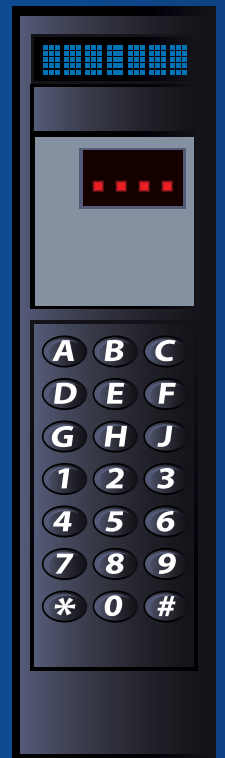
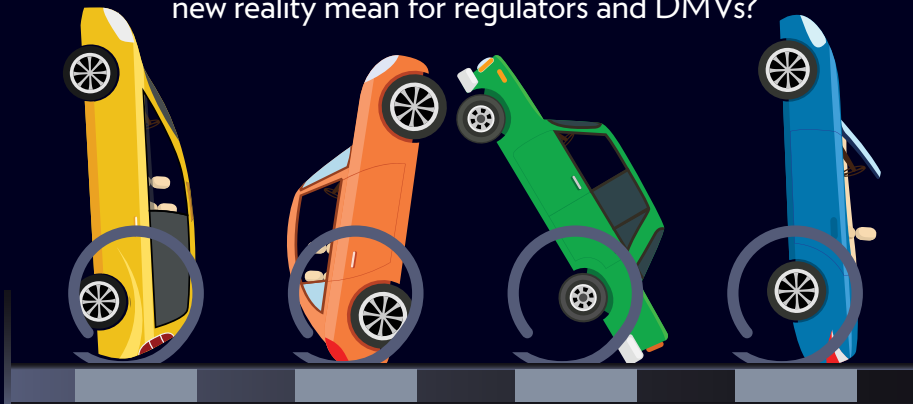


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Online car sales are here to stay. What does this new reality mean for regulators and DMVs?



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Challenges and Opportunities with Automated Vehicles

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POSTMASTER

Send address changes and circulation
inquiries to:
MOVE Magazine
AAMVA
4401 Wilson Blvd., Suite 700
Arlington, VA 22203

Printed in the United States of America.



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INTERNATIONAL CONFERENCE

MADISON, WI
SEPTEMBER 26-28

We are excited to announce that the 2023 Annual International Conference (AIC) will be held in Madison, Wisconsin! On behalf of Chair of the Board, Kristina Boardman, we are looking forward to bringing everyone together for AAMVA's premier event to share experiences and learn in Madison, a charming city filled with rich cultural attractions, an active downtown, and award-winning cuisine. The AIC showcases the latest trends in the motor vehicle and law enforcement community, and provides a forum for chief administrators to learn and grow with fellow colleagues. This year's sessions will cover a wide variety of topics tailored to the AAMVA community. Don't miss this opportunity to connect with our community's most innovative leaders. Visit our website to learn more.

Registration opens in June at
aamva.org



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BY REGINA LUDES



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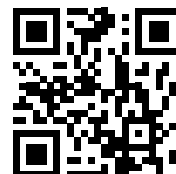
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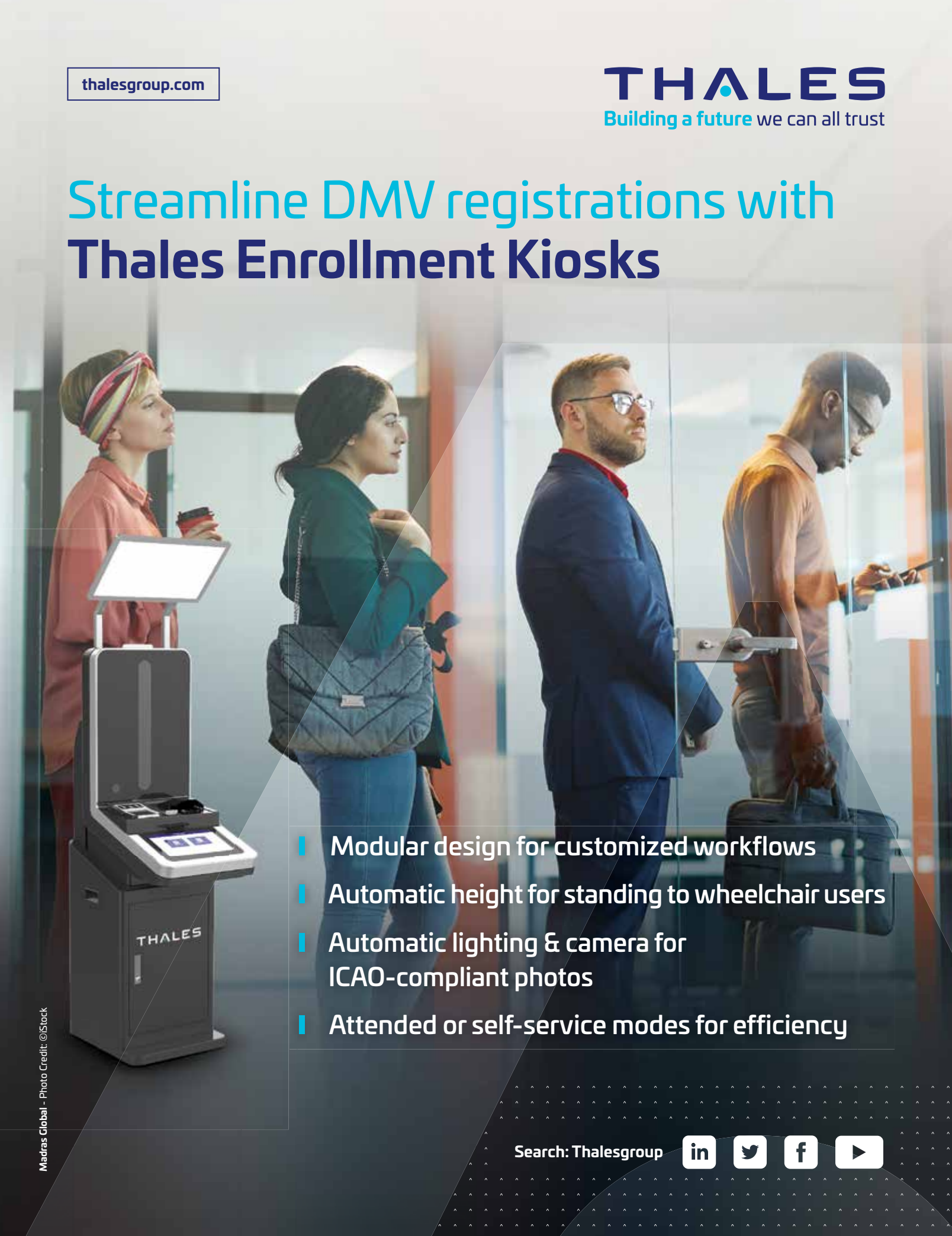
Don't forget to visit [MOVEmag.org](https://move.org) to read the latest web exclusives.



AAMVA's Chair of the Board, Kristina Boardman, spends a lot of time on the road attending meetings and conferences and visiting with our members. Check out her travel log here: tinyurl.com/2kncwv8f.



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- 
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The Courage and Grace to Embrace Change

“CHANGE IS GOOD. YOU GO FIRST.”

This was the title of the final session at AAMVA's 2023 Workshop and Law Institute. The presentation that followed resonated with the audience on many levels, as individuals and as representatives of their agencies and jurisdictions. For me, it also resonated as a quality of the AAMVA community.

We advocate for change, we get excited over change, change scares us, and often we are not sure where or when to take the first step into change. Sometimes we go first and at times we stand back, observing and learning from others while they deploy a new process, product, policy or behavior.

