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ALSO IN THIS ISSUE

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used for COVID-19
testing sites

Driver's license exams
during a pandemic

Q&A with new
AAMVA Board
Chair Mike
Dixon

Amber Bell has been a driver examiner with the Georgia DDS for six years. "I am proud to be an essential employee. DDS has implemented contactless road skills tests which allow us to continue issuing licenses to new drivers."

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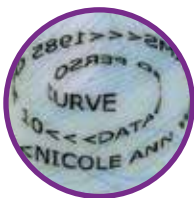
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UNPRECEDENTED ADAPTATIONS

Motor vehicle administrations and law enforcement respond to the COVID-19 pandemic

BY MYRNA TRAYLOR



FROM THE
PRESIDENT

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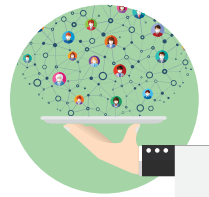
AAMVA CROSSWORD

Test your wits and motor vehicle knowledge



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ONLINE EXCLUSIVES

Don't forget to visit [MOVEmag.org](https://movemag.org) to read the latest web exclusives.

Watch an archived version of AAMVA's recent webinar, "Communicating with Customers During COVID," to learn how jurisdictions have been managing their outreach efforts. Visit AAMVA.ORG/AAMVA-CONFERENCE-SESSIONS-SERIES.





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Honor in Service

DMV EMPLOYEES AND TRAFFIC SAFETY LAW ENFORCEMENT OFFICERS ARE FRONTLINE HEROES

Amid the roar of current events, it's easy to miss news of achievements by driver, vehicle and traffic safety agencies across the U.S. and Canada. In recent months, along with rearranging offices, schedules and health checks, agencies have:

- › Tested Automated Driver Systems
- › Modernized service delivery systems
- › Launched virtual offices and waiting rooms
- › Supported a surge of customer use of online services
- › Engaged in Strategic Visioning
- › Innovated effective socially distanced services such as knowledge and skills testing
- › Transitioned employees to remote work with improved service delivery.

Most motor vehicle agencies shut down briefly at the beginning of the COVID-19 pandemic; almost all were reopened and fully functioning by June. We talk of heroes in our communities who are tending to the sick, cleaning our offices and communities, driving public transit and more. DMV employees and our traffic safety law

enforcement partners are heroes too.

DMV employees show up each day to serve customers at the counter, the front door, on driver test courses and at customer call centers; they innovate new apps in weeks (not years) and isolate areas for deep cleaning. Our law enforcement partners are on the road and at the roadside helping calm traffic and respond to emergencies caused by drivers whose behavior seems to have worsened during the pandemic rather than improved. These heroes enable identity credentialing, vehicle ownership, voter registration, organ donor identification and roadway safety at all hours of the day and under ever-changing environmental conditions.

AAMVA's associate members have been steady and solid partners throughout

this year as well. They have jumped at the call to help jurisdictions, in some cases building quick solutions to effectively deliver services to customers even if the solution may not be part of a long-term product strategy. And in other cases, these members have provided guidance and support for the deployment of new systems while their primary customers were engaged in managing public service delivery through a pandemic.

These are unusual times, and this issue of *MOVE Magazine* captures the challenges and successes the AAMVA Community has experienced across the COVID-19 landscape.

In the past, we would meet in person, celebrate incredible public sector employees, leaders and their business partners, and talk in person about the results they've achieved. With the ever-growing demand for their services, we would have learned from each other about work to advance mDLs, innovate vehicle tags/decals and titles, support community services of voter registration and organ donation. Above all, we would have greeted each other in Providence, Atlanta, Provo, and Austin, and introduced new attendees to the value of jumping into the AAMVA conversation.

My reflections may be dreams of conferences past, but our virtual meetings, digital publications, podcasts and AAMVA Conference Session Series webinars demonstrate our determination to sustain the connection.

The AAMVA Community does best when it's exchanging ideas and distilling new approaches to service delivery. I am continually inspired by AAMVA members' commitment to deliver services that exceed customer expectations and innovate programs that achieve Safe drivers, Safe vehicles, Secure identities and Saving Lives.

Stay well and stay connected!

Anne Ferro
AAMVA President and CEO





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! news

The Test Policy

*AAMVA HAS RELEASED A NEW SET OF GUIDELINES
FOR TESTING COMMERCIAL AND
NONCOMMERCIAL DRIVERS*



In this period of tremendous change, there has been at least one constant: We're using the roads. Even when nonessential businesses went virtual and much of in-person business ground to a halt, we still used the roads. Truckers shipped food and supplies to hospitals. Essential workers needed to get to and from work. The public shopped online and companies shipped those items in record numbers.

But therein lied a new challenge: How do you to test and maintain licenses for commercial and noncommercial drivers given social distancing requirements? AAMVA recently released guidelines to help members safely conduct testing during the coronavirus pandemic. The new noncommercial driver testing guidelines can be found on the AAMVA website, in addition to other COVID-19 materials. The commercial driver testing guidelines are currently under review by the Federal Motor Carrier Safety Administration (FMCSA) and will be posted to the AAMVA website once approved.

Both sets of guidelines contain training materials and scoring sheets. The non-commercial guidelines contain a handout for customers as well as a presentation for training examiners on how to administer and score these new tests.

The standards were created to protect the safety of both drivers and examiners. To do so, AAMVA worked with a number of jurisdictions to help understand their priorities and needs. Ultimately, the goal was to create standards that could be administered throughout the length of this pandemic, however long that may be.

Jurisdictions were able to maintain social distancing guidelines during CDL Vehicle Inspections and noncommercial vehicle safety checks since they could be scored by the examiner while outside the vehicle. However, the basic skills and road test segments for commercial and noncommercial drivers proved more challenging. Jurisdictions across the U.S. rose to the

challenge and identified unique solutions to commercial and noncommercial testing issues. In particular, Kansas, Minnesota and Virginia submitted requests to FMCSA to waive the requirement for testing with the examiner inside the vehicle cab.

In Kansas and Virginia, drivers take the road tests in their own vehicle while an examiner follows in a car behind. Communication between the driver and the examiner is done by hands-free phone or radio, with the examiner providing instruction on what maneuvers to perform. Minnesota, meanwhile, is relying on two GoPro cameras in the vehicle cab with one camera focused on the driver and the other on the driver's field of view ahead. The examiner would still follow behind. Other jurisdictions made no changes to commercial testing but required the use of personal protective equipment by the driver and examiner and sanitization of "high-touch" surfaces within the vehicle, or suspended testing altogether.

Several states also made significant changes to noncommercial testing by eliminating the road test and conducting skills maneuvers on a closed course or parking area. At least two states waived the road test for permit holders under the age of 18 if they met specific requirements.

Given the variance, drivers will need to contact their jurisdiction's driver license agency about testing changes prior to scheduling an appointment for testing. Also, drivers should note that changes to CDLs are more challenging to implement than noncommercial, as the former has to adhere to a federal set of guidelines.

While COVID-19 was the motivating force behind these changes, AAMVA and FMCSA wanted to have a blueprint moving forward. If there is another wave of the coronavirus, or any other emergency, there is now a foundation for conducting tests to ensure that people can still take to the roads. **m**

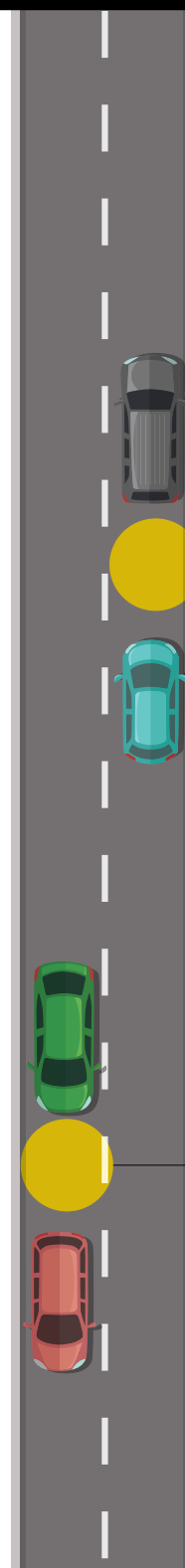
TEST CASE SCENARIOS

States are taking multiple approaches to safe driver testing in the era of coronavirus.

In Kansas and Virginia, examiners will follow behind test takers in a separate vehicle.



In Minnesota, while examiners will also follow separately, the test car will be equipped with GoPro cameras to observe both the driver and the road.





Wisconsin's TVRP update has allowed customers to easily resolve traffic or registration citations.

