-6 | 2018 February Disability Placard Fraud Working Group Meeting**
  Phoenix, AZ
- **6-7 | 2018 February NMVTIS Business Rules Working Group Meeting**
  Phoenix, AZ
- **8-9 | 2018 February Suspended Driver Alternative Reinstatement Working Group Meeting**
  Phoenix, AZ

### MARCH

- **13-14 | 2018 AAMVA Workshop and Law Institute**

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### OUR EVENTS

#### OUR WEBINARS

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#### JURISDICTION NEWS

**Georgia Department of Driver Services (DDS) Receives High Customer Service Ratings**

GA Department of Driver Services (DDS) has received outstanding customer service feedback for the December 2017 monthly customer service survey which is emailed to customers after their visit to a DDS center. Customers are asked three questions regarding their entire customer service experience, and the majority of customers are very happy with the service they are receiving. Since July 2017, DDS has been contacting customers who chose to provide email addresses during their visit. Metrics are a large part of the culture for the entire DDS organization. Metrics are used to monitor productivity and identify gaps that may need improvement. For example, DDS tracks daily service levels to monitor how long customers are waiting. In this instance, DDS goes above and beyond to receive details about each customer’s individual experience. [Read more here.](#)

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**NTSB Identifies Safety Issues with HAZMAT Cargo Tanks**

A National Transportation Safety Board (NTSB) investigation of a crash involving a semitrailer cargo tank loaded with propane has identified safety issues that while unrelated to the probable cause, pose a substantial risk to the driving public. According to the NTSB’s [investigation](#) of a March 11, 2016 crash involving a 10,500 gallon cargo tank semitrailer, the investigation revealed issues with the loading of the cargo tank, inspection and testing of the tank and the qualification...
and training of cargo tank inspectors. The issues did not contribute to the crash or the severity of the crash, however, NTSB cites that the issues pose a substantial risk to the driving public. NTSB issued six safety recommendations as a result of their investigation.

**FMCSA Submits Information Request for National Consumer Complaint Database**

The Federal Motor Carrier Safety Administration (FMCSA) has submitted an Information Collection Request (ICR) for approval regarding a National Consumer Complaint Database (NCCDB). The NCCDB is an online interface allowing consumers, drivers and others to file complaints against unsafe and unscrupulous motor carriers and/or their employees. The NCCDB also allows complaints to be filed about shippers, receivers, and transportation intermediaries. Complaints cover a wide range of issues, including but not limited to safety, driver harassment, coercion, movement of household goods, financial responsibility instruments for brokers and freight forwarders, and Americans with Disabilities Act (ADA) complaints.

**GHSA Shares Summary of Uniform Procedures for State Highway Safety Grant Program Final Rule Changes**

The Governors Highway Safety Association (GHSA) has shared an initial summary of the major changes under NHTSA’s new final rule for safety programs. The GHSA summary provides an in-depth analysis of the major changes and implications for a NHTSA final rule published on January 25, 2018 regarding “Uniform Procedures for State Highway Safety Grant Programs.” That final rule made changes to the revised uniform procedures implementing State highway safety grant programs as a result of the Fixing America’s Surface Transportation (FAST) Act. This summary document will help navigate what those changes mean in terms of safety program submissions and identifies how the final rule may affect HSP processing.

**Call for 2018 WTS Conference Poster Session Abstracts: Papers due January 26, 2018**

The Women’s Transportation Seminar (WTS) International has released a request for poster abstracts for the 2018 Annual Conference. This year’s annual conference takes place from May 16-18, 2018, in San Diego, California. Themes for the posters include resiliency & sustainability, funding and policy for 21st century innovation, and an electric and connected autonomous transportation future. Abstracts were due January 26, 2018. Read more here.
You can view all open surveys and responses to all surveys by visiting the survey tool. Please contact Janice Dluzynski if you have any questions about using the survey tool.