The AAMVA community offers great examples of the courage to change. On any topic or activity, we can count on one or more agencies taking the lead, stepping out front to test a new approach

that improves safety, service delivery or system and identity security—sometimes all three. Underlying much of the change is the constant desire to provide top-notch service and save lives.


Symbolic of the AAMVA community is the generosity to share with peers the lessons learned from the experience. The sharing happens during Chief Administrator and Program Manager calls, regional Chief Administrator roundtables, and in networking or concurrent sessions at meetings and conferences.

When the new initiative, process or policy shows favorable outcomes, the discussions evolve into jurisdiction-to-jurisdiction learning visits. They may also be discussed by AAMVA Standing Committees and Boards of Directors. In some cases, the initiatives or issues become ad hoc committees or working group assignments and a best practice, model legislation or association policy.

In short, the spirit to change combined with a community committed to sharing and learning from each other, with an improvement path in mind, sums up the AAMVA community. Jurisdiction agency representatives, private sector associate members and federal agency partners, together, build a space for change to take place and for individual jurisdictions to go first and help the rest learn, follow and refine.

Through forums like the Workshop and Law Institute, Contact Center Pop-up Classroom, user conferences for the CDL/CDLIS program, NMVTIS, S2S, AAMVA Regional and International conferences and, of course, *MOVE* Magazine, members leverage opportunities to discuss change and lessons learned. Members have the drive and courage to improve through change and the generosity to provide a safe space where those who went first can recover from the bruises and, ultimately, celebrate the wins.

The adage about going first applies to us as individuals, too, and I am fortunate to be on AAMVA's doorstep preparing to welcome the association's new CEO and President when that person is selected. I am excited for the richness of community this person will be stepping into and know that you will give them your support and grace as they introduce change with some wins and some not-wins, just as you have done for me.

Thank you! 

Anne Ferro
AAMVA President and CEO

Information for motor vehicle & law enforcement officials

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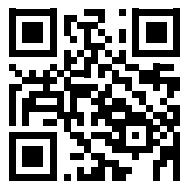
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*Safe drivers
Safe vehicles
Secure identities
Saving lives!*

Smooth Road Ahead



Hear more on
specific-use
license plates in
our AAMVAcast
Episode 146
[tinyurl.
com/2uynb2ry](https://tinyurl.com/2uynb2ry).



A NEW AAMVA REPORT CLEARS UP CONFUSION ON SPECIFIC-USE PLATES

BY JASON HENNINGER

Specific-use license plates—those that are not assigned to a particular vehicle but rather to a business entity—serve the function of allowing unregistered vehicles to move legally. Dealer plates, or those used in repossession, salvage, auction or repair are examples.

While the purpose of these plates is necessary and their use is widespread, a potential for fraud comes with it. A specific-use plate intended to make a vehicle legal to test drive, for example, could be illegally placed on another vehicle to avoid

resources to determine if the plate is being used properly.”

As working group chair Katie Bower, of the Michigan Office of Highway Safety Planning observes, the report is intended to share “best practices on things that states could do to regulate, monitor and educate not only persons using the plates, but law enforcement, the public and their jurisdictional staff who are issuing the plates on what to look for and how to detect fraud.”

The report covers a lot of ground, with a general focus on processes to verify that a business is legally entitled to such plates and has the necessary insurance, passes background checks and other ways to hold businesses accountable for the vehicles. “Some of the other best

As law enforcement officers are not always up to date on specific-use plates, the report provides a section designed to share best practices with them, for their own edification and to strengthen their working relationships with MVAs. Vehicle Program Manager Marcy Coleman, a member of the working group that created the report, comments that when communication between the MVA and law enforcement is solid, each side will naturally help the other. She adds, “It’s on the MVAs to make sure that they communicate with law enforcement and set up those partnerships, to make sure that you have a good working relationship with your law enforcement, and with your prosecutor’s office as well.” **m**

registration fees, or be used to commit a more serious crime. When the fraud occurs in multiple jurisdictions, with varied laws and terminology, the problem becomes even more complex. Recognizing the need for establishing best practices to reduce such misuse, an AAMVA working group was formed to create a report designed to clarify correct usage and warn against fraud.

The report states, “Dealer plates may be restricted in some jurisdictions to test drives and movement of a vehicle for repair or sale, while other jurisdictions may allow the plate to be used for personal use by family members. The enforcement of this permitted use is normally the responsibility of law enforcement, who may be challenged to know the types and permitted use of specific-use license plates within their own jurisdiction. When confronted with a specific-use license plate from outside their jurisdiction, law enforcement may have no idea and may lack

practices,” Bower says, “are to ensure that you’re creating internal policies and procedures that your staff understands they have to adhere to, and educate users of the plates, the jurisdictional staff who are issuing the plates, law enforcement as well as the public. And then making sure that the entities maintaining or using the plates are keeping records for which vehicles they’re being placed on.”

go online 
TO VIEW ALL OF THE BEST PRACTICES FOR SPECIFIC-USE LICENSE PLATES, GO TO [TINYURL.COM/5N8S65XC](https://tinyurl.com/5N8S65XC).





A Game of Tag

AFTER AN INCREASE IN FRAUDULENT TEMP TAGS, THE NEW JERSEY MOTOR VEHICLE COMMISSION BEGAN CHASING—AND CATCHING—BAD PLAYERS

BY MEREDITH LANDRY



In many states, a simple sheet of paper is all it requires to issue a temporary license plate—or tag—to a vehicle. That's all it takes to make a vehicle appear legal once it's purchased and leaves the lot, but some dealers abuse the system to disguise vehicles that have

serious problems, including some that couldn't pass a state inspection.

After an uptick in fraud in its eTemp Tags program in his jurisdiction during the COVID-19 pandemic, Jim Walker, deputy administrator of Safety Inspections and Business Operations at the New Jersey Motor Vehicle Commission (NJMVC), says he and his team needed to devise a plan to weed out the bad players and keep vehicles and consumers safe. Though the NJMVC officially transitioned from the paper tag system in 2012, fraud was still occurring.

"There are actually two types of fraud here," he says. "There are non-licensed dealers using a printer and some software to create fake tags, and then there are the licensed dealers who have access to our database. They can create temp tags in that system but aren't allowed to do so without a bona fide sale, which isn't always the case."

"They can create temp tags in that system but aren't allowed to do so without a bona fide sale, which isn't always the case."

JIM WALKER

Deputy Administrator of Safety Inspections and Business Operations at NJMVC

In October 2021, to catch these unscrupulous dealers, Walker's team created parameters for each of its 4,000 state-licensed dealers and implemented them into an enhanced computer system that would automatically suspend all temporary tag privileges once the individual parameters are met. This then signals to the NJMVC to conduct an audit of that dealership.

"We arrange an audit so that we could go out there and look at the paperwork," Walker says. "If they have the paperwork to back the sales, we lift the suspension of their access to the temp tag system, otherwise, we go after them for fraud at that point."

The whole audit can typically happen in one day, he says.

"They either have the paperwork or they don't."

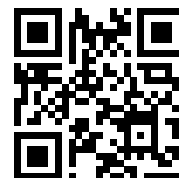
If they don't have the paperwork to prove the vehicle sale, the fraudulent dealer is then referred to law enforcement for prosecution. Since the program's launch, dozens of dealerships have been positively identified as trafficking in what amounts

to fake tags, choking off the source of likely hundreds of fraudulent temporary license plates that are often used for criminal activity ranging from smuggling stolen vehicles to toll evasion.

While other jurisdictions haven't yet reached out to the NJMVC to learn more about the eTemp Tag program, Walker is certain that other states could benefit from it.