Real-Time Resolutions

WISCONSIN'S TRAFFIC VIOLATION AND REGISTRATION PROGRAM GAINS EFFICIENCIES FROM GOING DIGITAL

BY KATHLEEN HAGAN

In the state of Wisconsin, when local authorities are unable to collect funds for unpaid parking tickets and other nonmoving traffic forfeitures, state law permits the Wisconsin Division of Motor Vehicles (DMV) to suspend the vehicle's registration. Known as the Traffic Violation and Registration Program (TVRP), this provides municipal courts an effective way to collect on unpaid citations by making it illegal to operate the vehicle until they get paid.

Now imagine you are a customer who has had your vehicle registration suspended as a result of not paying your parking ticket for more than

a month. In this day and age, once you pay the ticket, you'd expect the suspension to be lifted immediately so you can get back on the road, right?

This real-time scenario is now possible thanks to the online system the Wisconsin Department of Transportation (WisDOT) developed in partnership with NIC Wisconsin and officially rolled out in early 2019. When an online transaction is processed, a sophisticated matching algorithm is used to lift most suspensions immediately.

"Our customer satisfaction level has gone up for those individuals looking to be released from their suspension," says

Shifting from a paper workflow has saved the state \$2 per transaction.

Justin Litscher, OS67 supervisor, Registration & Titling Unit, WisDOT. "The former process was all done on paper, and it could take days or weeks for the DMV to manually reinstate the registration. We understood that this could be frustrating for the customer."

Switching from the all-paper process—which had been in effect since 1981—to a real-time online system not only makes for happier customers, but it also benefits the DMV. "The online system is much more efficient and cuts back on the amount of paper being sent," says Litscher. With less paperwork and fewer phone calls received about TVRP, the DMV staff has been able to repurpose their time and focus their efforts on other initiatives.

Benefits to the courts and municipalities that participate in TVRP include that the new online system is less expensive than the paper process (a savings of \$2 per transaction), and it also provides better reporting and tracking of payments via an online dashboard. "This can be very helpful for budgeting purposes," Litscher says.

While the WisDOT identified the opportunity to revamp its TVRP process, the technical programming for the online solution was developed by NIC Wisconsin. "Partnering with NIC Wisconsin has offered us the ability to take on more projects than

we would have been able to do with our current resources,” says Megan Bergum, section chief, Title and Registration Processing Section, Wisconsin DMV. “Since they are part of NIC, getting their perspective on what has worked in other states [on a variety of projects] has been very beneficial.”

Nicole Randol, general manager, NIC Wisconsin, says that from her vantage point, the partnership with the WisDOT has been great. “For this particular project, we started working with them to figure out their goals, pain points and what their users wanted out of the system. The Wisconsin DMV is very forward-thinking, and it has been exciting to help them find ways to become more efficient.”

Bergum notes that another reason the TVRP project was successful is due to the fact the DMV obtained buy-in from the program’s users and got them involved at the onset of the project. “We considered their feedback, and we continue to listen to our [court and municipality] partners and will look to make any adjustments we can to enhance the program,” she says.

All in all, the feedback the WisDOT has received about the online TVRP system has been very positive, including this testimonial from a police department: “We all have those vehicle owners who ignore our letters, but once they get suspended, they EXPECT it to be cleared up right now. This new program makes that happen. The immediate response is why we love it.” **m**

CONVERSION SUCCESSES

When the project to convert Wisconsin’s Traffic Violation and Registration Program (TVRP) to an online system began, there were 243 participants who utilized the state’s former all-paper process. Now, the vast majority—more than 200 courts and municipalities, according to WisDOT’s Justin Litscher—are taking advantage of the new online system.

Nearly 80% of the jurisdiction’s TVRP transactions are now processed online, which saves a lot of time, considering there are approximately 90,000 TVRP transactions per year.

“We even had an additional 40 [localities] sign up [for TVRP] after the new online system was in place,” Litscher says. “In a lot of places, it was just one person trying to manage this process on their own. The new system automates everything and makes it so much easier for them.”

Prior to the online system, about 35% of the phone calls the Wisconsin DMV received were related to TVRP. Now, TVRP inquiries make up less than 10% of calls. “And when we do get those calls, we take the opportunity to talk to them about the online system and encourage them to sign up,” Litscher says.

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COVID-19 ADAPTATIONS

Many operational changes have been implemented in response to the pandemic. Some changes are temporary while others may become permanent. Here are the most recent jurisdiction surveys that address current challenges. All of these surveys have additional questions that provide more information. Full details of these surveys can be found at:

AAMVA.ORG/SURVEY/USER/SEARCH.ASPX

ADDITIONAL SURVEYS

- > [CDL SKILLS TESTING AMID THE COVID-19 CRISIS](#)
- > [CORONAVIRUS PREPAREDNESS](#)



Visit AAMVA's website to access resources and materials related to jurisdictions' responses to COVID-19, as well as information available from other organizations: aamva.org/COVID-19-jurisdiction-materials.

REOPENING: CLASS D/BASE LICENSE SKILLS/ROAD EXAMS [31 RESPONSES]

HOW DO YOU PLAN ON CATCHING UP WITH THE BACKLOG?

Extended weekday hours: ■■■■■■

Adding weekend hours: ■■■■■■

Utilizing third parties: ■■■■■■

Adding new staff: ■■■■

Other, please explain: mass written exams at state armory buildings, limiting staff vacation requests during summer, temporary waiver of skills test, etc.

DO YOU PLAN ON MAKING ANY MODIFICATIONS TO THE EXAMS, SUCH AS UTILIZING A SIMULATOR, HAVING THE EXAMINER FOLLOW BEHIND IN ANOTHER VEHICLE OR NOT REQUIRING THE EXAM FOR A PARTICULAR GROUP OF INDIVIDUALS?

Utilizing a simulator: 0

Having the examiner follow behind in another vehicle: ■■■■

Not requiring the exam for a particular group of individuals: ■■

Other, please explain: examiners outside the car, using camera technology, modified course, pre-screen question regarding health, use our own cars to control cleaning, PPE requirements, etc.

IF YOU DO PLAN TO CONDUCT BASE LICENSE ROAD EXAMS DURING COVID-19, HOW DO YOU PLAN ON PROTECTING YOUR EMPLOYEES? FOR EXAMPLE, ANY PARTICULAR PPE (MASKS, FACE SHIELDS), WIPE DOWN THE TOUCH POINTS, ETC. CHECK ALL THAT APPLY.

Face masks: ■■■■■■

Face shields: ■■■■■■

Wipe down touch points: ■■■■■■

Other, please explain: prescreen health questions, gloves for examiner, disposable plastic seat covers, defroster on to create airflow, etc.

WILL THE APPLICANT BE REQUIRED TO WEAR A FACE COVERING OR TAKE ANY OTHER HEALTH-RELATED REQUIRED ACTIONS?

Yes: ■■■■■■

No: ■■■■■■

No response provided: ■■■■■■

VEHICLE REGISTRATION RENEWAL - MAIL/INTERNET ONLY [31 RESPONSES]

PRIOR TO THE COVID-19 PANDEMIC, DID YOUR JURISDICTION PROHIBIT RENEWAL OF VEHICLE REGISTRATION AT WALK-IN OFFICES?

Yes: ■

No: ■■■■■■

VIRTUAL ROAD TESTS FOR NON-CDL [34 RESPONSES]

DOES YOUR STATE OFFER VIRTUAL DRIVER ROAD TESTS FOR PASSENGER VEHICLES?

Yes: 0

No: ■■■■■■

CDL THIRD PARTY SKILLS TESTERS [33 RESPONSES]

DOES YOUR JURISDICTION ADMINISTER CDL SKILLS TESTS EXCLUSIVELY THROUGH A THIRD PARTY?

Yes: ■■■■■■

No: ■■■■■■



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was looking for a technology partner to help
protect identities and **prevent fraud**,
they selected **NEC**.

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{THIS MONTH'S QUESTION}

HOW ARE YOU COMMUNICATING WITH YOUR COMMUNITY AND CUSTOMERS IN THIS EXTRAORDINARY TIME?

Rhonda Lahm, Director, Nebraska Department of Motor Vehicles

This pandemic has made it crystal clear that intentional, accurate and timely communication is more important than ever before. A vacuum of information leads to rumors and inconsistencies. Incorrect or inaccurate information spreads rapidly, and once it's out there, it is incredibly difficult to correct. Many events are outside of our control and, more often than not during this pandemic, we do not have all the answers.

We have aimed to be honest and to share the information we do have, doing so through as many trusted voices as possible. By planning how, when and through whom we share information, we have reached

a wider audience than we normally would. This has allowed our residents to hear the same message from the State DMV also being delivered by our Highway Safety Partners, county officials, trucking associations, third-party testers and driver training schools.

By leveraging our network of partners, we have not only been able to readily spread our message, but also receive feedback from a range of perspectives. This allowed the department to respond to needs as they arose, such as continuing to deliver CDL services. As our service availability becomes more widespread throughout the state, we have been able to use this feedback to help us determine

where to deploy resources most effectively and how to adjust our approach to service delivery.

