

move

BUILDING INCLUSION AND EQUITY

Agencies assess
programs to improve
their diversity,
equity and
inclusion efforts

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Highlights from the 2021 Virtual
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NMVTIS Enforcement Award
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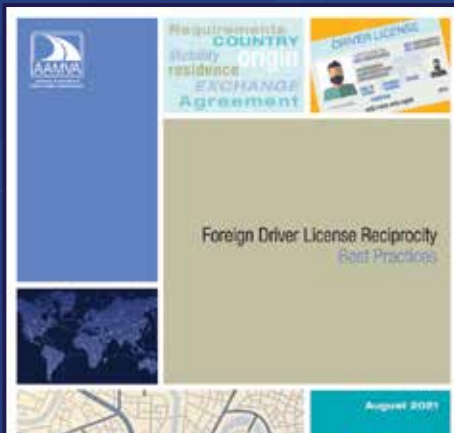
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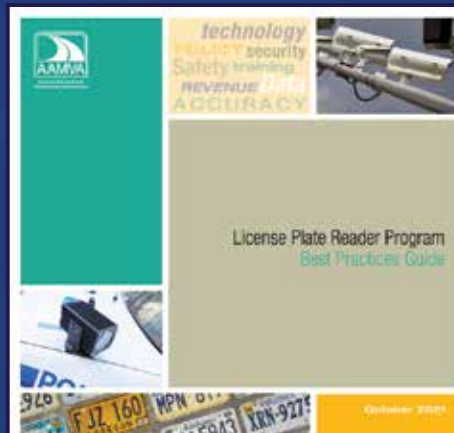
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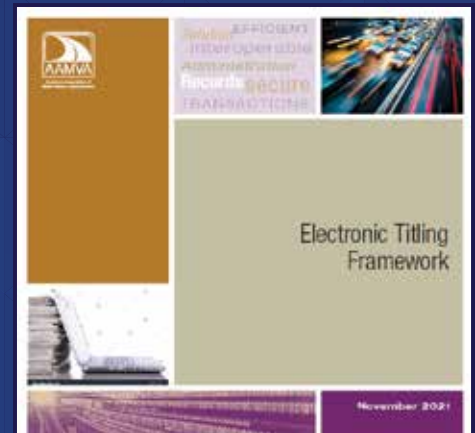
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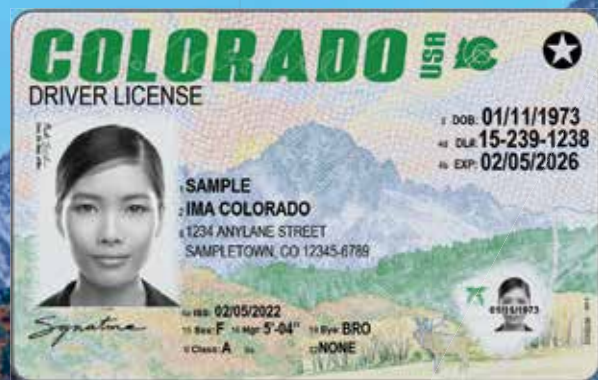


OUR VISION

Safe drivers
Safe vehicles
Secure identities
Saving lives!

MOVE is the publication of the American Association of Motor Vehicle Administrators. For more information, visit www.aamva.org.

Introducing a colorful perspective on **card design**



Inspired by Colorado's landscapes, this magnificent image was chosen in a statewide citizen design contest to become Colorado's new driver license and ID card.

Thales is proud to partner with Colorado to elevate their cards with unparalleled security and a winning new design.



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BY ANDREW CONNER



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ONLINE EXCLUSIVES

Don't forget to visit **MOVEmag.org** to read the latest web exclusives.

The compliance date for the Federal Motor Carrier Safety Administration's (FMCSA) Entry-Level Driver Training (ELDT) Training Provider Registry is Feb. 7, 2022. Find information to prepare at **MOVEmag.org/Save-The-Date**.



A Safer, More Inclusive Future

REFLECTING THE COMMUNITIES WE SERVE

AAMVA members are widely recognized as serving the most comprehensive and diverse customer base of any government agency. The business of motor vehicle and driver's license agencies (MVAs) is to serve everyone and, as COVID-19 has made abundantly clear, to provide essential services even when other government agencies shut down.

The "essentialness" of MVAs rests in the fact that a trusted credential (driver's license or ID card) and a secure title on a registered, insured vehicle are essentials in our lives today. These trusted credentials provide access to jobs, education, health, other government services and more.

At their heart, MVAs are an essential service provider to everyone—young or old, famous or infamous, rich or poor—regardless of gender, ethnicity, race and ability. As such, MVAs strive to reflect the communities they serve, with goals that include offering equitable and inclusive employment practices and customer

policies to support their safety and service missions.

At present, there's an urgent need across North America to assess the impact of our practices and policies on diversity, equity and inclusion (DEI), and to examine inherent biases, both our own and within the systems and organizations in which we operate. There is an insistent pressure, a positive pressure, to examine policies, procedures, service locations, online service accessibility and employment practices to assess how well they offer equal access to opportunities and to the mobility that driver and vehicle credentials provide.

Some agencies have begun this process by conducting an audit of their agency's practices or, as in the case of AAMVA, analyzing trends in promotional, recruitment and salary practices, and learning how to talk about race and inclusion. Based on its history of giving jurisdiction members a working group and roundtable framework where they exchange information and identify best practices, AAMVA can be a collaborative space where members share their experiences and practices to strengthen DEI initiatives that improve equitable access to opportunity.

As the DEI article in this issue of *MOVE* illustrates, we can influence equity and inclusion outcomes by examining the elements of our work that we control, including ourselves. If we can talk about a problem, we're more likely to be able to solve it.

When it comes to valid credentials, a terrible trend of this pandemic has been the upsurge in fraudsters who rip people of their essential IDs, only to expose them further to financial fraud and worse. Whether through phishing scams, cybercrime or old-fashioned vehicle theft, consumers have been victimized by cyber-fraudsters during the pandemic.

Fraud detection and remediation are practices the AAMVA community has worked hard to develop into best practices and continuous training. We work with an ever-expanding community of identity experts, cyber-crime professionals and government partners to bring the best, most current knowledge and tools to help AAMVA members find and prevent the fraud that infiltrates people's lives.