"Other states should always poach the good ideas from other states," he says. "But we're still learning and will continue to monitor our work and adjust our process as we go." **m**

To read AAMVA's policy position on temporary license plates, go to tinyurl.com/3fzz4tz9.



Modernizing With

Intention

HOW THE WYOMING DEPARTMENT OF TRANSPORTATION AND MATHTECH ARE TAKING VEHICLE AND DRIVER LICENSING MODERNIZATION TO THE NEXT LEVEL

BY REBECCA LUBECKI

Keeping customers' evolving needs front and center, the Wyoming Department of Transportation (WYDOT) enlisted Mathtech, a strategy and consulting firm in Falls Church, Va., to create a framework that will help implement and modernize its primary computer systems, which support all vehicle and driver operations and supporting functions. Why? The current one is an aging mainframe system that insufficiently supports operations and is challenging to maintain.

"Customers expect a certain level of service and don't understand that as government entities, sometimes the systems we use don't adapt as quickly. However, we have a big desire to get there," says Taylor Rossetti, support services administrator at WYDOT.

With the help of Mathtech, WYDOT created a vision for operations and a strategy to serve as a launchpad that will transform technologies and business processes—which they are currently working on implementing for the future. Mathtech's approach began with WYDOT leadership to assess current challenges and create a plan to achieve its modernization goals and minimize risks for both WYDOT and its customers.

This was no overnight feat, however. Both teams knew the irony was that getting up to speed would take time. So before moving

forward, the project needed vision sessions, stakeholder analyses, assessments across all departments and more.

"Patience is key," Rossetti says. "A lot of us want to get out there, get things done and move on. This is not that type of project. The other thing is, you're not the only stakeholder. It's not just your system. The citizens and the legislature may have ideas they want, that you've got to listen to, and make sure you factor that in as you move forward."

That patience paid off. After what felt like countless data management and analysis requirements, the future system vision defines high-level

requirements that take different perspectives into account and better define the scope.

The vision includes:

- 360-degree view of customer information
- Full-featured WYDOT website
- Better financial management and reporting
- Effective enterprise reporting and analysis capabilities
- Smart systems that enforce business rules
- Elimination of paper
- Engaging partners and customers for self-service
- Full support for counties and law enforcement

"Dedicate resources to this project early to ensure that



{THIS MONTH'S QUESTION}

WHAT BROUGHT YOU TO THE 2023 WORKSHOP AND LAW INSTITUTE? WHAT INFORMATION OR RESOURCES WILL YOU BE TAKING BACK HOME WITH YOU?



KEITH JEFFERS, TENNESSEE DEPARTMENT OF REVENUE

AAMVA does a lot, and being a part of the [Vehicle] Standing Committee—I've learned a lot over the years doing it. I think I've learned more doing that than I would have even been able to learn if I wasn't a part of the AAMVA community. One of the biggest takebacks from any AAMVA event is the networking. Once you get to know people, get their contact information, it makes your job easier at home because if you need to reach out to another state for anything, having that network is a great tool.

DENISE OHNESORGEN, ARIZONA DEPARTMENT OF TRANSPORTATION

I knew what AAMVA is, of course, but I didn't know what this experience was going to be like in terms of networking. Lots of different perspectives and exchanging information for future things. I could always talk to someone in my own [jurisdiction], but then when you talk to [other jurisdictions] about their pitfalls, successes and challenges, then it gives me a different perspective to try in my own area.

TRACEY JACKSON, DC DEPARTMENT OF MOTOR VEHICLES

I'm excited to be here! I'm actually a new employee with the [DC] DMV, so I'm gaining a wealth of information, all kinds of different concepts, and it really helps with the foundation of learning my new job. It's a great opportunity to network and find out what you don't know, and to really get information that you can take back to your jurisdiction.

industry trends

ANGEL ROBINSON, IOWA DEPARTMENT OF TRANSPORTATION

It is one of the best AAMVA conferences covering a wide range of topics that are not just trending, but are also going to be practical to our everyday production at the [Iowa] DOT.

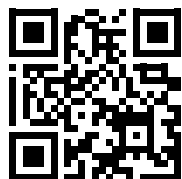
One of the items I appreciate most from this conference, in regards to resources, is finding out where states are and getting that snapshot on where they are on particular projects or innovations that we are also looking into in our state.

NEW IDEAS

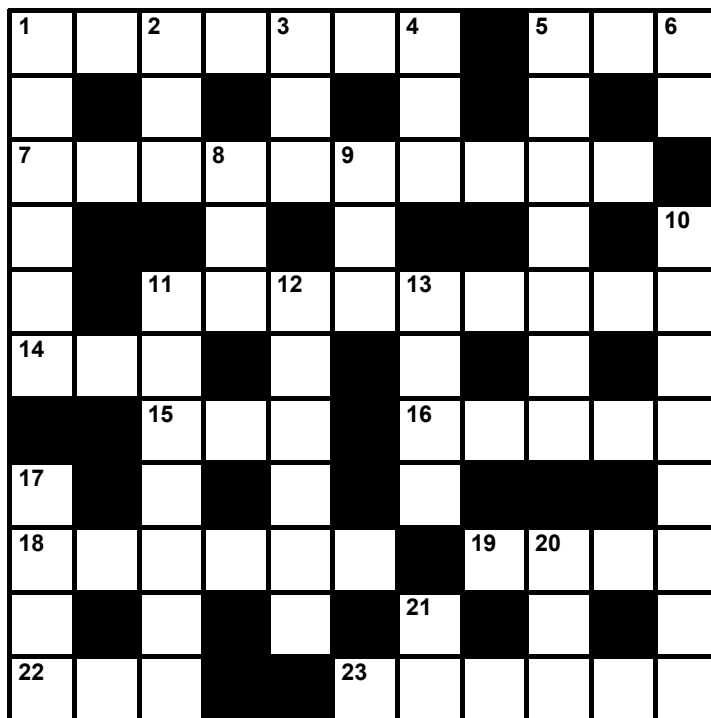
KEN MEHALL, MOTOR VEHICLE NETWORK

What brings me to work-shop is the opportunity to interact with so many of our jurisdictional colleagues, and the opportunity to get some new ideas and thoughts about new directions, activities, opportunities and ideas that are being implemented across the country. It is so delightful to be back and the opportunity to interact with people at a face-to-face level is fantastic.

Check out some personal stories from the 2023 Workshop here: tinyurl.com/bdix2bw2.



crossword



ACROSS

- 1 Online car seller attempting to disrupt the new car business
- 5 Dealer ____: temporary license plate
- 7 Type of car sale now requiring more regulation due to online car sellers' offering cars across borders
- 11 Once a vital preliminary step for people buying a car—now not so much with online car sales, 2 words
- 14 Secure
- 15 Vast expanse
- 16 Dangerous emotion on the road
- 18 The D in ADAS

- 19 Body that recently launched its Enhanced CMV Inspection Program for Autonomous Truck Motor Carriers, abbr.
- 22 Summer month, abbr.
- 23 Important factor for both manufacturers and consumers in developing self-driving cars

DOWN

- 1 Customer
- 2 Wheel groove
- 3 Freebie at gas stations
- 4 Law
- 5 Establishing the ownership papers for

- 6 Leave
- 8 Time before an event
- 9 Establish, as policy
- 10 Valentine's Day month
- 11 Trying out
- 12 Equipment for measuring truck weights
- 13 Dashboard feature
- 17 It precedes an invention
- 20 Compete for
- 21 Boston's state, abbr.