We implemented a similar approach with our teammates, gathering feedback and adjusting to circumstances as they arose. With the effective use of executive orders and by remaining flexible in how we provide services, we were able to continue service with teammates working remotely or on other tasks which usually seem to slip to the bottom of the priority list. Some of our teammates used the opportunity to make over one of our offices. Others were able to complete relocation work and get caught up on some administrative tasks such as policy and training development. This flexibility of approach allowed us to continue to deliver accurate, secure and innovative services throughout the pandemic.

“By leveraging our network of partners, we have not only been able to readily spread our message, but also receive feedback from a range of perspectives.”

RHONDA LAHM

Director, Nebraska Department of Motor Vehicles



**Terry Walsh, Communications Specialist,
Wisconsin Office of Public Affairs**

Due to COVID-19, thousands of Wisconsin Department of Transportation (WisDOT) Division of Motor Vehicles (DMV) customers delayed visiting a DMV customer service center and were waiting to complete their driver's license tasks. Wisconsin DMV launched two new pilot programs to address the backlog of demand while keeping customers and DMV staff safe:

- Online driver's license renewals for customers between the ages of 18 and 64;
- Road test waivers for drivers ages 16 and 17.

These pilot programs, which the DMV estimates will impact nearly 100,000 Wisconsin drivers, offer new ways to obtain driver's licenses without the need to visit a DMV.

To ensure comprehensive communication of the pilot programs, the agency turned to several social media channels, including YouTube, Facebook and the agency podcast:

- Using virtual meeting technology, WisDOT secretary-designee Craig Thompson and DMV administrator Kristina Boardman announced the new pilot programs during a live-streaming news conference on YouTube. Reporters from all over the state participated in the opportunity and were able to ask questions following the presentation. The YouTube video continues to draw viewers; more than 2,000 to date.
- To provide an opportunity to connect directly with customers, Boardman participated in a Facebook Live session. The road test waiver announcement drew hundreds of questions from parents. Boardman spoke directly to viewers for more than 20 minutes and answered questions in real time. The Facebook session reached nearly 44,000 people, yielded 18,000 video views and had more than 6,000 engagements.
- Thompson and Boardman also discussed the details of the new pilot programs for an episode of the Wisconsin Department of Transportation's "Transportation Connects Us" podcast. The DMV pilot program episode has been downloaded approximately 300 times since its release.

Maryland
MDOT
MVA has
seen a
1,000%
increase in
social media
interactions.

**Whitney Nichels, Media Relations
Manager, Maryland Department
of Transportation Motor Vehicle
Administration**

The COVID-19 health crisis has certainly changed the way the Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) communicates with its employees and customers. Since the branch office closures on March 20, MDOT MVA has sent weekly emails and hosted virtual town halls to ensure all staff members are up to date on topics such as the REAL ID extension, upcoming customer service system upgrades and protective measures MDOT MVA is taking in response to the current health crisis. Additionally, MDOT MVA Administrator Chrissy Nizer regularly answers calls and emails from employees and has been visiting various branch offices as employees are beginning in-person training.

It is also important that we are in constant communication with our customers during this unprecedented time. We continue to use social media, most recently Facebook Live, as a major communicative tool to inform our customers of what services are available online, and other ways in which they can continue to take care of MDOT MVA business despite the closure. Since our offices closed in March, we have seen a dramatic increase in our social media engagement. We had more than 70,000 engagements during March and April, which is a more than 1,000% increase from the previous two months. This also gives MDOT MVA a chance to provide important resources and answer frequently asked questions. Additionally, we set up an email address and phone line for customers with questions related to emergency business needs, like obtaining a commercial driver's license (CDL) or registering fleet vehicles needed to bring resources to Marylanders, that leadership is monitoring daily. **m**

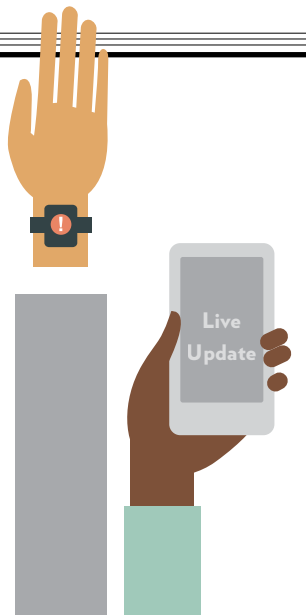
go online

Learn more about Wisconsin Department of Transportation's pilot programs from the following links:

Download the "Transportation Connects Us" podcast:
bit.ly/TransportationConnectsUs

View the Facebook Live session with Kristina Boardman:
bit.ly/BoardmanFacebookLive

See a replay of the new pilot programs during a live-streaming news conference:
bit.ly/LiveStreamPilot



A medical professional administers a COVID-19 test at a drive-through testing site.



The Road to Testing

MARYLAND TRANSFORMS EMISSIONS TESTING STATIONS INTO COVID-19 TESTING SITES BY RENE RYAN



In an effort to make COVID-19 testing easier for the citizens of Maryland, which currently has more than 60,000 confirmed cases of the novel coronavirus, drive-through Vehicle Emissions Inspection Program stations (VEIPs) have been converted into drive-through COVID-19 testing sites.

But the transformation wasn't seamless.

The undertaking, which was the brainchild of Gov. Larry Hogan, involved numerous stakeholders, including the Maryland Department of Health (MDH), the Maryland Department of Transportation (MDOT), Maryland National Guard, Maryland State Police, local health departments and private partners.

"While we quickly embraced Gov. Hogan's idea—and worked fast to figure out the necessary changes we'd need to make to carry out this transformation—every county within the state is different," says Chrissy Nizer, administrator, Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA). "We had to make the necessary

modifications to make it work for everyone involved and also work for our facilities."

Most VEIPs are well-suited physically for this kind of drive-through testing, where individuals can pull their vehicles right in and be serviced, but there were many other considerations. One of the biggest challenges: reworking traffic patterns around the sites to avoid backups and jams. "We worked with a lot of the businesses surrounding our VEIP locations to create plans that would ease the traffic flow," Nizer says. "We used neighbors' parking lots for staff and volunteer parking, even putting traffic flow through those lots to avoid street backups."

The safety of everyone at the facility was a top priority.

"We worked with the Maryland Department of Transportation to develop a circulation plan for each site to ensure we appropriately vetted everyone before they got into the facility where the tests would be done," Nizer says. "We needed to make sure all safety measures were put in place."

While COVID-19 testing at VEIP sites is open to the public, walk-ins are not accepted. To qualify for a drive-through test, individuals must:

- Meet testing criteria as determined by a licensed healthcare provider.

There are currently 10 VEIP-turned-COVID-19 testing sites in Maryland.



The VEIP facility in Glen Burnie, Maryland, has been converted into a COVID-19 testing site, one of 10 statewide.

- > Obtain an order for testing from a healthcare provider.
- > Register online and make an appointment at a test site.
- > Provide proof of identification: photo identification/driver's license, United States passport or Social Security card.

Variable messaging boards are posted at VEIP locations and entryways to let people know COVID-19 testing is happening—and not emissions testing. “What’s interesting is that we’re still seeing people show up at those sites for their emissions tests,” Nizer adds. “So you could say our customers are very dedicated to emissions testing even in this emergency time.”

Emissions tests are being rescheduled up to 12 months out, although Maryland offers 24-hour kiosks for self-service testing.

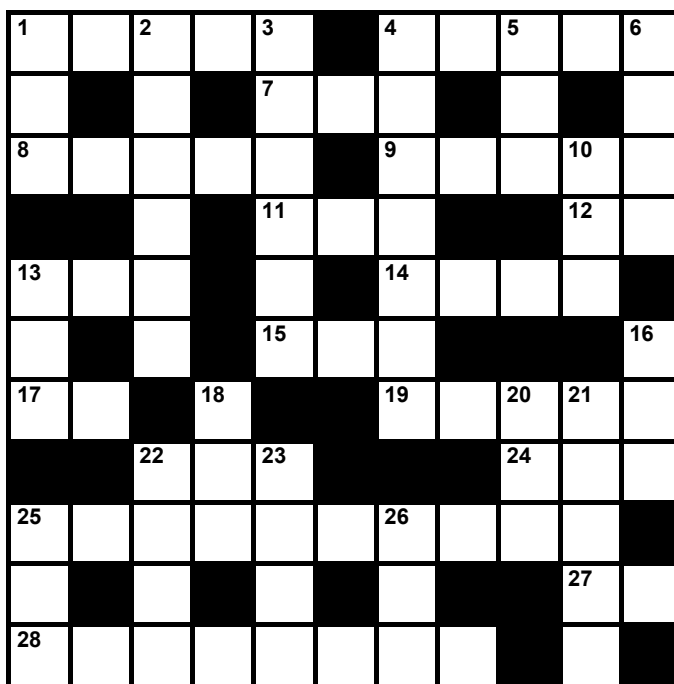
Currently there are 10 VEIP-turned-COVID-19 testing locations across the state. And despite a 20-year career with the state, including 14 years in motor vehicle administration and a stint with Homeland Security, Nizer says nothing could have prepared her for this new reality. “I’ve dealt with challenges in the past, like natural disasters, but certainly nothing of this magnitude where every single state is affected,” she says.