In this issue of *MOVE*, you'll find articles that are supported by AAMVAcasts on both topics. This is a learning issue for our community that continuously strives to improve its essential public services. [m](#)

Anne Ferro
AAMVA President and CEO



Virtual Connection

AAMVA's 2021 Virtual Annual International Conference (AIC), Aug. 31–Sept. 2, was a huge success! AAMVA's immediate past Chair of the Board Mike Dixon welcomed 1,075 virtual attendees for three days of engaging sessions. This event was originally planned to take place in Denver, but for the safety of its members, attendees and staff, AAMVA decided to pivot and hold the AIC as a virtual event. During the conference, members had the opportunity to network and attend sessions on hot topics, including mDL, REAL ID, driver and vehicle safety, fraud detection and prevention, the impact of COVID-19 on members and more. Along with learning opportunities, the conference provided the chance to network and consult with peers.

Throughout the conference, with your help, AAMVA raised \$8,795.70 for Concerns of Police Survivors (C.O.P.S.). Each year, between 140 and 160 officers die in the line of duty, and their families and coworkers are left to cope. C.O.P.S. provides resources to help them rebuild their shattered lives. Thank you for all of your generosity and hard work to make this fundraiser successful!

The 2021 Virtual AIC also saw the outstanding work of AAMVA members recognized at the Awards Presentation. The conference finally concluded with the closing ceremony and the swearing in of AAMVA's new International Board of Directors, including Chair of the Board Chrissy Nizer, who invited everyone to Baltimore, for the 2022 AIC. Thank you to all of the attendees for being flexible during this unpredictable time, and to the sponsors who contributed to the event! **m**

Throughout the conference, with your help, we raised \$8,795.70 for Concerns of Police Survivors (C.O.P.S.).





find out more _____

IF YOU MISSED AAMVA'S 2021 ANNUAL INTERNATIONAL CONFERENCE OR ONE OF THE PRESENTATIONS, DOWNLOAD THEM AT [AAMVA.ORG/2021-AIC-DOWNLOADS-CENTER](https://aamva.org/2021-AIC-DOWNLOADS-CENTER).

Presenters at AIC engaged attendees during their virtual sessions.

To view a list of all of the 2021 award winners, visit aamva.org/aamva-awards.

AAMVA PRESENTS INTERNATIONAL AWARD WINNERS

AAMVA's International Awards Program winners were presented at the Virtual AIC. Award recipients included two Lifetime Achievement in Highway Safety winners, Owen McShane (Motor Vehicle Administration) and Col. Matthew Langer (Law Enforcement). Read the Q&As with both Lifetime Achievement Award winners on pages 23 and 24.

Congratulations to all of this year's winners, featuring individuals, teams and organizations that have committed their time and resources to safety initiatives, outstanding customer service, and public affairs and consumer education programs throughout North America.

Knowledge Is Power

NORTH CAROLINA DMV WORKS WITH IDEMIA TO EDUCATE RETAILERS, LAW ENFORCEMENT ON FRAUDULENT IDS

BY MYRNA TRAYLOR



Use of fraudulent driver's licenses used to be limited to young adults trying to get around age limits to buy alcohol. These days, that is still a major market for counterfeiters, but other bad actors, such as identity thieves and other criminals, are also eager buyers of fraudulent IDs—to the tune of \$100 million annually.

As part of their effort to understand the scope of the problem, IDEMIA, provider of identification documents to more than half of U.S. states, sponsored a study in cooperation with SPACT. SPACT is a South Dakota-based research program supported by several universities and the South Dakota School of Mines and Technology. Research there focuses on several types of fraud and counterfeiting, utilizing tools from

cybersecurity, physical and materials science, engineering, and behavioral science.

In a white paper summarizing the study, IDEMIA and SPACT detailed the websites—on the surface and dark web—that provide the illicit documents, how payments are made (primarily bitcoin) and the extent to which anti-counterfeiting features of legitimate documents, such as holograms, barcodes and windows, were simulated on the fakes.

For the most part, the fraudulent IDs can pass a cursory inspection at a bar or liquor retailer, although some more sophisticated fakes are using up-to-date elements, such as the REAL ID logo and copies of the signature of the relevant state official.

Teresa Wu, vice president of innovation and client engagement at IDEMIA, points out that counterfeiters are not trying to duplicate the substrate of legitimate IDs. “This study helps us understand the facts and the whole counterfeit ecosystem,” she says. “It doesn’t serve the customer to say that a certain material is a ‘silver bullet’ to prevent fraud.”

“This study helps us understand the facts and the whole counterfeit ecosystem.”

TERESA WU

Vice President of Innovation and Client Engagement at IDEMIA



She stresses the need for vendors to work more closely with DMVs to help them make fraudulent IDs so easy to spot that they become useless.


**\$100
MILLION**
is spent
annually
on fake IDs.

SPOTTING FAKES

When the North Carolina DMV informed IDEMIA that it had seen an uptick in the number of North Carolina fraudulent IDs seized by law enforcement, DMV and other state officials worked closely with IDEMIA to understand how they could best educate all interested parties.

Scott Parker, deputy commissioner of the North Carolina Division of Motor Vehicles, notified all branches of the state's law enforcement bodies to be on the lookout for the fraudulent IDs. He also worked with Israel Morrow, assistant director for operations at the North Carolina Department of Public Safety, Alcohol Law Enforcement Division (ALE). Both are concerned about primary as well as downstream effects of the fraudulent IDs.

"Students purchase these [fraudulent IDs] online for \$80-\$100 to get two IDs," Parker says. "We wanted law enforcement to understand that some people would utilize these IDs for commercial uses," such as renting cars or hotel rooms. "If some major incident happened in the nation, and North Carolina 'driver's licenses' were used, we want to be able to say 100% that it was not generated from the DMV."

ALE and the DMV have developed a short list of fraudulent-ID identifiers that they are sharing with law enforcement and retailers statewide. In addition, ALE has conducted educational outreach at several of the state's universities highlighting alcohol-related crimes, such as DWIs, sexual assault, or causing or being the victim of a crash that ends with a fatality.

Moreover, Parker and Morrow both point out unintended consequences of dealing with the counterfeiters who are based primarily overseas.

"These young people are giving their complete, truthful information to these criminals, and now it's out there on the dark web," Parker says.

"One day, they're going to go to bed with a 720 credit score, then wake up the next day and it's going to be 72," Morrow says. "Plus, if any job application asks if they've ever had any dealings or provided information to a foreign country, they will have to answer 'yes.'" **m**



{THIS MONTH'S SURVEY}

AAMVA MEMBERS HAD A LOT TO SAY ABOUT THE 2021 VIRTUAL ANNUAL INTERNATIONAL CONFERENCE!