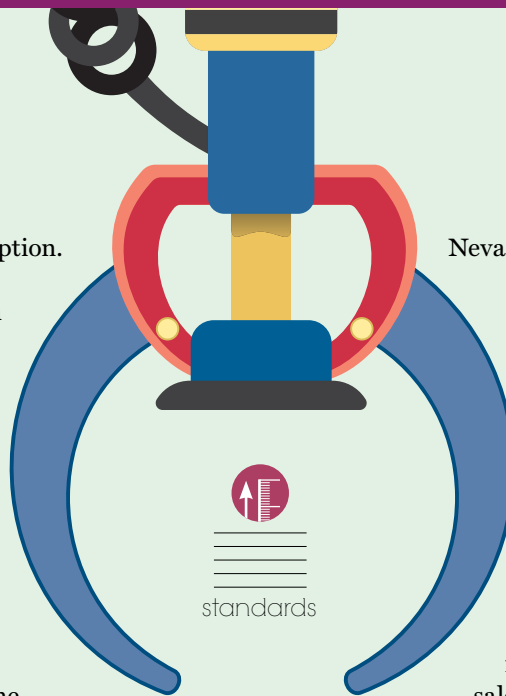
Tech entrepreneurs love disruption. Regulators, not so much.

Every time a company such as Airbnb, Netflix, Amazon or Uber upends a long-established industry, it tends not only to stress that sector's existing leaders, but also the legal framework that guides industry regulation.

And the auto industry is the latest industry to feel the pinch of tech disruption, thanks to a cadre of online car sellers such as Carvana, Shift and Vroom that came to prominence during the pandemic.

It is unclear which companies will eventually emerge as market leaders. There's considerably more consensus around the idea that the existing regulatory regime is not equipped to deal with large-scale online car sales.

"We don't have a legal infrastructure that addresses [online car sales], and we haven't figured out statutorily how we're going to regulate this," says J.D. Decker, administrator and chief of police for the compliance enforcement division of the



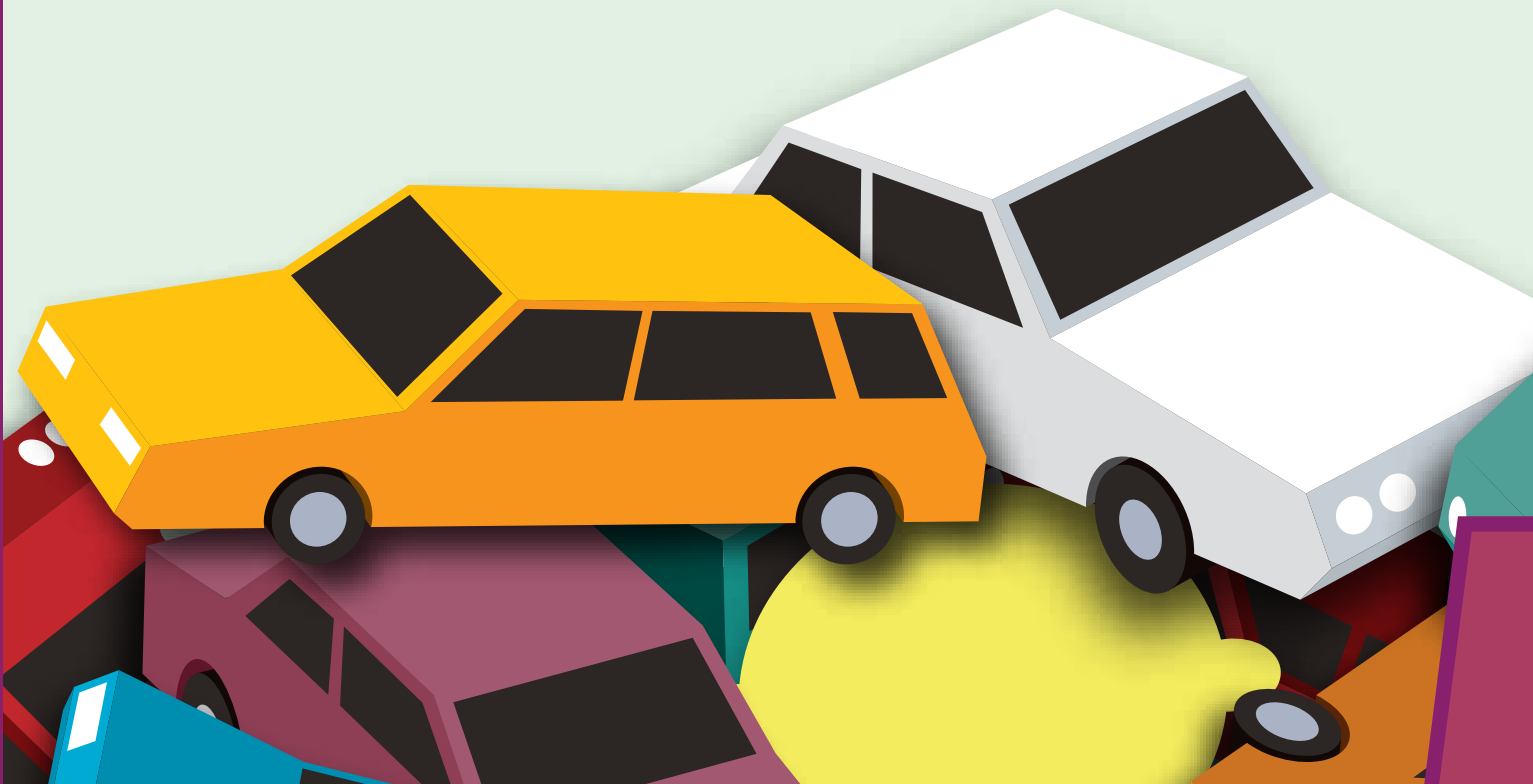
Nevada Department of Motor Vehicles.

The core issue is that in most states, the laws governing auto sales are built based on several once-reliable assumptions that are suddenly much less so, such as that most transactions would occur in person at a dealer's lot. Plenty of practices and regulations are built with a dealership in mind, ranging from dealership territory boundaries to dealer-lot title audits and pen-and-ink signature requirements. But in the new era of online car sales, not only do many transactions take ▶

"We need to make sure that there's a governance structure in place, and that the customer knows who they're dealing with and what the rules are."