Despite the challenges the country is facing, there is a silver lining. “Everyone has really pulled together to help with this effort,” Nizer says. “I’ve been amazed at the number of individuals who have offered to assist us and have been very gracious about opening up their site for parking or allowing traffic to move through their facilities. It demonstrates that the community and everyone involved is really looking out for that greater good.” **m**

find out more

HEAR MORE FROM CHRISSY NIZER ABOUT HOW MARYLAND MVA IS RESPONDING TO COVID-19 ON AAMVACAST EPISODE 3, AVAILABLE AT AAMVACAST.PODBEAN.COM.

crossword



ACROSS

- 1 Facial coverings required under COVID-19 regulations
- 4 Automatic transmission setting
- 7 Yes, in French
- 8 Relating to a citizen's duty
- 9 COVID-19 protective devices, _____s
- 11 Third in the family
- 12 Popular
- 13 Commercial vehicle weight measurement
- 14 Program the Wisconsin DMV took digital to benefit the drivers involved and save time and costs, abbr.

- 15 Leave of absence, for short

- 17 Seattle's state

- 19 See 2 down

- 22 DMV Practice Test 2020 is one

- 24 Driver's licenses, e.g.

- 25 See 3 down

- 27 Former

- 28 _____ touch points (sanitize), 2 words

DOWN

- 1 MC's equipment

- 2 Purpose of COVID-19 guidelines, goes with 19 across

- 3 COVID-19 practice incorporated into AAMVA guidelines for driver testing, goes with 25 across

- 4 Available electronically, ideal in a COVID-19 world

- 5 Wedding agreement. 2 words

- 6 Smooth

- 10 Celebrity, abbr.

- 13 AAA service

- 16 Double bend shape

- 18 Appropriate

- 20 Auto identifying number, abbr.

- 21 Borders

- 22 Now, now! - abbr.

- 23 Settled a fine perhaps

- 25 Morning moisture

- 26 Milk provider

TAKING THE AIR OUT OF TIRES TO IMPROVE AUTOMOTIVE SAFETY

Non-pneumatic technology has tremendous potential to enhance motor vehicle safety by reducing risks associated with improper tire pressure, which may cause tire failures, skidding or loss of control, and increased stopping distance.

- ▶ *Michelin Uptis is an airless mobility solution for passenger vehicles, which reduces the risk of flat tires and tire failures that result from punctures or road hazards.*
- ▶ *The breakthrough airless technology of the Michelin Uptis also eliminates the need for regular air-pressure checks and reduces the need for other preventive maintenance.*
- ▶ *Michelin Uptis is well-suited to new forms of mobility, especially autonomous and electric vehicles.*
- ▶ *Since Uptis was first announced in June 2019, Michelin has received multiple prominent recognitions for its advancement in airless tire technology, including the 2020 Tire Technology of the Year award at the global Tire Technology Expo¹, a Golden Steering Wheel Award in Germany², a COYOTE Automobile Award in France and Autonomous Vehicle Technology – Autonomy Connectivity Electrification Mobility Services Award in the United States³.*





A NEW STEP TOWARD SAFETY AND SUSTAINABLE MOBILITY IS MOVING INTO THE MAINSTREAM.

Today, tires are condemned as scrap due to flats, failures or irregular wear caused by improper air pressure or poor maintenance. These issues can cause crashes, create congestion on the roads and result in large amounts of tire waste. The majority of these tire-related problems could be eliminated with the transition to non-pneumatic solutions.

Airless wheel assemblies could become the next transformational advancement in vehicle safety and technology. Airless solutions eliminate the risks of flats and rapid air loss due to punctures or road hazards. By removing the air from the tire, airless solutions also reduce irregular wear or other performance degradation due to under-inflation or over-inflation.

Michelin has developed the state-of-the-art, non-pneumatic tire solution: the Unique Puncture-Proof Tire System ("Uptis"). Uptis is an airless wheel assembly that delivers performance on par with conventional "zero-pressure" pneumatic tires, and also provides safety, maintenance and environmental benefits. In an ongoing co-development program, Michelin and General Motors aim to deliver this new technology as an available option to consumers as early as 2024.

The Uptis airless design eliminates the need for regular air-pressure checks and reduces other regular tire maintenance as well, which also makes it ideal for the vehicles of tomorrow – ranging from self-driving vehicles to all-electric and shared-service cars, whose occupants may not be expected to replace a flat tire.

Michelin has been working with non-pneumatic solutions for nearly 20 years. The Company introduced the first commercial airless offering for light construction equipment, the MICHELIN® TWEEL® airless radial solution. Michelin has continued its innovations to expand its portfolio of airless technologies for non-automotive applications, while also advancing this technology for passenger vehicles. Uptis balances highway speed capability, rolling resistance, mass, comfort and noise.

Continuing Uptis' progression to market, in April 2020, the U.S. Tire and Rim Association approved the engineering and design guide for non-pneumatic tire and wheel assemblies, which advances the broad deployment of non-pneumatic tires.

Michelin is a company that thinks long-term about consumer safety, consumer value and sustainable mobility. The introduction of airless mobility solutions for passenger cars represents the next critical advancement in automotive safety and performance.

VISIT [MICHELINMEDIA.COM/MICHELIN-UPTIS](https://www.michelinmedia.com/michelin-uptis)

for more information about Michelin's non-pneumatic solution, Uptis.

(1) <https://www.tiretechnology-expo.com/en/awards-2020.php>

(2) <https://www.rubbernews.com/tire/michelin-uptis-wins-golden-steering-award-innovation>

(3) <https://www.tyrepress.com/2019/12/innovation-awards-for-michelin-airless-prototype-tire/>

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safety

Patrick O'Hanlon is a CDL travel team supervisor with the Georgia DDS with over 25 years of experience. "I am proud to play an important part in ensuring that food, medicine and other critical supplies get transported to those who need them."

UNPREC ADAP

Photo credit: Lynsey Weatherspoon

move

20

summer 2020
MOVEmag.org

*MOTOR VEHICLE
ADMINISTRATIONS AND LAW
ENFORCEMENT RESPOND TO
THE COVID-19 PANDEMIC*

In the midst of the COVID-19 pandemic, the work of many official entities has continued. Law enforcement, fire and rescue and other first responders have stayed on the job, albeit with new physical-distancing guidelines and personal protective equipment (PPE). Government offices, including many motor vehicle administrations, have drastically reduced hours or closed face-to-face operations depending on the severity of their region's infection rate. And, as has been the case during previous emergencies, administrators, officers and staff have found new ways to continue to serve the public.

In Québec, Canada, Renée Delisle is a director of SAAQ (Société de l'assurance automobile du Québec), the provincial vehicle administration. At outlets that have stayed operational (strictly for essential commercial driver services), care has been taken to maintain safe contact among staff and customers. SAAQ has closed every other counter, plexiglass has been placed between stations

and counters are sanitized after each encounter on both the customer side and the employee side. "We encouraged the use of debit cards, since cash is problematic," Delisle says.

Some of SAAQ's services are available online, but it was not able to scale up as quickly as it would have liked. "We are in the middle of modernization," reports Delisle. "It was hard to put new services online, so we did more transactions by phone." SAAQ has also modified existing requirements, such as using old photos for renewed licenses or mailing in the paperwork to register the sale of a vehicle.

By early March, California's Department of Motor Vehicles responded to the shifting landscape of the disease in the community and information coming from state and federal health officials. The department was able to take advantage of work begun in the summer of 2019 to streamline many of its processes, moving certain services online that had previously required an in-person visit. It initiated ►

EDENTED
TATIONS



safety

deep cleaning and social distancing in the field offices and encouraged customers to stay outside of the building and wait for a text notification before coming to a service window.

Steven Gordon, director of California Department of Motor Vehicles (DMV), explains that the department was able to utilize a variety of existing service channels as safety requirements changed. “Think about them like items in your pantry, and you’re wondering what to make,” he says. “We have a ticketing system, an online portal and a bunch of other solutions that we can bring to bear; we just needed to assemble them in a different way to set up the virtual field office.”