Here are just a few thoughts from our attendees, submitted anonymously via the post-event survey:

"AIC was extremely well done. The AAMVA team pivoted from in-person to virtual exceptionally well. Our team loved the virtual format because it provided an opportunity for team members who could not attend in person due to budget to benefit from the conference."

100% OF SURVEY RESPONDENTS EITHER AGREED OR STRONGLY AGREED THAT THE SESSIONS AND PRESENTERS WERE INFORMATIVE AND ENGAGING.

"One of my favorite sessions was the E-title Working Group Update, due to the interactive nature, as well as being able to provide feedback on topics and, hopefully, help drive the direction of the working group."

"Thank you for the opportunity to attend the conference virtually. Kudos to all involved for doing an excellent job with content and infrastructure. I know everyone is [eager] for in-person meetings, but there are significant benefits to virtual gatherings."

100% OF SURVEY RESPONDENTS EITHER AGREED OR STRONGLY AGREED THAT THE VIRTUAL AIC PLATFORM WAS EASY TO USE AND EFFECTIVE.

"I appreciate the opportunity for discussion and exposure to other jurisdictions' experiences. There is always something different [to learn about]." **m**

Curiosity Thwarts Criminals

VIRGINIA AGENT UNCOVERS CRIMINAL ENTERPRISE, EARNING HER THE INAUGURAL NMVTIS ENFORCEMENT AWARD

BY JILL CONNER



As the world becomes more technologically advanced and fast paced, so does the world of crime, making resources such as the National Motor Vehicle Title Information System (NMVTIS) a critical tool for enforcement officers to thwart criminal activity. However, sometimes it takes human instinct to get the ball rolling.

In early 2019, Crystal Caldwell, assistant special agent in charge (ASAC) of the Virginia Department of Motor Vehicles (DMV) Richmond Division, noticed a couple of Notification of Change of Ownership (NCO) forms that had the same name. This struck her as odd, so she started to do some searching and cross-referencing to see if that person had more vehicles titled to their name. “It pays off sometimes to be a little bit nosy,” she says, because in some instances, there were numerous other vehicles titled to that person and the documentation wasn’t what it should be. Once she discovered one bad document, she started to look closely at all of the documents—nothing could be taken at face value.

Learn more about how NMVTIS can be a tool for law enforcement in AAMVAcast Episode 73 aamvacast.podbean.com.

A COLLABORATIVE EFFORT

Through this information-gathering and verifying process, ASAC Caldwell soon discovered a well-organized and extensive crime network involving false identities and counterfeit LLCs. They would steal cars, swap out vehicle identification numbers (VINs), forge manufacture certificates and sell the cars.

However, ASAC Caldwell and others wouldn't have been able to share information if it weren't for technological platforms such as NMVTIS and a fraud-teleconferencing platform that allowed officials to swap information easily and quickly. Given that this crime network was expansive, no state had all of the pieces to the puzzle.

VITAL REAL-TIME INFORMATION

Without NMVTIS, tracking VINs would have had to be done the "old-school" way through phone calls and emails, and by the time the agents would have gotten a response, the car could have been re-sold several times. With these databases and information-sharing tools, cars were located from coast to coast, and 279 fake titles were identified.

"Being able to verify in real time whether or not a car is a legitimate vehicle is crucial because the quicker we can get them back means the bad guys have less of a chance to victimize private citizens," ASAC Caldwell says. On average, the victims of these crimes paid around \$40,000 per car.

REWARDING HARD WORK

Thanks to the hard work of ASAC Caldwell and her colleagues, they were able to secure 100% restitution for the victims, and everyone they brought charges against plead guilty. While the Florida and federal cases are still pending, ASAC Caldwell's job is done—but not without recognition. She was the inaugural recipient of the Fraud Prevention and Detection Award – NMVTIS Enforcement Award, which AAMVA presented for the first time earlier this year.

"I'm not 100% sure that I deserve it," she says. "I'm extremely grateful to my agency for giving me the latitude to be a little nosy, to keep digging and let me play on my hunches. But honestly, it's an award for everybody who held a piece of the puzzle and shared information. It's an honor, but it's not all mine." **m**

"I'm extremely grateful to my agency for giving me the latitude to keep digging and let me play on my hunches."

CRYSTAL CALDWELL

Assistant Special Agent in Charge of the Virginia Department of Motor Vehicles Richmond Division



EYES ON FRAUD

BY AAMVA'S DATA LADY, JANICE DLUZYNSKI

These recent surveys focus on fraud deterrence and detection. All surveys have additional questions that provide more information. Full details can be found at: [AAMYA.ORG/SURVEY/USER/SEARCH.ASPX](https://www.aamya.org/survey/user/search.aspx).



30 RESPONSES

**DOES YOUR JURISDICTION
HAVE A STATUTE ADDRESSING
FRAUD OCCURRING DURING
AN APPLICATION FOR TITLE,
PERSONAL IDENTITY DOCUMENT
OR LICENSE/PERMIT?**

Yes: 

No: ■

DOES YOUR JURISDICTION HAVE A STATUTE ADDRESSING COUNTERFEITING OR ALTERING OF MVA DOCUMENTS?

Yes: 

No: ■■■

DOES YOUR JURISDICTION HAVE A STATUTE ADDRESSING FALSE USE OF MVA DOCUMENTS?

Yes: 

No: ☐ ☐ ☐ ☐

**DOES YOUR JURISDICTION
HAVE A STATUTE ADDRESSING
IDENTITY THEFT RELATED TO
MVA PRODUCTS OR SERVICES?**

[illegible]

No: ☐ ☐ ☐ ☐

No response provided: 

DOES YOUR JURISDICTION HAVE A STATUTE ADDRESSING SPECIFICALLY THIRD-PARTY FRAUD?

[illegible]

No: ■■■■■■

No response provided:

DOES YOUR JURISDICTION HAVE A STATUTE ADDRESSING INTERNAL MVA FRAUD?

Yes:

No: ■■■■■■

No response provided: ■ ■

DOES YOUR JURISDICTION HAVE A STATUTE ADDRESSING VEHICLE TAX FRAUD?

Yes:

No: ■■■■■■

No response provided: ■ ■ ■ ■

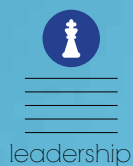
ONLINE RENEWALS AND ADDRESS CHANGES

37 RESPONSES

DOES YOUR JURISDICTION ALLOW LICENSE RENEWALS TO BE DONE ONLINE?