BRUCE ANDERSON

President of the Iowa Automobile Dealers Association

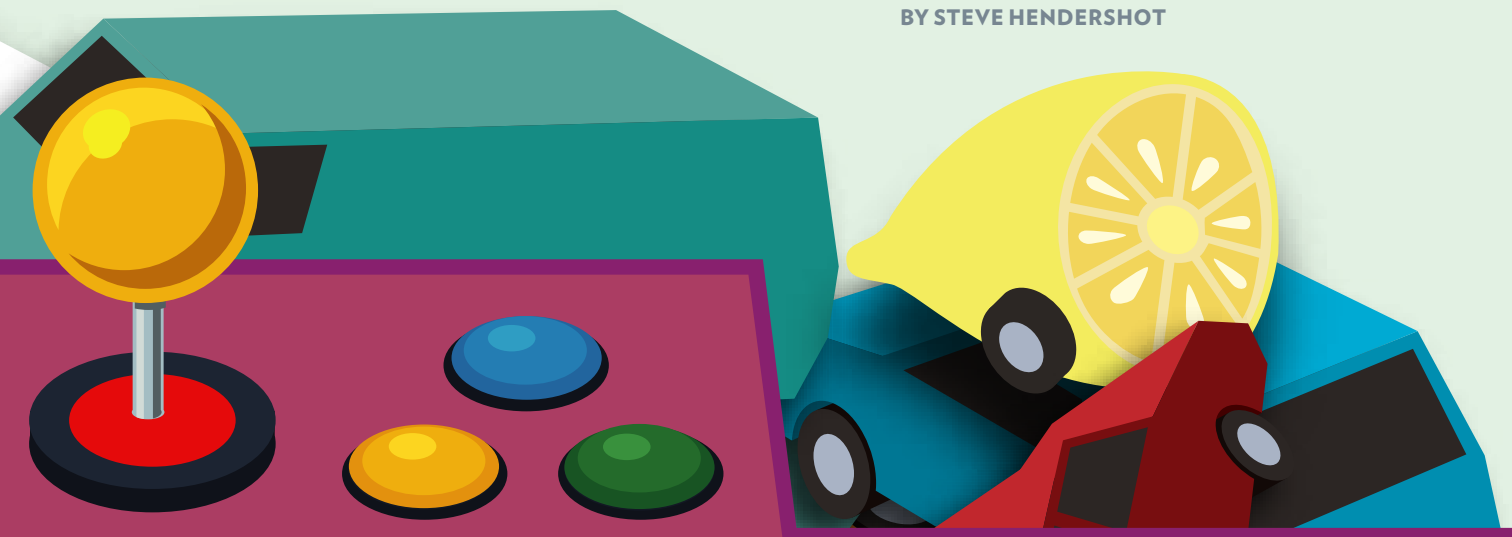


PICK AND CHOOSE



*ONLINE CAR SALES ARE HERE
TO STAY. WHAT DOES THIS
NEW REALITY MEAN FOR
REGULATORS AND DMVs?*

BY STEVE HENDERSHOT



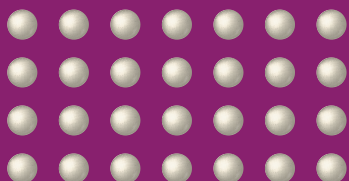


BUYING A CAR ONLINE? DON'T GET SCAMMED!

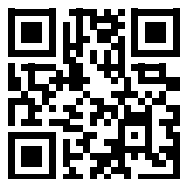
There are lots of bad players out there, but you don't have to become a victim. If you're buying a vehicle online, the best place to start is on the NMVTIS website. There you can confirm that the vehicle was not:

- › flooded
- › salvaged
- › stolen
- › designated as junk

ENTER VIN NUMBER
TO START



AAMVA has many internet vehicle sales resources available to members. Check them out here:
tinyurl.com/n8rwdvyp.



place across state borders, but often it can be difficult to discern the location of a car listed for sale.

"Our laws and rules around vehicle sales were written back in the '60s and '70s, when the internet wasn't a thing," says Paul Steier, director of vehicle programs at AAMVA and previously the director of a law enforcement unit within the Iowa Department of Transportation.

It has long been legal to buy a car from an out-of-state dealer, but in the old days, many of those transactions occurred *just* over the border, and officials in each state knew their cross-jurisdictional counterparts. The difference now is both the sheer volume of cross-jurisdictional transactions, as well as the loss of proximity. These days there is much less familiarity, and more uncertainty.

That relative absence of inter-agency communication is a problem right now even for smooth transactions, because of challenges related to titling and temporary registration. When bad actors get involved, the situation becomes even more serious, leaving online car buyers with large potential liability and little clarity in terms of which state agency might be able to help.

And bad actors love disruption almost as much as tech companies.

"Where there's fraud that can be committed, you're going to have the criminals that are going to capitalize on that opportunity," says Christina Michel, deputy director of the investigations division for the California Department of Motor Vehicles. "It's really hard right now because the laws haven't caught up to this modern world."

REGULATORY PAPERWORK STRUGGLES TO KEEP PACE

The internet is not the only technological advance underpinning the rise of online car sales. Manufacturing improvements have led to a decrease in the number of repair-prone "lemons" for sale. As buyers have grown more confident in the quality and reliability of the average car, they have also grown willing to do something that many industry observers once considered unthinkable: buying a car sight-unseen.

"If you told me 15 years ago that people en masse would be buying cars off the internet that they'd never seen or test-driven before, I'd say you were crazy," says Decker. "Yet now it's very normal."

In 2021, that shift in buying habits combined with a record volume of used car sales began to strain the systems that states use to produce title and registration documents following an interstate sale, and that can take weeks or months to complete. Some online sellers issued a series of temporary tags to buyers so they could stay on the road; in other cases, buyers had to park their new cars while waiting for the paperwork to catch up.

In the latter case, "you had citizens who were madder than heck, but they didn't know who to complain to" because of the various state agencies involved, Steier says.

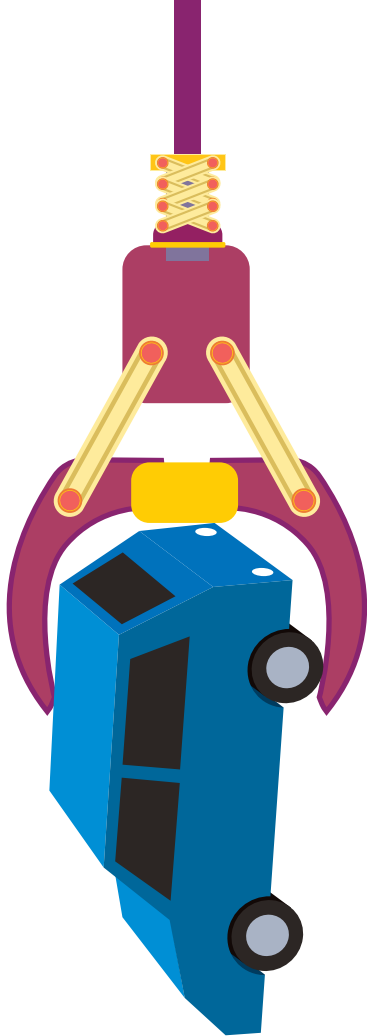
The endless parade of temporary tags was not ideal, either. In Nevada, Decker pulled over a motorist who showed him a stack of temporary tags from several different states that one of the online

"Where there's fraud that can be committed, you're going to have the criminals that are going to capitalize on that opportunity."

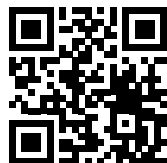
CHRISTINA MICHEL

Deputy Director of the Investigations Division for the California Department of Motor Vehicles





Listen to our
podcast on online
vehicle sales here:
[tinyurl.com/
yeywau57](https://tinyurl.com/yeywau57).



marketplaces had sent, a violation of state vehicle registration laws. Decker issued a citation—and suggested the driver raise the issue with the marketplace.

“I figured if consumers start wanting their money back, maybe they will realize they have to start doing it right,” Decker says.

Still, Decker empathizes with the online sellers. After all, the temp tags were an attempt to solve a pressing customer-service problem that still lacks a clear solution.

One possible down-the-road fix could be a shift toward electronic titling, which carries the potential to enhance both the speed and reliability of transactions compared to the current system, which still relies on printed documentation. AAMVA is making progress in an effort toward developing an e-titling solution.

AN ERA OF BORDERLESS CAR SALES

For many online car buyers, hassles related to temporary tags and registration hang-ups are soon forgotten once the proper paperwork is in place. But those are the *happy* customers. The shift toward

online car buying has also produced some horror stories involving damaged or stolen cars, or those with undisclosed liens, and investigators say that online transactions can make it especially difficult to track down the bad actors, which can include crimes aimed at tricking dealers as well as consumers.

Education is part of the solution: AAMVA recently hosted a webinar aimed at training state regulators how to spot and shut down operators of fraudulent car-sales websites. California’s Michel recommends that car buyers check with sellers to ensure that they have a title in hand before handing over a check.

Another component is clarifying the interagency handoff points for transactions that cross state lines. That applies both to buttoning down the inter-agency communications protocols and processes, as well as alerting consumers to key information, such as which sets of state regulations apply during the various stages of an interstate vehicle transaction, says Bruce Anderson, president of the Iowa Automobile Dealers Association.

If something goes wrong in an interstate transaction, consumers “need to know [which state agency] is going to help,” says Anderson. “The nightmare scenario is, well, neither. So we need to make sure that there’s a governance structure in place, and that the customer knows who they’re dealing with and what the rules are.”