Within a couple of weeks, Gordon reports, California DMV’s virtual field offices were up and running, first with a soft launch and then with a full rollout. This was in addition to transactions that could be completed by mail or at standalone kiosks throughout the state. Gordon also mentions that tried-and-true channels, such as the U.S. Postal Service, were still perfectly viable. “We’ve been using the USPS for close to 100 years. It’s one of our biggest channels, and many people actually prefer it. If they want more immediate service, they can use the call center,” he says. “In addition, these days, everyone has a smartphone, so you can send us an image of your documents, and our machine-learning tools will kick off our processes automatically. That’s our design goal—our services should be available where our customers are.” Gordon says the DMV is setting up more services to be mobile-first in order to reach the state’s far-flung communities.

In the days just prior to the stay-at-home order in Michigan, the secretary of state also reevaluated its operating model. Winnie Liao, chief operating officer, Michigan Department of State, says initiatives were already in place that allowed for a nimble response as situations warranted. The department cut back walk-in services in branches, then offered in-person service by appointment only. “Faced with the uncertainties and the closure of all 131 branch offices, the administration was focused on balancing the safety of our staff and the public while continuing to serve critical needs across the state,” Liao says. “We partnered with agencies and associations across the state to ensure that we prioritized transactions that supported first responders and critical infrastructure workers, and those were processed in six designated emergency branch offices across the state.” Senior administrators also met with the Michigan State Police, Department of Transportation and governor’s office to coordinate handling commercial driver license (CDL) and class A license extensions, waiving late fees and expirations until the summer. “Nobody should have to make the choice between spending \$20 on a [license] renewal versus food,” says Liao.

Of course, many jurisdictions had to extend expiration dates for driver licenses or come up with new procedures to enable renewals. Washington, one of the first states to report COVID-19 cases, closed its licensing offices in late March. Its

Maria Pabon is a driver examiner in Locust Grove, Georgia. “I know many customers are having a hard time. I try to be upbeat and make sure they leave smiling.”



Photo credit: Lynsey Weatherspoon


Department of Licensing issued new rules, allowing residents under the age of 24 or over 70 to renew their licenses online for a limited time and suspended the requirement to visit a licensing office every other 6-year renewal period. “With those eligibility barriers removed, about 90,000 additional customers who were previously required to go to an office have been able to renew or replace their license online,” reports Christine Anthony, a communications manager with the Washington State Department of Licensing.

“As the pandemic intensified and the impacts increased, we found that our emergency plans did not adequately address pandemic-specific needs,”

“About 90,000 additional customers who were previously required to go to an office have been able to renew or replace their license online.”

CHRISTINE ANTHONY

Communications Manager, Washington State Department of Licensing



Dale Bailey is an assistant manager for the Between branch of the Georgia DDS. "It's hard to make a living for many during this time, so if there's something I can do to help, that is more than enough to keep me motivated through this pandemic."

Anthony continues. "Our Incident Management Team (IMT) created several procedures along the way to solve these problems and guide employees along the correct path. The new documents and the relevant information from the emergency plan will be combined into a pandemic plan at the end of the emergency."

ENJOYING THE TELECOMMUTE

Across North America, most workers who could began to work from home. SAAQ closed its main office, and its employees were deployed in different roles that could be accomplished from home or elsewhere. "Most are doing the same work as they would regularly," says Delisle, "but if you can't do it from home, you're doing other tasks."

They and other government employees were given a short training session, so they could work in the province's call center. These employees took calls from the public on general issues surrounding COVID-19. From 8 a.m.–8 p.m. every day, operators were able to answer questions such as, "Can I travel?" or "My girlfriend is returning from traveling abroad, should I stay with her or move into my parents' home?" with guidance from health officials.

SAAQ was one of the first agencies to convert their call center, and employees were able to fill in gaps as their work-from-home schedules allowed. The redeployment was a real boon to employees who were taking care of kids who were home from school or daycare centers, or children with special needs. They were not obligated to work but could work a limited schedule, if necessary.

The Texas DMV (TxDMV) was able to send computer equipment to employees to use at home, according to Shelly Mellott, deputy executive director, TxDMV. There was a blanket stay-at-home order from the governor, but state agencies were still required to provide services to the public, additional stay-at-home orders with more restrictions were made county by county. Citizens who had business with TxDMV, which is responsible for vehicle registrations but not driver licensing, were able to go to another county if their local office was closed. Skeleton crews remained at each TxDMV office to handle mail and other transactions. Mellott estimates that 85% of the staff began telecommuting and were successfully dealing with increased call volume by utilizing ▶

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Episode 2 — "COVID-19
and Federal Activity"

Episode 7 — "Online
Services and the Virtual
Field Office featuring
Steve Gordon"



TAKING CARE OF BUSINESS

Managing or postponing licensing for private motorists was challenging for motor vehicle administrations at the onset of the pandemic, but licenses for first responders, commercial driver licenses (CDLs) and motor carrier permits were priority services.

According to Shelly Mellott of TxDMV, during the initial shutdown, the Texas Department of Public Services suspended testing for Class A driver licenses but kept its CDL testing sites open.

In Michigan, the Secretary of State's office worked with farm and agricultural associations, as well as major distributors and grocers to ensure that agricultural vehicles and equipment were appropriately inspected and licensed in order to keep the food supply chain viable. And because of increased need among the state's residents who were experiencing income loss, food banks were ramping up distribution and trucks supplying them also needed to have expedited titles and registrations.

"As of March 16, the province's service outlets were open only for commercial drivers requiring licensure to provide essential services, such as drivers of fire trucks, ambulances and other trucks needed for the supply chain," reports Renée Delisle, of Québec's provincial vehicle authority.

California also made adjustments for commercial customers. It extended expiration deadlines for commercial driver licenses, endorsements and certificates—except medical certificates; those could be submitted online, whereas previously, they had to be processed by mail on an in-person visit. The department also made it easier for out-of-state

CDL holders to transfer to a California CDL of the same class and endorsements without having to take a knowledge or skills test.

Virginia Gov. Ralph Northam issued several executive directives extending the validity of most credentials for first responders, including vehicle registrations, set to expire during the closings and phased reopening of customer service centers, reports Sharon Brown, director, Driver Services Administration for the Virginia DMV. The jurisdiction also extended expiration of CDLs, commercial learner's permits and commercial medical certificates in accordance with the Federal Motor Carrier Safety Administration's waiver by automatically updating the expiring records.

"We also recognized that there were many CDL applicants who had done everything required to obtain a CDL, including the final road skills test but were not able to visit a DMV CSC [customer service center] to have the permanent license issued," adds Brown. "Some of these drivers had been tested by DMV examiners before our offices closed, and others were tested by our licensed third-party testers. In these cases, we communicated with the driver, and as long as they held a valid Virginia commercial learner's permit, we allowed them to submit an application/payment, and processed their CDLs remotely, so they could get on the road and assist in the movement of essential goods."

AAMVAcast episode 5 —
"Customer Service During
COVID-19" available at
aamvacast.podbean.com.



Chastity Peters is a driver examiner in Between, Georgia. "We take turns sanitizing the public areas, which I know gives both customers and my fellow team members extra comfort."

Photo credit: Lynsey Weatherspoon

staff that would normally be working in an office providing in-person service.

Normally, she says, "We do in-person training with dealers and other stakeholder groups, and even new employees coming in. We've canceled the in-person training and moved to virtual training and onboarding."

TECH TO THE RESCUE

The law enforcement community also has had a strong reliance on tech solutions. In Delaware, Lt. Col. Melissa Zebley, second in command of the state police, shares there was a variety of efforts

that helped. "It is hard to forge partnerships in a crisis, but we were well positioned because we had those in advance. Even in this new uncertain event, the process worked," she says. The department expanded its use of Zoom, WebEx and Skype, for example, allowing teams to have critical conversations, just in a new way. Zebley says the state police used internet tools to keep troopers apprised of policy changes and health care information. She credits seamless communication with the jurisdiction's DMV, for example, which alerted

The IACP is using new strategies to communicate information and has had 45,000 views on the COVID-19 information page on its website.

them to changes so that troopers weren't issuing unnecessary citations when expirations were being relaxed, or with the Department of Corrections who clarified personal safety expectations around prisoner drop-offs.

With so many directives and policy changes coming out almost daily, there was a danger of information overload. Zebley credits their "small, excellent" web team with creating and updating pages on their intranet site on preparedness topics, such as decontaminating a vehicle, in a cataloged format accessible at any time.

The International Association of Chiefs of Police (IACP) is using its website for similar information sharing. Steven Casstevens, chief of police for Buffalo Grove, Illinois, and current IACP president, says that the association has "hosted different webinars for our membership on domestic violence, policing policies, fire and EMS, and leadership. Our in-person meetings have been canceled, but we



safety

have been able to share so much information; we've had 45,000 views on the COVID-19 information page."

LAW ENFORCEMENT ADJUSTMENTS

Operating in a smaller state with just under 1 million residents, Delaware State Police has 700 sworn officers and 250 non-sworn; the latter were moved into telecommuting roles. For officers working in the community, Zebley

made the point that Delaware worked closely with its neighboring states Pennsylvania, New Jersey and Maryland to be sure that rules in one jurisdiction did not conflict with those in an adjacent jurisdiction. "A lot of our retail customers come from other states, so we wanted to make sure visitors and others [were following the same restrictions]. We tried to get citizen compliance before moving to enforcement," Zebley says.