Yes: 

No:



BUI



LEADING INCLUSION AND EQUITY

AGENCIES ASSESS PROGRAMS TO IMPROVE THEIR DIVERSITY, EQUITY AND INCLUSION EFFORTS

BY TYRA TRICHE

Following the tragic events of 2020, organizations and entities in the public and private sectors are re-evaluating how they handle race relations within their companies and agencies. For some in the transportation sphere, improving on diversity, equity and inclusion (DEI) has been an ongoing project for years, while others are just joining in on the conversation. Most begin with a focus on understanding what DEI is and why it's important.

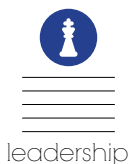
Training Industry, the leading source for information on the business of learning and development, defines DEI as “a term used to describe programs and policies that encourage representation and participation of diverse groups of people, including people of different genders, races and ethnicities, abilities and disabilities, religions, cultures, ages and sexual orientations, and people with diverse backgrounds, experiences, skills and expertise.” Motor vehicle administrators are working to fully understand, consider and cater to the numerous peoples and communities they serve and are striving to make sure their employees mirror the diverse public.

“You can have a diverse environment, and you can have measures that improve accessibility and equality. But if folks don't feel like they belong to the team, all that, frankly, doesn't matter, right?” says Kathleen Webb, former chief deputy director of the California Department of Motor Vehicles (DMV). “You need to feel like your voice matters, like your voice will be heard and like you have a place to exercise your voice.” ▶

“You need to feel like your voice matters, like your voice will be heard and like you have a place to exercise your voice.”

KATHLEEN WEBB

Former Chief Deputy Director of the California Department of Motor Vehicles



LEARNING HOW TO HAVE DIFFICULT CONVERSATIONS

The first step to creating more diverse, equitable and inclusive environments, Webb says, is teaching people to recognize their own conscious or unconscious biases and how they may influence decision making.

About five years ago, the California DMV partnered with the Government Alliance on Race and Equity (GARE) to develop a Racial Equity Action Plan. “We really dove deep into our departments and brought in a diversity of staff to be part of shaping the Racial Equity Action Plan,” Webb explains. “It also allowed for a conversation to happen that usually is not a comfortable conversation for most people.”

Learning how to facilitate complex conversations around things like race, prejudice and bias was essential to making change happen in California. “The key thing is when you get into these conversations that are personal, to not let it become so personal that you can’t move forward and find some solutions,” Webb says. “For people who are not discriminated against, or people who are not of color, it’s hard for somebody else to decide how to fix the problem if you’re not talking with people who are actually being impacted by current policy.”

These difficult conversations are ones that American Association of Motor Vehicle Administrators (AAMVA) President and CEO Anne Ferro hopes AAMVA is having with its own employees. “First, we can start to sensitize ourselves to our own internal biases or unintentional biases. Then, we can challenge ourselves as to what it means to go beyond being diverse, but also being inclusive and equitable, and to identify practices we can instill,” she says.

For jurisdiction members, AAMVA’s practice of facilitating working groups and roundtable discussions offers a forum for agency leaders and personnel to share best practices, findings and issues, so they can learn from one another about how DEI audits, process changes and policy reviews are introduced and implemented, for example.

The Pennsylvania Department of Transportation’s (PennDOT’s) policy director, Natasha Fackler, says her jurisdiction has had all employees go through diversity training in recent years. This past summer, the department released its first Dismantling Systemic Racism and Inequities Working Group report. The purpose of the report was for staff from across the agency to be “charged

with assessing PennDOT’s diversity and inclusion efforts, better understanding structural racism in transportation generally, and evaluating programs and initiatives that could help with these issues.” PennDOT is now looking to implement new ways to do DEI training for its workforce.

“We’re looking at trainings for things like unconscious bias and microaggressions. We are starting to set up small group discussions for the agency that allow for candid conversations on these topics,” Fackler says. “We’re also in the process of setting up a Diversity, Equity and Inclusion Council to allow individuals within the agency to participate in culture-building activities and discussions related to this. And we’re in the process of hiring a director of equitable transportation to help guide the agency in all of our work.”

RECRUITMENT AND RETENTION

In 2019, Wisconsin Governor Tony Evers signed Executive Order 59, which required each state agency to develop an equity and inclusion action plan that would “comply with equal employment opportunity and affirmative action requirements, build an infrastructure and culture committed to equity and inclusion, and incorporate equity and inclusion through the agency’s work and public service.” Rodney Saunders Jr. holds the position of Agency Equity and Inclusion Program Policy Advisor at the Wisconsin Department of Transportation (WisDOT), and his duty is to oversee the execution and implementation of the agency’s plan, which began on Jan. 1 of this year and is set to go through June 30, 2023.

Wisconsin’s plan has about 40 goals that directly target recruitment and retention efforts. “I try to get at least one person from each division on a subcommittee to chime in with their ideas on each of the goals,” Saunders explains. “My goal is to bring the department together.”

One of the projects that Saunders and his team are currently working

Motor vehicle administrators are working to fully understand, consider and cater to the numerous peoples and communities they serve and are striving to make sure their employees mirror the diverse public.





Listen to
AAMVAcast
Episode 72, where
we speak with
GARE Director
Gordon F. Goodwin
about DEI efforts
in the AAMVA
community:
[aamvacast.
podbean.com](https://aamvacast.podbean.com)

on is devising new ways to market job opportunities at WisDOT. Something that's already in place is "changing the language or adding language to reflect the flexibility for religious or cultural observances in job postings," he says. "We're letting applicants know that we're being transparent about what the paid time off options are upon a potential start of employment for them."

Saunders is also excited to implement a new community engagement plan to bring aboard a younger pool of talent. "In Wisconsin state agencies, over 40% of the workforce is eligible for retirement in the next 10 years, so we really have to think beyond just the next four years of our potential workforce," he says.

PennDOT is also reevaluating its recruitment efforts and seeking new demographics. "We have set a plan where we will be meeting with diverse sets of clubs, high schools, trade schools and colleges, including some historically Black colleges and universities, to really set up that pipeline for understanding the skill sets and education that individuals would need to have those jobs or to help us fill job gaps," Fackler says.

"We are really looking at creating age-appropriate materials to get into our schools earlier," she continues. "So, not just for colleges, but even elementary, middle school and high school. We want to start communicating to students earlier, to talk about careers at PennDOT and a lot of the options that we have as an agency."