Anderson also stresses that the auto industry is different

than some others that have been earlier targets of tech disruption, such as the music or hospitality industry. One key difference is cost: buying a vehicle is one of the most expensive—and thus high-stakes—purchases many consumers will make.

That dynamic “demands that there be some regulatory oversight and protections built in to make sure that the customers are adequately protected,” says Anderson.

That means that while online car sales are here to stay, they may never be quite as instant and frictionless as some other tech-enabled transactions. That is the balance that state officials must try to maintain as they contemplate new laws that will better govern a changing industry.

“You hate to impede the flow of commerce, and you hate to make life difficult for the honest citizen or the honest car dealer,” says Steier. “So we’re always trying to find a balance between not making it too difficult, but you also don’t want to let it be wide open for fraud and criminal activity.” **m**

go online

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By 2030,
the global
online car
buying
market is
projected
to reach
**\$722.79
BILLION**,
according
to Allied
Market
Research.



POWER TO THE PEOPLE

The rural farmer who drives 30 miles to the closest DMV. The single parent who works long hours and can't find a babysitter. The CDL holder who's home for just a few precious days.

Customers need more flexible ways to interact with your agency. They want service that's as easy as ordering a pizza—that's the kind of experience they'll brag about on social media.

Driver-vehicle agencies are meeting this demand via dynamic self-service online portals. These portals go beyond traditional government websites, offering a fully digital DMV experience. Customers can avoid unnecessary office visits by renewing their license from their couch or uploading and pre-verifying documents while at work.

But customer experience is only half the picture. **In April 2022, the Alabama Law Enforcement Agency (ALEA) launched a new e-Services portal as part of its full system modernization.** Customers have embraced the change: 78% hardship applications are now completed online, resulting in 70% reduction in time spent processing them. ALEA's online portal processes 22,000 licenses transactions and 2,000 motor vehicle reports every month—that's 24,000 unnecessary office visits avoided every month. CDL customer service calls are also down 50%. With these massive time savings, staff can dedicate time to more complex, high-priority tasks.

Agencies nationwide continue to expand their service options. Here are the key pillars of their success—and what you should prioritize.

CONVENIENCE

Customers can easily complete transactions from the comfort of home



TIME SAVINGS

With fewer walk-ins and manual tasks, staff can focus on more complex, specialized work



24/7 CHATBOT

A virtual assistant gives customers answers anytime, anywhere, on any device



BETTER SERVICE

Fewer calls and shorter lines allow staff to more efficiently serve customers



FULL INTEGRATION

All portal activity syncs with the agency's system for seamless service online or in person



STREAMLINED WORKFLOW

Staff have less paperwork, fewer errors and more time for value-added activities



PERSONALIZED SERVICE

Machine learning drives the chatbot, while the system provides custom prompts and reminders



DATA-DRIVEN INSIGHTS

Optimized customer interactions improve outcomes and let staff anticipate customer needs

BROUGHT TO YOU BY


FAST
ENTERPRISES





technology

HANDING OVER THE

A hand holding a car key and a robotic hand reaching for it.

AS MORE AUTOMATED VEHICLES HIT THE ROAD, MOTOR VEHICLE ADMINISTRATORS MUST PREPARE FOR THE CHALLENGES AND OPPORTUNITIES THEY PRESENT.

BY REGINA LUDES

The idea of riding in a driverless vehicle may sound like something out of a science fiction novel, but the reality of it may be closer than you think. Some of these vehicles can be found in small capacities already, such as transporting visitors at a national park or ride sharing companies.

But not everyone is on board with fully automated vehicles. According to the Pew Research Center, 45% of U.S. adults said they would not feel comfortable sharing the road with driverless cars. That rate increases to 57% for those over age 50, while 34% of drivers under age 49 felt that way.

With so much public skepticism and fear surrounding automated vehicles, manufacturers have taken a step back to re-evaluate where their efforts and resources can best be applied. Some have pulled back on research and testing in the AV market, while others have shifted focus to improving Advanced Driver-Assisted Systems (ADAS) technology. Yet

others are developing product for the growing commercial market. With these market shifts, motor vehicle administrators are facing new challenges about how to test and inspect these vehicles.

“The capabilities of driverless cars aren’t that far away,” says Paul Steier, AAMVA’s director of vehicle programs. “But just because the technology is there doesn’t mean they’re ready to be taken on the road.”

WHAT’S NEW IN THE AV INDUSTRY?

Steier says the production of automated vehicles slowed during the pandemic, most likely due to supply chain issues, which made it difficult for manufacturers to obtain computer chips and other technology equipment. Funding for some AV projects also dried up. Though supply chain issues have since cleared up, overall growth has stabilized. In the meantime, manufacturers have switched gears, focusing more on improving ADAS technology, which Steier says impacts more drivers and offers more benefit by improving safety on the roads.

The industry has also contracted and there are fewer companies in the AV market. “Smaller companies were acquired by larger corporations and the less viable companies are no longer in business,” says Bernard Soriano, deputy director of policy with the California Department of Motor Vehicles.

Soriano adds that there’s been a shift in the scaling of the AV technology. For example, GM-Cruise developed their ▶

KEYS



product and now is focused on building its operations while improving their product. In addition, companies are focused on producing more automated vehicles for the ride-hailing market.

Safety remains a major concern. The National Highway Traffic Safety Administration (NHTSA) recently released the NHTSA Standing General Order which requires identified manufacturers to report certain crashes involving vehicles with automated driving systems (ADS) and Level 2 ADAS systems. With this data, NHTSA can respond to crashes that raise safety concerns about ADS and Level 2 ADAS systems. Vehicles deemed unsafe can be taken off the road or remedied, as appropriate.

The agency has also established an Office for Automation Safety and has assigned staff to coordinate enforcement initiatives with advanced and emerging technology, such as ADS and ADAS.

DMV FACES CHALLENGES

Soriano says in the near term, DMV administrators will need to be concerned with proper registration of AVs and changing vehicle characteristics with over-the-air updates. Another concern will be remote driving, in which the vehicle is operated from a remote site. If an accident occurs with a driverless vehicle in one state, but the remote driver is located in another, who will be ultimately responsible?

Identifying driver-assisted features and testing drivers when vehicles contain these features will also be key issues, says Steier. Likewise, law enforcement officers will want to know if a car involved in a crash has automated safety features, whether they

were engaged during the crash or if they were being used properly.

One resource to assist administrators is AAMVA's recently updated guidance document, "Safe Testing and Deployment of Vehicles Equipped with Automated Driving Systems Guidelines," which explains how the AV industry has evolved and outlines different scenarios and policy issues they might face so they can be better prepared to address them. Armed with this information, administrators can learn about the latest technologies and industry developments that can help them address the issues that are most pertinent to their jurisdictions.

CALIFORNIA SETS AN EXAMPLE

The state of California has taken a proactive role with testing and pilot programs for automated vehicles. Its AVT Program allows manufacturers to test autonomous vehicles with human drivers present as well as the testing of AVs without a human driver present. After testing, California's AVD program allows companies to deploy autonomous vehicles on public roadways.

In addition, manufacturers testing autonomous vehicles are required to report any collisions resulting in property damage, injury or death within

"The capabilities of driverless cars aren't that far away."

PAUL STEIER

AAMVA's Director of Vehicle Programs

California's AVT program allows companies to deploy autonomous vehicles on public roadways.

10 days of the incident. They are also required to submit disengagement reports annually to show how often vehicles disengaged from autonomous mode during tests, either because of technical failure or because situations required the driver or operator to take control. Soriano says the programs are in place to make sure testing is done properly.