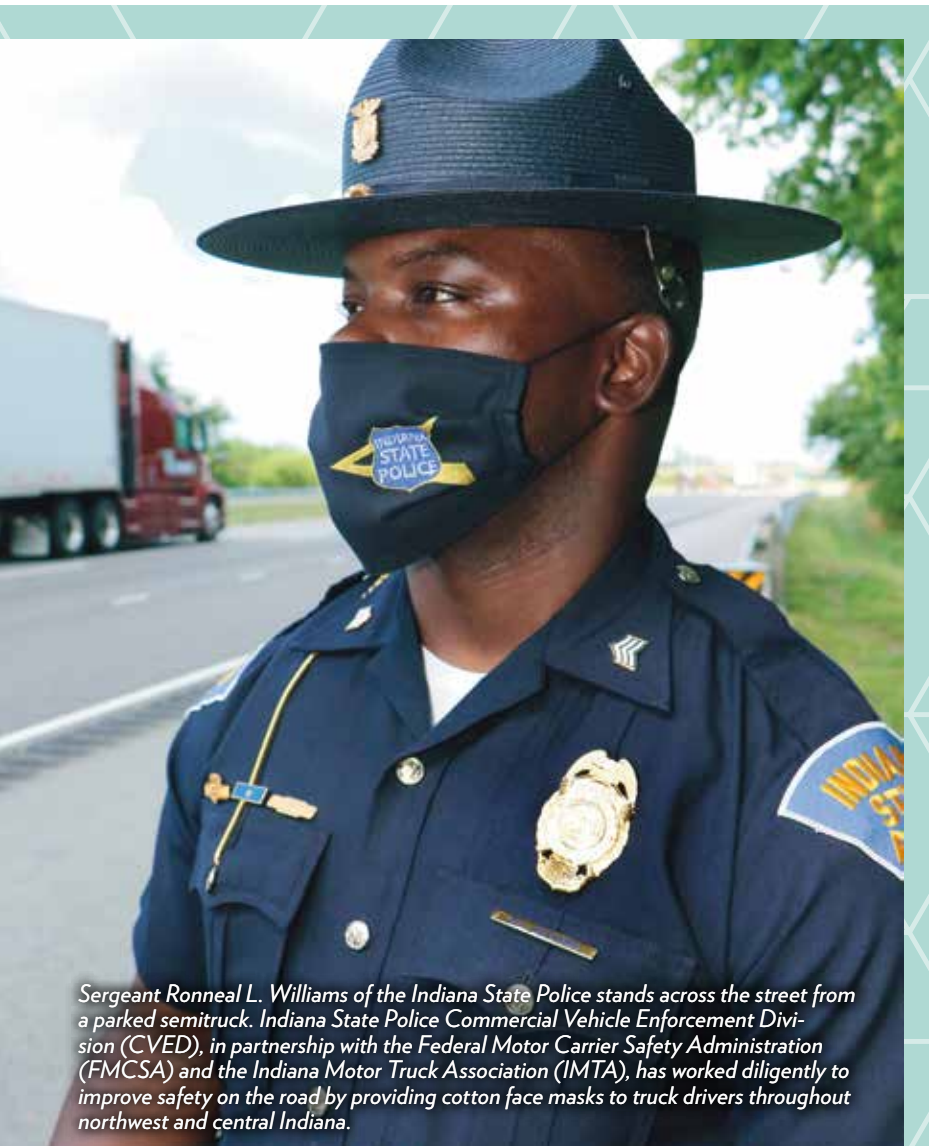
"We have a small state with great infrastructure," Zebley continues. The Delaware Emergency Management Agency (DEMA) outlines how to share resources during emergencies, which are usually in the form of hurricanes or flooding, but elements were put to good use in the current pandemic. "The infrastructure was there to address the needs you might have—how to generate supplies when needed and distribute them accordingly, and how to maintain a surplus in the event they are needed downstream."

California has seen more than its share of natural disasters, but even its pandemic response playbook was challenged. "This is a large state that deals with fires and earthquakes; we have had to update our continuity of operations/government plan as well as the departmental pandemic operations plan," reports Sven Miller, commander, Office of Community Outreach & Media Relations, California Highway Patrol (CHP). "We had to alter [the protocol] to allow masks on a patient or arrestee if they exhibit symptoms, much as we would do with a tuberculosis patient."

"We have provided assistance in many emergencies, from solo vehicle collisions to catastrophic incidents like the Loma Prieta or Northridge earthquakes," continues Miller. "We learn something from each one we respond to. The CHP constantly strives to improve our ability to effectively respond to those incidents, and this will be no different."

When it comes to the safety of CHP officers, Miller says they are already trained to be aware of pathogens in public encounters. But the department recognizes how important it is to care for its employees. "There has been a lot of false information [about the coronavirus] circulating, so we are giving [employees] real information to protect themselves and their family members. We are continuing to implement the policy of 6-foot distancing in offices and briefing rooms. Area offices are being regularly cleaned and sanitized. And when there have been a few cases among our staff, we took immediate action to sanitize the work area."

Sharing clear, reliable information has also been a focus for the Kansas Highway Patrol, explains Capt. Andrew N. Dean of the Kansas Highway Patrol Public & Governmental Affairs. "We were fortunate, as an agency, to have sufficient PPE for our initial response. However, acquiring additional PPE for the future has proven difficult and has required creativity and innovation," he says. "The pandemic has created the need for the agency to communicate with its staff on a much more frequent basis, which



Sergeant Ronneal L. Williams of the Indiana State Police stands across the street from a parked semitruck. Indiana State Police Commercial Vehicle Enforcement Division (CVED), in partnership with the Federal Motor Carrier Safety Administration (FMCSA) and the Indiana Motor Truck Association (IMTA), has worked diligently to improve safety on the road by providing cotton face masks to truck drivers throughout northwest and central Indiana.

Photo credit: Thomas Triol, Indiana State Police

WHY FAST?



Recently, government agencies experiencing the stress of the pandemic reached out for help, and FAST answered the call. Leveraging the dedicated long-term production support resources FAST establishes in every client location, we quickly responded with innovative solutions to the unique and individual circumstances affecting our agency partners.

In many states, governors ordered agencies to implement emergency response plans that fundamentally changed how they serve the public. Often, these orders came with deadlines of "effective immediately." The comprehensive FAST production support methodology ensured rapid implementation of system modifications, without the need for change orders, contract negotiations, or other red-tape. Many of these changes were tested and put into production within 24 hours of requests being made.

HOW HAS **FAST** HELPED GOVERNMENT AGENCIES **RESPOND IN AN EMERGENCY?**

Extended functionality for seniors and other vulnerable members of the population to renew online in

7
hours

Changed late fees, fines, and suspensions for vehicle registrations to allow for government stay-at-home orders in

2
days

Increased online transaction security through SMS two-factor authentication in

9
days

Developed a Virtual Lobby solution to help agencies manage social distancing requirements in

11
days

WANT A **SOLUTION** THAT CAN HELP YOU **CHANGE DIRECTION?** GIVE US A CALL!



safety

Photo credit: California DMV Public Affairs Office



has helped to ensure that any pertinent information relating to COVID-19 is properly shared and distributed with all agency employees.”

Beyond the new normal adjustments to policing and facilities, several jurisdictions had to cancel or postpone important community events and/or training for recruits. Casstevens says that his officers were disappointed to cancel their annual fundraiser for Special Olympics through the Cop on a Rooftop event, where they would raise thousands of dollars in one day. “We canceled Fourth of July events, Buffalo Grove Days and our Pride parade,” he shares. “Even the smaller things like police station tours for [youth] Scouts and college internships are a loss. And our police officers in training were sent home from academies. Illinois has a number of different academies; some are slowly reopening, but others, like College of DuPage, have remained closed.”

Miller at CHP had a similar list of suspended activities, including typical outreach programs—distracted-driver awareness month, educational presentations, bike rodeos and driver safety classes had to be canceled. “The commissioner suspended academy training,” he reports. “Senior cadets had only six weeks of training left, but at least they were sent to area offices to continue onsite training.”

THE SILVER LINING

Several offices have agreed that this emergency is actually having some positive effects. “This has

forced us to change our way of doing business,” Casstevens says, “and we will carry some new processes into future, like residents being able to complete a police report through our portal or over the phone.”

Liao believes many more employees at the Michigan Department of State will continue to telecommute on a full-time basis. “There’s no rush to bring people back now that they are successfully working remotely.”