In California, Webb has introduced new hiring and promotion practices, which include having diverse hiring panels and blind scoring during candidate interviews.

"You don't get the application, you don't get any information on their name, age, gender, or race. All you get is a statement of qualifications that they wrote explaining why they are the best candidate for the job," he explains.

The California DMV is also working with consulting firm Guidehouse to develop a five-year workforce plan and is considering utilizing new technology that helps companies better measure and track their DEI success metrics.

SERVICE DELIVERY AND COMMUNITY ENGAGEMENT

Each jurisdiction's Department of Motor Vehicles or Department of Transportation impacts every citizen within the jurisdiction. The services these agencies provide must be accessible and welcoming to all who need them. Community outreach and engagement

is essential, and PennDOT's Fackler says this means the agency must meet customers where they are.

"In the past, we expected people to come to PennDOT to learn about our programs or projects," she says. "Now, we're trying to turn the tables and ask, how can we, PennDOT, go out and communicate to our communities in ways that are important to them at their events?"

This means visits to local fairs, festivals, faith-based events and more. Since hosting its own events virtually, PennDOT has found that eliminating the need to be in one location has resulted in more public participation.

The California DMV was already in the process of modernizing prior to the COVID-19 pandemic, and it launched a new website with more online services in July 2020. Recently, it installed service kiosks that mirror the department's website in various popular locations around the state, like grocery stores. These machines were updated to include assistive technology to make them more inclusive, specifically for those who are blind and visually impaired. Since the state has one of the most diverse populations in the country, its DMV offers 32 languages and translation services.

Webb says that earlier this year, she was approached by leaders from a low-income community in Sacramento County about how vehicle registration expiration and the associated fees impacts their daily lives. They told her how people with expired registration tags were often stopped by the police, and how fees and fines make it more difficult for these drivers to rectify their situation.

In May of this year, AAMVA released research called *Reducing Suspended Drivers and Alternative Reinstatement Best Practices*, which echoes what community members shared with Webb: that suspended drivers end up getting trapped within the system.

"How do we support people not being a target for law enforcement when the only thing they haven't done is paid their registration?" Webb questions. She says that grant dollars have allowed for the state to pay for about a dozen people's registration in the low-income neighborhood, but that these are the kind of issues that she hopes to address moving forward. **m**

go online

LEARN MORE ABOUT THE UPDATE TO *REDUCING SUSPENDED DRIVERS AND ALTERNATIVE REINSTATEMENT BEST PRACTICES* AT MOVEMAG.ORG/CUTTING-RED-TAPE.



A NEW FRONTIER OF



ONLINE DMV SERVICES OPEN NEW OPPORTUNITIES FOR FRAUD

BY ANDREW CONNER

Of the many ways the COVID-19 pandemic changed our lives, it accelerated the shift from traditionally in-person services to online transactions. For motor vehicle agencies across North America, the pandemic necessitated a change in the way business is regularly done, enabling motor vehicle departments that had basic online service options to prioritize implementation of remote service delivery across a number of product channels.

While this created an opportunity for agencies to rethink and streamline some of their most commonly used services, it also presented a challenge: With more functions happening remotely via the internet, new avenues for fraud were created. According to the Federal Trade Commission, consumers reported losing more than \$3.3 billion due to fraud in 2020, compared to just \$1.8 billion in 2019. Additionally, the most commonly reported type of fraud was identity theft—a fraudulent activity that directly involves motor vehicle departments due to the ubiquity of the driver's license as a document that proves identity. ▶

FRAUD



AN OPPORTUNITY FOR SCAMMERS

“There is a lot more value on driver’s license information due to the pandemic,” says Owen McShane, director of investigations at the New York State Department of Motor Vehicles (DMV). “One of the reasons for that is the expanded unemployment benefits as a result of COVID-19. In New York, we saw individuals doing everything they could to try to get driver’s license information.”

McShane explains that the types of fraud individuals committed to get driver’s license information ran the gamut from using stolen credit cards to ordering duplicate licenses to the extremely common phishing scams that plagued seemingly every jurisdiction during the pandemic (see “Gone Phishing” on page 22). JoAnna Shanafelt, assistant administrator at the Washington Department of Licensing (DOL), adds that opening up its system to help people perform more services online created a new vector for the types of fraud McShane lists.

“Because of COVID-19 and our offices closing down, we had a demand for services to be moved online,” Shanafelt says. “While we had a secure system, we, as a state, decided to open up online services to reduce additional barriers for our customers.” Shanafelt explains that this opening up



Many criminals utilize the dark web when stealing identities. The dark web is made up of internet sites hidden from conventional web browsers. Instead, you need special browsers and search engines to access them. The sites also use encryption software, so people can remain anonymous and hide their locations.

Listen to AAMVAcad Episode 57 to learn about the National Motor Vehicle Title Information System (NMVTIS) and its role in preventing fraud: aamvacast.podbean.com.

included giving customers the option of not creating a secure account and performing some services as a guest. “We didn’t expect the volume of fraud that we saw. We saw individuals who had their identities compromised through other data breaches be taken advantage of—as soon as your information is on the dark web, it’s ripe for anyone to take.”

To illustrate the increase in fraud, Shanafelt shares that in a two-and-a-half year period under its secure transaction system, the Washington DOL had fewer than 1,000 fraud victims. In contrast, in just a three-month period during the pandemic after the non-secure system opened, the agency identified more than 300 victims.


McShane echoes Shanafelt’s experience with opening up a driver’s services function online and seeing an increase in fraudulent activity. “We offered online permit testing during the pandemic, and we knew as we pushed it out that we were creating some risk,” he says. “But we were amazed at the amount of fraud we saw initially. We started tracking the data and examining it for commonalities. We saw that online tests—for which we increase the number of questions to 50 from 20 for in-office tests—were being completed in record times, and many of the record times were originating from the same IP addresses. We identified individuals who were charging fees to take the DMV permit test for others. We ended up shutting everything down until we could put it back up with more controls in place.”

FIGHTING FRAUD

McShane and the New York DMV implemented a number of controls to address this online exam fraud, including geofencing for IP addresses and establishing an alert if one IP address takes multiple tests. For McShane, Shanafelt and their organizations, recognizing the increase in fraud was just the first step. The second step was taking actions, such as those McShane mentions, to combat the fraud.

“We had to focus on being proactive rather than reactive,” Shanafelt says. “It required us to become more aware of the vulnerabilities that we had within our systems and our operation processes to stay ahead of the fraud. We also had to create new internal processes to help victims.”