Soriano says the industry is heading toward better movement of goods, such as commercial vehicles operating from on-ramp to off-ramp and last mile delivery of goods. The California DMV recently held a public forum to gather input from the public, manufacturers and interested groups about allowing commercial motor vehicles to be tested on California's public roads.

"Stakeholders could speak about what issues we need to consider. When we develop policies and regulations, we have to have a public and transparent process," Soriano says.

COMMERCIAL VEHICLES ARE GAINING

The commercial side continues to grow as driver shortages push the demand for driverless commercial vehicles. The industry is still in its research phase, however, and agencies are studying various safety issues. Among them: How will automated commercial vehicles interact with other vehicles on the road? What happens if something goes wrong during a trip, such as a worn tire or a battery fire? How can DMVs conduct inspections on driverless commercial vehicles?

"Most inspections today rely on driver assistance to make sure the truck's components are working properly. But without a driver, we can't do that," says Adrienne Gildea, deputy executive director with the Commercial Vehicle Safety Alliance (CVSA).

"Driverless commercial vehicles may become more commonplace on the roads in the future—as long as there's a regulatory framework in place," says Gildea. Most likely they would operate only within specific routes, such as from Houston to Dallas, and in port locations and docks away from the motoring public.

CVSA recently launched the Enhanced CMV Inspection Program for Autonomous Truck Motor Carriers, which establishes an inspection standard and procedure for commercial motor vehicles equipped with automated driving systems. It also requires motor vehicle inspectors to complete a 40-hour CVSA training course and exam. The program not only clarifies the responsibilities of motor vehicle inspectors but also provides clearer communication protocols with law enforcement before, during and after the trip.

THE ELECTRIC ALTERNATIVE

It was a banner year for electric vehicles in 2022. According to EV industry news website Electrek, more than 200,000 electric vehicles were sold during the third quarter of 2022 alone, outpacing their gas-powered counterparts. The total EV market share in the U.S. is 6%, well on its way to the industry goal of 50% market share by 2030. Tesla remains the market leader, but more manufacturers have introduced their own models.

"Commercial vehicles are going electric, bringing greater efficiency and safety to the roads," Gildea says. However, like other electric vehicles, battery fires are a concern, and drivers need to know what to do in those circumstances.

Steier says law enforcement officers are grappling with similar safety concerns and must be extra careful when investigating a crash site involving an electric vehicle. They also have to become more tech savvy to figure out how to access computer data from the vehicle.

Finally, with the increased demand for electricity, it's unclear how long the electric grid can hold. The good news is that EVs don't consume all that much energy. A study by Argonne National Laboratory found that 2.1 million EVs that were on the road in 2021 accounted for less than 1% of total electricity consumption.



Did you know that the amount of electricity used daily in an average home (30 KWH) could run an electric vehicle for 100 miles?

"Protocols and policies need to be in place so all parties know what to do," Gildea says.

Soriano believes there's a long stretch of time ahead when both automated vehicles and traditional human-driven cars will share the road. It's necessary to understand how automated vehicles will perform with other human-driven vehicles, and conversely, how human drivers will respond to driverless vehicles.

"It isn't just the technology, but also what's around the technology that can impact a car's performance," Soriano says. "There has to be some communication that automated vehicles are programmed to follow the rules of the road." **m**

find out more

DOWNLOAD THE 3RD EDITION OF AAMVA'S "SAFE TESTING AND DEPLOYMENT OF VEHICLES EQUIPPED WITH AUTOMATED DRIVING SYSTEMS GUIDELINES" HERE: [TINYURL.COM/4NUE5EEU](https://tinyurl.com/4NUE5EEU).



WE HAVE A FOCUS ON PREVENTION AND BEING AT THE HEADWATERS OF SAFETY.



Q & A WITH Robin Hutcheson

*Q&A WITH ROBIN HUTCHESON,
ADMINISTRATOR OF THE
FEDERAL MOTOR CARRIER
SAFETY ADMINISTRATION*

Q WHAT ARE SOME OF YOUR PRIORITIES FOR THE AGENCY?

I have some priorities that have come together over the last several months by working together with the entire staff of FMCSA and, in particular, leaders in this organization who've been here a long time and have been working toward our mission of safety. And there are five areas of focus for our future. We have a focus on prevention and being at the headwaters of safety. That means that we're bringing focus to drivers. Drivers are at the heart of safety very often, so our work on drivers is to support longevity in the industry. We have data that says that the longer a driver stays in the industry, the safer they become. So our work needs to support the profession of driving.

A second area is technology, which is rapidly changing the industry. There's tremendous opportunity for safety—and there's also a little bit of risk. So our focus is to harness technology for safety outcomes. It's also focusing on the vehicle technology that is more and more prevalent. That's things like cameras that help drivers see blind spots and, of course, advanced driver assistance and automated driving systems.

The third area is upgrading our registration system. This will help close some of the loopholes that unsafe drivers can get through and be on the road.

The fourth area is we have doubled our grant funding through the bipartisan infrastructure law. That gives us an amazing opportunity to leverage every dollar for safety in support of the national roadway safety strategy. And to leverage every dollar for all of our USDOT goals for organizational excellence, safety, economic strength and global competitiveness, equity, climate and sustainability, and transformation.

And then last, we need to do the job of telling our story, why it's important that we do this

work and how it improves the lives of all Americans. So we're doing a lot of work around our communications strategy.

Q HOW CAN AAMVA AND FMCSA WORK TOGETHER TOWARD THE ULTIMATE GOAL OF REDUCING LARGE TRUCK AND BUS FATALITIES?

The good news is that I'm not starting something new here. This has been a really good, productive and fruitful relationship for a long time. And we've already started this important work together. I want to say how much I appreciate that AAMVA has committed to the National Roadway Safety Strategy call to action. AAMVA's

"We have some successes to use as a guide map for our future collaboration and communication."

ROBIN HUTCHESON

Administrator of the Federal Motor Carrier Safety Administration

FAST FACTS

Robin Hutcheson



HOMETOWN

Stamford, Connecticut



EDUCATION

Bachelor's degree from the University of Colorado, master's degree from the University of Utah



WHAT DO YOU DRIVE?

2011 Volvo XC70
Cross Country



HOBBIES

Outdoor activities, such as skiing, open water swimming, running, biking and hiking



Top: Hutcheson was sworn into office on Sept. 26, 2022.
Right: Hutcheson inspects a commercial vehicle



commitment is to have the states implement the drug and alcohol clearinghouse, too. This is a really important aspect of closing loopholes so that drivers cannot take a bad record from place to place. The second thing is the work on the exclusive electronic exchange, which we think will improve compliance. So that's just another great area of partnership between AAMVA and FMCSA.

Q HOW CAN AAMVA STATE DRIVER LICENSING AGENCIES AND FMCSA WORK TOGETHER TO FOSTER A STRONG WORKING RELATIONSHIP?

I think we have some successes to use as a guide map for our future collaboration and communication. When we rolled out ELDs, we really relied on AAMVA to help us with communication to states. We heard from AAMVA regarding issues

with states early. And we were able to offer specific help to those states. And that's just a good example of how we can continue to show up together on hard problems and on big opportunities. As of late, I think we've been in very close communication with AAMVA, and as long as I'm in leadership and sitting in this seat, I intend to have a very close working relationship with the board and the leadership of AAMVA, as well as the opportunity to visit with state driver's license agencies. I did this in Wisconsin—I was visiting our division offices and I took an opportunity to meet with Kristina Boardman to have an open conversation about challenges there and ways FMCSA could be helpful. So in addition to working with the more formal structure of AAMVA, I really enjoy the opportunity to meet with leaders across the country—state by state—as I'm traveling and doing the work of FMCSA.

Q HOW IMPORTANT IS THE CONCEPT OF “ONE DRIVER, ONE HISTORY RECORD” TO THE GOAL OF HIGHWAY SAFETY?