Mellot in Texas concurs. “Only 5% to 10% of full-time employees, and 5% of part-time were telecommuting before. It was quite a lift to get everyone working from home, but we are finding people are actually more productive. They are taking more calls and issuing more dealer licenses—30,000 in state—and the turnarounds are faster.

“Budget-wise, it might save money; there are cost savings for us and the employees who aren’t paying for gas or tolls,” she continues. “For some, this cuts out a one-and-a-half-hour commute. We won’t have to expand facility space. I don’t know if we’ll ever go completely back, especially since performance rates are up.” **m**

As DMVs across North America work to reopen, social-distancing measures are being implemented to ensure everyone’s safety. The photos above show a San Jose, California, DMV employee helping a customer while properly distanced and employees opting for an “elbow bump” instead of a traditional handshake.

go online

VISIT **AAMVA.ORG** TO STAY UPDATED AND INFORMED ON ALL COVID-19 DEVELOPMENTS FOR BOTH JURISDICTIONS AND THE ORGANIZATION.



American Association of
Motor Vehicle Administrators

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**“SUCCESS IS WHERE
PREPARATION AND
OPPORTUNITY MEET.”**



Q & A WITH

Mike Dixon

*INCOMING AAMVA BOARD CHAIR
AND SENIOR DIRECTOR FOR THE
DIVISION OF MOTOR VEHICLES,
COLORADO DEPARTMENT OF
REVENUE, SHARES HIS VISION FOR
THE FUTURE OF THE ASSOCIATION*

**Q HOW LONG HAVE
YOU BEEN WORKING
IN THE TRAFFIC SAFETY
INDUSTRY?**

While I've only been directly involved in the traffic safety industry for nine years as senior director of the Colorado DMV, I was actively involved in aviation and vehicle safety for more than 28 years in the U.S. Army. As an officer and helicopter pilot, assessing risk and reducing accidents was an important part of my responsibilities. The same is true today with work the Colorado DMV

team does in support of public safety. I would have never imagined this being my first job out of the Army, but I've thoroughly enjoyed my time working in the DMV as well as with AAMVA and the industry.

**Q WHAT QUALITIES
HAVE MADE YOU
SUCCESSFUL AS A LEADER
OVER THE YEARS?**

I have been fortunate to have served in numerous leadership positions, but just as important were the jobs I had in supporting roles, where I

learned from other leaders. Whatever success I've enjoyed, I attribute to always learning, respecting every individual and commitment to the organization and its mission. A quote that is relevant to my past experience and is likely relevant to many AAMVA members is, "Success is where preparation and opportunity meet." Few can predict what jobs we will have in the future, but we can prepare, build relationships and do great things along the way.

**Q WHAT ARE YOUR TOP PRIORITIES
AS INCOMING CHAIR OF THE BOARD?
WHAT ARE YOUR GOALS FOR THE
ORGANIZATION?**

My top priority is to continue to ensure the association fulfills its obligations and provides the best services to its members. I want to continue the work AAMVA president Anne Ferro and past chair Whitney Brewster have begun with AAMVA's response to COVID-19, ensuring protection for employees while continuing to provide essential services and support.

Previous board members developed AAMVA's Strategic Framework, which ends in 2021. We need to update it and consider what we have experienced and learned through the COVID-19 pandemic.

I also want to focus attention on our associate members, who have been affected by COVID-19 as much as our members. We want to continue to strengthen ties with these important members of our association.

FAST FACTS

Mike Dixon



HOMETOWN

Glendive, Montana (born); Sterling, Colorado (grew up); Missoula, Montana (high school)



EDUCATION

West Point class of 1982



WHAT CAR DO YOU DRIVE
2008 Ford F-150



FAVORITE FILM GENRE
Westerns and historically based movies



Mike posing with his vehicle, a 2008 Ford F-150.



Mike and his wife, Crystal, at a historical site in Williamsburg, Virginia.

Q HOW DO YOU PLAN ON MOVING AAMVA FORWARD INTO THE FUTURE?

COVID-19 has thrust many jurisdictions into the future faster than they planned. As this situation improves, there will likely be lessons learned that the board may consider for further evaluation. I plan to continue to identify and advance initiatives that are focused on the future. A few of the future-focused

initiatives that are expected to be published in the next year include: a joint Transportation Research Board (TRB)-AAMVA study titled, "Trends Impacting DMVs of the Future," a best practices guide on managing data privacy and access, and the creation of an e-title working group next year, which will assist jurisdictions in selecting e-title solutions to accomplish what is allowed in the recent National Highway Traffic Safety Administration rule.

Q WHAT INITIATIVES THAT YOU'VE BEEN A PART OF HAVE YOU BEEN MOST PROUD OF IN THE PAST?

In Colorado, I am most impressed with the growth of our team and how well they accomplish all assigned tasks and missions. COVID-19 has created a very challenging situation for everyone. Our team has successfully operated in a sustained crisis mode, consistently providing very favorable results. I'm also proud of the 2019 AAMVA Region 4 conference. It provided me a window into the AAMVA staff, which showcased their dedication and professionalism.

Q WHAT TRANSPORTATION ISSUES ARE YOU MOST PASSIONATE ABOUT?

Issues that impact our customers and prevent our employees from providing great customer service.

Q OUTSIDE OF WORK, WHAT ARE SOME OF YOUR FAVORITE HOBBIES OR PASTIMES?

I enjoy hiking and walking my dog, spending time with my family, and day trips with my wife, Crystal, before or after AAMVA conferences to visit historical or interesting sites across North America. **m**

go online

HEAR MORE FROM MIKE DIXON ON AAMVACAST EPISODE 4 – "KEEPING EMPLOYEES SAFE," AVAILABLE AT AAMVACAST.PODBEAN.COM.



*HOW VENDORS THAT SUPPORT THE
DRIVER SERVICES INDUSTRY ARE
REACTING TO THE COVID-19 PANDEMIC*

STAYING ONLINE

STONEY HALE, EXECUTIVE CONSULTANT, BUSINESS INFORMATION SYSTEMS (BIS)

At BIS, we've been very fortunate that we're still able to provide 100% of our services and the same level of outstanding customer service we usually do. For disaster recovery purposes, our entire staff already had company-issued laptops and the ability to work from home. We also have certain employees who work remotely full-time, due to the logistics of providing services in multiple jurisdictions. So we knew how this process should work. To make the transition easier, our marketing team created some internal communications with tips for working from home and work/life balance.

The biggest change for us is using videoconferencing and messaging instead of having face-to-face meetings. However, this hasn't created any major hiccups. Even our employees who are used to working with others in person, such as sales staff, are doing things like giving product demonstrations via web conferencing.

On the customer side, we know this crisis has been very challenging for DMVs,

and we are grateful that our disaster preparedness has allowed us to help our customers through it. Unsurprisingly, we're receiving more questions from our customers about online services and kiosks. For example, our Auto Assistant app, which allows users to present and renew their vehicle registration (among other functionality), has seen increased interest. But for basically every online service we offer, we have customers who want to take advantage of it.

While we should see an influx of customers as DMVs begin reopening, I also think this crisis will encourage more citizens to utilize online services. We've found there is very little friction with these services; when a customer uses it once and has a good experience, they almost always continue to do it that way. Website services, kiosks that allow for driver services while maintaining social distancing and other online services have been really valuable during the pandemic. I really see this as the way forward both for DMVs and customers. ▶



Business Information Systems' Auto Assistant app provides instant access to an electronic copy of a vehicle's registration and proof of insurance, among other useful functions.

"I think this crisis will encourage more citizens to utilize online services. We've found there is very little friction with these services; when a customer uses it once and has a good experience, they almost always continue to do it that way."

STONEY HALE

Executive Consultant, Business Information Systems (BIS)

QUICKLY ADAPTING

FRANK DEAN, BUSINESS DEVELOPMENT AND DAVID ALDERSON, PARTNER, FAST ENTERPRISES, LLC

For Fast, we had to adapt to the stay-at-home policies just as our clients did. We had disaster-preparedness and business-continuity plans in place, but I don't think anyone anticipated every jurisdiction would have the same crisis at the same time.

We didn't have a work-from-home policy in place before the pandemic, so there was definitely a shift. Our teams were able to make that transition quite well given the circumstances, and, at the same time, support our clients and keep their systems up and running. This involved many of the practical challenges that other companies are dealing with: providing employees monitors, setting up VPN connections, managing work/life balance, etc. Since everything we do happens at a local level, with employees spread across the many jurisdictions we serve, this also created

logistical challenges that we were fortunately able to solve without service interruptions for our clients.

What we're doing hasn't really changed, but the pace of things happening has. Ironically, with DMVs shut down, the pace of work has increased because there are so many new solutions that need to be figured out quickly. For example, in one jurisdiction where we provide services, the governor made an executive order that allowed senior citizens to renew their driver registrations online. We were able to get that functionality into production the same day as the announcement.