In order to identify vulnerabilities and act against them, the team at the Washington DOL created reports that looked for red flags. For example, if a customer already has a secure account, but requests to do a transaction through a guest account, that activity was flagged as suspicious. Other red flags included out-of-country IP addresses and email



Consumers reported losing more than **\$3.3 BILLION** due to fraud in 2020 compared to just \$1.8 billion in 2019.

addresses that were from accounts or providers traditionally associated with fraud.

In particular, Shanafelt highlights one unique way the DOL fought fraud: “Because fraudsters had customers’ personal identifying information, we had to get creative. One of the things we would have applicants do is take a selfie and hold up their driver’s license in that image under their chin. We would then verify that image.”


In New York, McShane had a similar experience and recommends keeping lines of communication within your organization as open as possible to help fight fraud. “Being proactive and getting the information out there helps prevent fraud,” he explains. “When our investigators become aware of an issue, we meet with other senior managers from all parts of the department and advise them of the issue, so we can work together to address it.”

In the case of the fraudsters taking online exams for money, McShane and his team actually signed up to pay for the test themselves and were able to identify and shut down one such operation that way. Working with internet providers has proven fruitful for the New York DMV, McShane says, as they can generally get fraudulent advertisements taken down from Facebook or eBay within an hour or two.

GETTING THE WORD OUT

Beyond fighting fraud internally, getting the message out about fraud to the general consumer audience was also a priority during the pandemic. “I think a lot of impact can be made on fraud with education,” McShane says. “There is a segment of our population that believes everything they read on the internet is true. We post many of these [fraudulent schemes] as alerts on our website and social media. We can track the number of shares, and we generally see a huge spike in contacts after we post as people realize they are actually a victim and come forward.”

Chris McDonold, executive director of the Maryland State Police Vehicle Theft Prevention Council, concurs with McShane about the importance of education. “The biggest way to fight vehicle theft is through public awareness,” McDonold says. “We do a couple of campaigns a year, and we do a public service announcement [PSA] contest every year. We engage the community and local colleges to create the PSA, and it’s a win-win. The students get a check, the faculty loves it and the public gets informed.” ▶



“There is a lot more value on driver’s license information due to the pandemic.”

OWEN McSHANE

Director of Investigations at the New York State Department of Motor Vehicles



technology

GONE PHISHING

Various phishing scams involving motor vehicle departments popped up during the pandemic. While phishing is an ongoing fraud concern, the shift toward online transactions during the pandemic seems to have increased its use. Reports from Washington to New Mexico and Illinois



to Toronto show it is a problem in just about every jurisdiction.

"We saw a significant increase in the amount of phishing scams that were targeting individuals," says Owen McShane, director of investigations at the New York State Department of Motor Vehicles (DMV). "A lot of it dealt with REAL ID. We're doing our REAL ID upgrades electronically due to the pandemic, and the number of people who fell victim to scams relating to REAL ID is astronomical."

Many DMVs conducted aggressive customer outreach and marketing campaigns against the phishing scams to warn consumers to protect themselves by not taking the bait by clicking the links. McShane adds that New York pursued phishing sites individually as they found them.

"When our communications office posted a warning on our website or to Twitter, it would blow up. It really has allowed us to get the information out and even use the general public to help identify more fraud and address it quicker," he says. "We were amazed by the number of submissions for scams that we got."

Most importantly, McShane says the awareness is actually decreasing the amount of fraud. "As soon as we started publicizing it and it was picked up by the news, people stopped responding, and the number of complaints we received dropped significantly."

McDonold explains that this type of outreach is particularly important during the pandemic, when resources are limited and investigations can be restricted. Although he saw vehicle theft generally rise during the pandemic, McDonold doesn't necessarily attribute that rise to COVID-19 directly, because some areas actually saw reduced theft. Regardless, the message for the public regarding vehicle theft is simple: "Of total vehicle thefts, 60% are done with the keys or key fob," he says.

"The biggest way to fight vehicle theft is through public awareness."

CHRIS McDONOLD

Executive Director of the Maryland State Police Vehicle Theft Prevention Council

"Remember to tell car owners to take their keys, lock their car and hide their valuables."

As McDonold suggests, the true impact of the pandemic on fraud is yet to be seen. While there is data that shows some types of fraud increased, more data is needed to determine whether this is a trend that will wane as the pandemic fades or if it will continue to increase.

"For now, I think it's probably going to maintain the level that it's at," Shanafelt says. "We're in the beginning process as

an agency to do a security threat assessment, and I'm eager to see what comes up. I'm hopeful that we'll identify additional parameters and put additional controls in place as a result. I do feel like we're on the road to recovery from this." **m**

find out more

CHECK OUT AAMVA'S FRAUD DETECTION & REMEDIATION (FDR) PROGRAM TO SEE THE LATEST ANTI-FRAUD MODULES AND RESOURCES AVAILABLE: [AAMVA.ORG/FDR-TRAINING](https://www.aamva.org/fdr-training).



FAST FACTS

Owen McShane



HOMETOWN

Albany, New York



EDUCATION

Bachelor's in Criminal Justice & Sociology, York College of Pennsylvania; MPA in Public Safety & Counter Terrorism, State University of New York at Albany



WHAT DO YOU DRIVE?
Jeep Grand Cherokee



HOBBIES

Skiing, fishing and kayaking

Q & A WITH

Owen McShane

DIRECTOR OF INVESTIGATIONS, NEW YORK STATE DEPARTMENT OF MOTOR VEHICLES, AND WINNER OF THE 2021 AAMVA LIFETIME ACHIEVEMENT IN HIGHWAY SAFETY—MOTOR VEHICLE ADMINISTRATION AWARD



Owen McShane enjoying one of his many outdoor hobbies: fishing.

Q HOW LONG HAVE YOU BEEN WORKING IN HIGHWAY SAFETY?

I've been working for the department for 30 years. I entered the agency as an investigator trainee, and I've worked my way up to director of investigations.

Q WHAT CAREER ACHIEVEMENT ARE YOU MOST PROUD OF?

I was hired in 1991 because we had a huge spike in auto theft. That year, the five boroughs of New York City had 140,000 cars stolen, which averages to 385 cars per day. After completing training, I was dropped in the middle of New York City

to deal with finding and stopping car-theft rings. And in 2019, right before COVID-19, the total number of vehicles stolen in New York City had dropped to 7,000 vehicles, an average of less than 20 cars per day.