With COVID-19, we think we're already seeing a paradigm shift in how people think of the DMV and how they relate to it. In the months of March and April, one jurisdiction we work with saw a 300% increase in usage

volume of online sessions. The virus will be around for a while, and it's going to change the way people think about going into places. Our customers and their customers—the consumer—are going to demand more options to do things remotely. We've heard from several executives who say they don't see the DMV ever going back to business as usual.

We see this new normal as essentially phase three of the COVID-19 recovery process. Phase one is the immediate triage that is being done and has been done in the past few months (crisis management, extending deadlines, waiving penalties, etc.). Phase two is the reopening of DMVs and transitioning to how we used to do business, but with social distancing and mitigation of disease spread in mind. And then phase three is this new normal where we are thinking less about what happens in the DMV office and more about moving people out of the office to conduct their business.

If there is any silver lining in this crisis from the driver services perspective, it is that this becomes an impetus for DMVs to have a transformation. When we used to think about what is on the horizon for DMVs, we would think about the next five to 10 years. Now we're looking at one or two years from now and seeing there will need to be a lot of innovation. When we're talking to DMVs about this, our message is about the resilience of these solutions. If you're not thinking about what will happen to your services if and when things change, you won't be ready for the next crisis. We have the ability to adapt and act quickly, and supporting agencies to find solutions they (or we) may not even know they need yet is what we'll continue to do.

SAFETY FIRST

DREW NICHOLSON, PRESIDENT & COO, INTELLECTUAL TECHNOLOGY, INC. (ITI)

Since the onset of the pandemic, we have been able to process over 2 million transactions on behalf of our DMV customers and continue to safely offer the important services we perform every day.

Nearly every business was determining how to manage through the crisis, including how to keep business moving. For ITI, we had two immediate and primary focuses: the care and safety of our employees and helping our DMV customers face their challenges. Our employees rallied to open lines of communication with the customers they serve, and continue to deliver

essential services. As we defined our plans to provide a safe environment for our employees, we communicated with many of our DMV partners to share those plans and jointly discuss how we might weather this situation together.

Through our communication with many DMV contacts, it was clear that they had a catch-22 on their hands. Close the offices for safety, while also providing services for citizens to keep operations moving forward. As such, our focus was to ensure the lines of communication remained open, carry whatever load we could in our facilities where we still had essential employees, and accelerate implementation of solutions that could transact DMV business outside the DMV offices.

Keeping the lines of communication open simply required an outreach to let our colleagues at the DMVs know we were available to them and ready to help. Whether working from home or

INCREASED INTERACTIONS

KELLIE BENOIT, MANAGER, NIC, AND VICE CHAIR, INDUSTRY ADVISORY BOARD

NIC has been fortunate to draw on 28 years of experience serving DMVs, and our operations fundamentally have not changed due to COVID-19. A benefit of having a global threat-monitoring program is that we began tracking the virus-related headlines in late-January and started to build a comprehensive pandemic management plan in early February. We were ahead of the curve and had finished moving all of our employees to remote work well before the first states started issuing shelter-in-place orders. As DMVs across the country were forced to close in March, NIC was running a 100% virtual operation, and we were ready to support agencies as they quickly shifted to all-online processes.

Digital government is NIC's single focus, and our mission is to make it easier for citizens and businesses to access essential government services. As government offices closed, digital provided the only means to provide operational continuity. Our core DMV services have been well-suited to help DMVs manage through the COVID-19 crisis. Every transaction we can conduct online delivers a rapid result for a citizen, and it also helps move a person out of the line at a branch office.

We have seen spikes in online usage, and many of our DMV services are seeing transaction volumes that are often as high as double or triple the normal run rate. Customer service inquiries are also spiking, and the inbound email, chatbot and phone support requests we handle are estimated at threefold in

"Many of our DMV services are seeing transaction volumes that are double or triple the normal run rate."

KELLIE BENOIT
Manager, NIC

NIC has seen online transactions for vehicle registration and driver license renewals grow by more than 200% in one month of the pandemic.

many jurisdictions we serve. Additionally, DMVs we work with are now seeing adoption rates for key services at an all-time high.

We are also working closely with DMV leaders across the country on several innovative programs to support more online transactions and to digitize activities that previously have only taken place at branch offices. One jurisdiction we work with is about to test a new service that offers an online version of the driver permit test, and we're also exploring how

to proctor online exams for a variety of services in another jurisdiction. Each innovation moves the DMV office closer to a true virtual office environment, and we are honored to have a seat at the table for these brainstorming discussions.

NIC's services are highly scalable and available on any device, and we've been both prepared for and able to handle large traffic spikes during COVID-19. Even as social-distancing guidelines are relaxed, we believe digital services will continue to see very high usage, and we will be ready to support the demand. We will also continue to help our jurisdiction partners raise awareness for DMV digital services, so we can pull more citizens out of the lines at branch offices by using a variety of awareness-building tactics. It has been an honor to work collaboratively with our DMV partners to provide service continuity to citizens during this challenging time, and we are thankful they have put their trust in us.

in the office, our account managers and customer service representatives made phone calls and sent emails, alerting customers of our availability. In many cases, because of our relationships, a staff member may have a cell phone number to which they would send a text to check in.

Regarding helping to carry the load, ITI has several arrangements with DMVs ranging from complete turnkey license plate services to license plate or registration fulfillment. With these services, we can put the onus of being in a warehouse, printing, testing, validating, packaging and shipping on our team, allowing the DMVs to continue to respond to remote requests for license plates and vehicle registrations.

Relative to extending the DMV reach outside the office, our self-service kiosks are a primary way for citizens to continue to transact business when access to their DMV office is limited or not

available. We took steps to work with our retail partners—typically your neighborhood grocery store or big box store—to make citizens aware of the self-service kiosks. Further, we mobilized our field technician staff to service the kiosks, essentially replacing consumables as they depleted. In some jurisdictions, during the COVID-19 shutdown, we processed thousands of transactions per day, maintaining service to the citizens and keeping DMV revenue flowing.

Another focus was our online driver-testing solution KnowTo Drive. Prior to the pandemic, we were implementing new fraud-prevention and identity-verification features to more effectively serve citizens at-home and at third-party agencies. When the pandemic hit, our engineering team put all other efforts aside and accelerated the completion of the advanced protection features to enable us to offer the KnowTo Drive sooner than expected with enhanced fraud prevention. **m**



Days of Change

MESSAGES FROM THE OUTGOING AND INCOMING AAMVA BOARD CHAIRS

Last year as your incoming board chair, I urged you to stay involved because the strength and success of this association lies in the engagement of its members. Of course, nobody knew at the time how different “engagement” would look in 2020.

It has been a year of remarkable change. Agility has been critical to the continuity of our operations, and to shift quickly in an ever-changing and unfamiliar environment has been the name of the game. These unprecedented challenges have not deterred AAMVA from what it is so good at: innovative solutions that make a difference to the customers we serve.

This has also been a time of exponential growth and reflection that has really pushed us to look at things differently. What we do and how we do it will continue to evolve. We must use what we have learned to make long-lasting changes that benefit everyone we serve.

As I reflect on the last year as chair, there are some takeaways that I want to share. You have a very strong AAMVA Board that is engaged and thinking of you. The steady and thoughtful oversight of the board, coupled with the incredible talents, professionalism and can-do attitude of the AAMVA staff positions this community so well.

I will end this communication with the way I started my very first communication as incoming chair. The success of this association is dependent upon your engagement. You have risen to the occasion. You would think the challenges we experience would keep us apart, but you have strengthened this community by staying engaged and helping each other work through challenges. For that, I thank you so very much. It has been a true honor to serve as the Chair of the AAMVA Board. **m**

Whitney Brewster
2019–2020 AAMVA
Chair of the Board

I don't think it is a stretch to say that 2020 will be a year remembered by everyone. We won't remember a specific day, but many months. While we are all living it now, in the years ahead, we will likely recall how dramatically the COVID-19 pandemic impacted our daily lives, as well as how it required all jurisdictions to creatively modify services for their customers while protecting employees.

One thing that I hope we remember is how well our association worked together through a very difficult and challenging period. I would like to personally thank Anne and Whitney for their role in leading AAMVA this past year. Well done!

All AAMVA members and associate members have been well served by the board members and staff. We have a wonderful association that is dedicated to its membership. Whitney and other past chairs have been very successful in ensuring AAMVA has remained viable and focused on helping address relevant motor vehicle industry and law enforcement issues.

Our industry has changed significantly over the past decade and even more so in the past several months. AAMVA has been fully active in support

of this effort, and we will likely continue to see more changes in the year ahead.

I am humbled and honored to have served on the AAMVA Board and to be next in line to become its chair. We are all part of a great association, and I look forward to meeting and working with you in person or online in the coming year! **m**

Mike Dixon
2020–2021 AAMVA
Chair of the Board



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