Something else I'm really proud of is working at the University of Albany, where I teach courses on homeland security and biometrics. I find it really rewarding to see my students going into different fields—and a lot of them end up entering motor vehicle department fields.

Q HOW DID YOU GET INVOLVED WITH AAMVA?

While I was working on auto theft, I was asked to speak at a Region 1 conference. After that, I was asked

to join the AAMVA Vehicle Document Examiners Program, where I helped develop a training program for how to identify altered and counterfeit vehicle ownership documents.

I became further involved with AAMVA after 9/11, which had a significant impact on us in New York. Immediately after 9/11, I was called to a meeting in the governor's office with the head of our state police. The governor was very concerned that the 19 hijackers had 53 valid driver's licenses from different jurisdictions, and he gave us the charge to address any individuals trying to fraudulently get a driver's license using a fake ID. As a result of that, we increased the number of investigators in our department and put a significant focus on identity issues by creating task forces around the state with state and local police. I was asked to do the same thing for AAMVA as the first chair of its Fraudulent Document Recognition group, which worked with partners from law enforcement and DMVs to build a training program that still exists today. [m](#)

Q & A
WITH



FAST FACTS

Col. Matthew Langer



HOMETOWN

St. Paul, Minnesota



EDUCATION

Bachelor's in Law Enforcement and Master's in Public and Nonprofit Administration, Metropolitan State University



WHAT DO YOU DRIVE?

Two Hondas—I wish it was more exciting!



FAVORITE FOOD

Thin-crust pepperoni pizza—although I can be talked into deep-dish, too.

Col. Matthew Langer

*CHIEF, MINNESOTA STATE PATROL,
AND WINNER OF THE 2021 AAMVA
LIFETIME ACHIEVEMENT IN HIGHWAY
SAFETY—LAW ENFORCEMENT AWARD*

Q HOW DID YOU GET INTO LAW ENFORCEMENT?

In high school, I developed an interest in policing. I got to know a couple of local police officers, and through my family, I was connected with a state trooper who took me on a ride-along. I was really drawn to the work of the state patrol and to the work of traffic safety—in particular, crash reconstruction. I got involved with the Minnesota State Patrol Explorer Post [student program], and then was fortunate enough to get hired with the state patrol.

passage of Minnesota's hands-free law in 2019. I was deeply involved in that. It was an honor to work alongside a bipartisan group of lawmakers, to have the approval of our governor's office at that time and to have support from victims' families, who were there with us every step of the way. That was an incredible honor.

Q WHAT CAREER ACHIEVEMENT ARE YOU MOST PROUD OF?

I've held every rank in the organization, and being a colonel is an honor and a privilege. But my bio still says I've been a state trooper for 22 years, and that quite honestly is one of my greatest accomplishments—just being a part of this organization from the beginning of my career as a state trooper.

Q WHAT IS THE MOST MEMORABLE TRAFFIC SAFETY INITIATIVE THAT YOU'VE WORKED ON?

The most memorable traffic safety initiative I worked on was the

Q HOW ARE YOU INVOLVED WITH AAMVA?

I have great respect for the work that AAMVA does across the United States, North America and beyond. Although it's not part of the state patrol, Minnesota's Division of Driver and Vehicle Services within the Department of Public Safety works closely with AAMVA, as does our Commercial Vehicle Section within the state patrol. So, I've watched a lot of our people be connected directly to AAMVA and the work that it does. Having an association like that to promote best practices and serve as a resource is really helpful.

Q HOW DOES IT FEEL TO RECEIVE THE AAMVA LIFETIME ACHIEVEMENT AWARD?

I was completely shocked. I didn't know my staff had nominated me. Frankly, if they'd asked me first, I would have told them no. So, it's very humbling. In some ways, I don't feel like I've been around long enough to have a "lifetime achievement award." But I have dedicated my professional life to traffic safety—I believe in it. **m**

Col. Matthew Langer spending time in Jackson Hole, Wyoming.



Data Points to Needed Diversity Focus

EXPERTS WEIGH IN ON HOW DIVERSITY IN THE TRANSPORTATION WORKFORCE, EQUITY IN DESIGNS AND INCLUSION IN PROGRAMS COULD HAVE MAJOR POSITIVE SAFETY IMPACTS

NEW DESIGNS FOR EQUITY

LEAH SHAHUM, EXECUTIVE DIRECTOR, VISION ZERO NETWORK

Every day in the United States, an average of 117 people die in traffic crashes. This added up to an estimated 42,060 lives tragically cut short in 2020, and millions more injured.

These figures are startling, to be sure. And the situation grows even more grim when we learn that some people are at far greater risk of being injured or killed in traffic crashes than others. For instance, traffic crashes are the leading cause of death among America's youth. Our seniors are also at greater risk. Traffic deaths among people walking and bicycling are also growing, and the rate of these tragedies far outpaces people in cars.

Perhaps least discussed is the fact that people of color and low-income people in the U.S. are disproportionately hit and killed in traffic crashes while walking. According to Smart Growth America's Dangerous by Design report, between 2010 and 2019, Black people were struck and killed by drivers at a rate 82% higher than white, non-Hispanic Americans. For American Indian and Alaska Native people, that disparity climbs to 221%. And according to the same analysis, the fatality rate in the lowest-income neighborhoods was nearly twice that of middle-income census tracts (in median household

income) and almost three times that of higher-income neighborhoods.

But it does not have to be this way. As a deeper dive into the data shows, we get what we design for. Across the nation, there has been far greater investment of safety resources in some areas than others. For instance, in communities of color and low-income neighborhoods, there are more big roads carrying more high-speed traffic and more freeway touchdowns; at the same time, these neighborhoods are less likely to have complete, connected networks of sidewalks and bikeways.

At the nonprofit Vision Zero Network, we are working with communities across the nation to set and advance the goal of zero traffic injuries or severe injuries among *all* road users. To make progress, we must put more resources toward the safety of those who have been underserved for too long.

While educating people to "do the right thing" to be safe on the streets is important, individual actions only go so far when the underlying systems we've created do not prioritize safety. We need to move past blaming individuals and focus on improving the barriers to safety by redesigning roadways, reducing speeds and ensuring vehicles are designed for safety first. We can make real strides toward Vision Zero—safe mobility for all—but it will take real leadership to change the systems we move in to prioritize safety over speed.





DIVERSITY IN ALL DIRECTIONS

NEIL J. PEDERSEN, EXECUTIVE DIRECTOR, TRANSPORTATION RESEARCH BOARD

The Transportation Research Board is a part of the National Academy of Sciences, Engineering and Medicine. We discuss all aspects of transportation issues—current and future. In the last year and a half, there has been much more discussion about the inequitable impacts of past decisions and how we must find ways to mitigate them and ensure future decisions account for equity.

One way to account for equity is diversifying the transportation

“We are seeing a shift in project development in which we are trying to involve communities from the beginning to help plan objectives.”

NEIL J. PEDERSEN

Executive Director, Transportation Research Board

workforce; we need to make sure that our recruitment efforts reach diverse candidates who can compete for the positions. Diversity must also be considered during the selection process. Programs to sponsor under-represented minority students can help engage them in transportation activities and increase interest in the area, and fostering curiosity in STEMM (Science, Technology, Engineering, Medicine and Math) at young ages can help promote workforce diversity. We also need to recognize that diversity is more than gender, race or ethnicity—we need to have diverse teams regarding expertise and educational backgrounds, as well. Transportation at the professional level tends to be dominated by engineers, but transportation is really a part of the broader society, so we need experts with different backgrounds.

We are seeing a shift in project development where we are now trying to involve communities from the beginning to plan objectives. Often, these communities have more diverse populations. Having more diverse teams in development brings different perspectives. I’m convinced this gives us better products and services.

As we develop plans and select projects to be funded, we need to take equity into account. It goes back to planning. Equity needs to be a central goal and factor, and since it has received far more focus recently, there is a greater desire from leaders wanting to learn and understand. It needs to be recognized that it is a critical part of the decision-making process.

I’ve been in this field for 40 years. We’ve had a lot of challenges around diversity, equity and inclusion, but I am very hopeful—due to what I’m seeing at all levels of government—that these issues are receiving the serious attention they deserve.

TRAFFIC STOPS NEED TO FOCUS ON SAFETY

JONATHAN ADKINS, EXECUTIVE DIRECTOR, GOVERNORS HIGHWAY SAFETY ASSOCIATION

What are the reasons for traffic stops? This is one of the basic questions we need to ask when addressing racial disparities in traffic stops and enforcement.

While enforcing traffic safety laws is only a small part of what police do every day, traffic stops are the most common way the public interacts with law enforcement, so we want to do everything that we can to make sure that the stops are only based on safety issues. The most critical thing we can do is promote transparency, so the public starts to trust law enforcement and understand that enforcement officers are out there for their benefit.

From the Governors Highway Safety Association's (GHSA's) standpoint, stops need to be about safety, and they need to be about significant safety issues, such as drunk driving, seat belt use and speeding. Those are the things that are killing motorists. We think there needs to be a national conversation about other stops, such as expired license plates. We want to focus on traffic *safety* stops and not just traffic stops.

To understand the disparity issue, we have to look at the data. We've known there is a problem but needed to be able to pinpoint it, so GHSA did a data analysis report, which came out in June. This

showed that BIPOC (Black, Indigenous and People of Color) are disproportionately impacted in traffic deaths. While we have this initial data, we need more information about who is getting stopped and why. We need this data to fully understand the disparities and look at how we can minimize the need for traffic stops. This would eliminate the potential for problems. One way to do this is through automated enforcement—cameras don't see race or gender.

People working in transportation also need to be diverse; they need to look like the communities they serve. Transportation has been far too white and male for far too

long. We need to change how and where we recruit. There is an opportunity now with hybrid working, because people don't have to live in the area where their job is located. This opens a wider applicant pool. We need people of different races, sexual orientations and genders out front as part of organizations' leadership, so people of our communities can say: "I can see myself working there."

If we engage more people, we will be more successful at keeping people safe. People will feel ownership of these programs and see the benefits they provide. We will have a better sense of what's going on in every community. We will have more diversity in leadership and program administration, which can lead to fewer traffic stops and help everyone move about their communities safely. **m**



Using cameras for automatic speed enforcement can help cut down on traffic stops by cops.



Obstacles Become Opportunities



WORKING TOGETHER WILL HELP ADVANCE THE INDUSTRY

AAMVA provides an excellent opportunity for its members and jurisdictions to come together for engaging conversation and collaboration. It's the diversity among our board members, the leadership throughout our committees and working groups, our public and private sector members and the AAMVA staff that makes us successful.

As you work to solve the challenges within your own jurisdictions, no matter what issue you might encounter, you'll likely find someone who has experienced it before. From geographic and regional issues to the critical policy decisions we grapple with on a daily basis related to safety and secure identities, many of the challenges we face are the same.

The COVID-19 pandemic brought with it many obstacles—those we expected and those we did not. Some of those obstacles created opportunities, such as greater operational efficiency and increased availability of online services. Yet, some of those challenges also came with additional difficulties.

One of the unforeseen effects of the pandemic was on cybersecurity and an increase in online fraud. Many of us experienced text message phishing scams that led to fake motor vehicle agency websites, which prompted us to look for other ways to protect our customers.

It continues to be important to meet our customers where they are and provide services in the ways they want. With

online services becoming more and more popular, increasingly more data is shared with us electronically. And, as new and exciting technology emerges, like mobile driver's licenses, we must continue to focus on ways to keep our customers' data secure.

It is truly an exciting time in the motor vehicle industry as technology provides new opportunities for breaking down barriers. As government and private sector leaders, it is critical that we reflect and embrace our diverse customers and their cultures. We must always be thinking about the solutions we develop to ensure they are inclusive and provide equal access.

In order to serve our customers in the best manner possible, it is essential to also focus on diversity in the workforce. To foster creativity and innovation, we must recruit and retain the best employees.

AAMVA is working to harness this global movement to ensure that our entire membership can learn from one another, work together and embrace best practices—not just within North America, but across the world.

There always will be more work to do and room for improvement. By listening to one another and working together, we can ensure all voices are heard and challenge ourselves to continue to grow and lead. [m](#)

Chrissy Nizer
2021–2022 AAMVA Chair of the Board



Cryptographic Proof Beats Visual Presentation

Why force businesses to rely on visual inspection of Mobile IDs when you can issue IDs that can be authenticated with a simple tap?

With GET Mobile ID, the citizen is in control of the data they share, protecting their identity and privacy. GET Mobile ID is the smart choice.

Built on ISO standards, GET Mobile ID surpasses AAMVA guidelines and is fully ISO 18013-5 compliant. We are the ISO experts and will help you deliver a safe and secure mobile driver's license, protecting your state, your community and your citizens.

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