I spent my first year at the USDOT in the Biden administration, as the deputy assistant secretary for safety policy in Secretary Pete Buttigieg's office—roadway safety is a priority for Secretary Buttigieg. I had this opportunity to bring the department together for a national roadway safety strategy. There were so many people who have been here for a long time, who worked very hard on this. And while I was very dedicated to it, and in that leadership role, a lot of credit goes to the people of USDOT, who have been wanting to do this kind of work and have seen in Secretary Buttigieg an opportunity to pull together a national strategy. What this national strategy does is four things. One, it says that zero is the right number of deaths on our nation's roadways. Two, it adopts the “safe system” approach, which says that we need safer people, safer vehicles, safer speeds, safer roads and better post-crash care. The third thing that it does is it lists a set of actions that we commit to as USDOT. And then the fourth thing it says is that we can't do it alone. Everybody has to pull for this, so here's a call to action and we hope you will join us.

So that's the structure of the National Roadway Safety Strategy. We have a role in just about all of those, but this “safer people” is where we are bringing focus and where we think that this “one driver, one history record” is very important, and very important that we do this work together. It's so important because it closes one of the loopholes that we don't want to have out there today. So that one driving history attached to a driver ensures that faulty records in one state can't follow that person to another state. This is why it is articulated in the National Roadway Safety Strategy and will lead to safer people. **m**

Evolving Techniques for Vehicle Sales

PANDEMIC-BOOSTED NEW SALES MODES CHALLENGE OLD SCHOOL DEALERS

A RECKONING

JEREMY BECK, VP DEALER DEVELOPMENT, NATIONAL INDEPENDENT AUTO DEALERS ASSOCIATION (NIADA)

If I were to say that the pandemic didn't do anything positive, it would be a lie. I think that the pandemic, the supply shortage and the inventory crisis have caused a 1-2-3 punch in the automotive industry. It has forced us to come to a reckoning on what consumers have been asking the auto industry to do for a decade. They have been asking us to become more transparent. They have been asking us to be more up-front and for the ability to do more things over the phone or digitally, to get things done in a quicker way. They have been asking us to spend less time at the physical dealership. They've been asking us to do all these things for all of these years.

Now I'm going to completely contradict what I just said. The data has told us over the last two-and-a-half years that consumers still want that face-to-face experience. In fact, if you look at the most recent auto consumer surveys, the actual number of consumer visits to a dealership before they make their purchase decision is actually going up, whereas for a decade it was going down. One reason for that is because most of the dealerships don't have the car that the consumer is looking for. So, they're going from dealership to dealership to try to find it.

Buyers want to have as much prepared when they do come in as possible. They want to spend as little time as they possibly can in the finance and insurance office and negotiating. They want to touch the vehicle and feel its vibrations as they're driving down the road, then they want to take delivery. They want

the exciting portions in person. They want the difficult portions digitally.

I think independent dealers are not afraid to try new things. And generally, it costs them less to try new things than it does a franchise store. Franchise stores are far more process-oriented, and in a lot of cases, that makes them operate better; it gives them more credibility with the market. But they can't pivot as quickly. Whereas, if something happens in the market, an independent dealer can pivot pretty quickly.



GENERATIONAL STYLE DIFFERENCES

WILLIAM CHILDRESS, EXECUTIVE DIRECTOR, VIRGINIA MOTOR VEHICLE DEALER BOARD

The pandemic definitely changed the whole focus of dealerships in general, not only the online dealers, but traditional dealerships as well. The dealership became more of a location for the documentation or a mutual place to meet to conduct the transaction. I get the impression that younger customers—millennials and thereabouts—don't want to be confrontational or argumentative, or they just don't feel like just hassling with people, and they're more inclined to make their purchase decision online and take their chances of buying something sight-unseen and untested, versus going

into a place and spending three or four hours kicking tires and looking at batteries.

Dealers also face competition from manufacturers, like Tesla, Rivian and Lucid, that are going straight to the consumer, and Zoom and Carvana which sell used cars straight to the consumer without necessarily having a presence in a state. A lot of people who go to traditional dealerships are thinking about the maintenance of the vehicle, possible recalls and the dealer's relationship with the manufacturer making them the best equipped to service the vehicle. I don't think the younger generations are thinking about that necessarily. They're thinking about right now—just getting the bargain, getting less of a hassle and procuring the vehicle. They might be thinking about vehicle service, but maybe it's not as important to them at the moment because they anticipate the car being in good operating condition and having no issues.

MOVING TO DIGITAL

PAT WATSON, VP INDUSTRY RELATIONS, TRUECAR

People didn't want to go out and shop so that they went online to see what they could see [because of the pandemic]. It gave dealers an opportunity to showcase what they had in a different way. Eventually, it turned into a situation where dealers could sell online, even though the infrastructure to do it hadn't been built in most states. What forms could the dealer get the customer to sign digitally? Which forms had to be wet signatures?

A few years ago, NHTSA said that states could now accept a digital signature on an odometer, but before the state can accept it, the state must take some kind of positive action—either pass legislation or a regulation that says they will accept digital signatures. Some states have accepted this practice and some states haven't. This is one example of how I'd like AAMVA and the National Association of Motor Vehicle Boards and Commissions to work together to develop an up-to-date survey so that people could look and see here's what you can do digitally in the sale or purchase of an automobile in each state. Because right now it's not happening. [A dealer doing a transaction may] say "I think this is right. I hope this is right, because if it's wrong, I could be in trouble."

Another change from the dealer standpoint is more mobile services. Many of them will come pick your car up for service and they may leave a car for you. Also, right now, not many dealers have off-site service operations, but I think you'll see that more and more.

REACHING THE CONSUMER

LAUREN BAILEY, DIRECTOR, FRANCHISING AND STATE LAW, NATIONAL AUTOMOBILE DEALERS ASSOCIATION

The main way we're seeing change in the way that vehicles are sold is dealers having their inventory online, and consumers, rather than coming to the lot and kicking the tires, are getting a lot of their information about the inventory and vehicles from the website or some other platform. In some states, this would allow you to sit in your living room and complete the entire transaction and have the dealer drop off the car in your driveway and you may never even need to visit a dealership.

To meet the customer wherever the customer is—on their lot or in their living room—that's really how dealers work because they're local, independent businesspeople. Anything that drives traffic to the dealership website and to the dealership itself, dealers are fully embracing. And that's coupled with requirements from our manufacturer partners to have an online presence to aggressively reach as many people as possible with the product.

The NADA has worked with policymakers and regulators to move to an all-digital transaction while maintaining security so there isn't any widespread fraud connected to the use of e-signatures. We have worked with AAMVA about how to give guidance to the states to implement this because it really is a state-driven experience, where the states will need to amend their laws and their practices to move to "e-titling," "e-lien release" or

anything like that in the future. One of the main headwinds that dealers are seeing right now is the FTC's proposed motor dealer trade regulation rule. The FTC is seeking to impose some stringent, almost impossible-to-meet requirements on dealers with respect to advertising, the selling process and disclosures. **m**





Industry Transformation

FROM NEW VEHICLES TO NEW WAYS TO PURCHASE THEM

My dad loves looking at cars for sale. I would consider it his hobby. If you are in the market for a car, just say the word and he will look for you.

It was the summer of 1993, and I was prepared to buy my first car. A car is a big purchase, and my dad made it clear that it requires discipline and a multi-phased approach. It started with pouring through Sunday auto ad circulars, then required scouting trips to unstaffed lots. Add in a lot of mileage (there were no shortage of auto dealers in the Chicago suburbs), persistent discussions and cryptic notes in all caps on his mini legal pad in the glovebox. The result? Walking away just when I thought we are going to buy, and doing it all again and again. It took all summer. All summer.


However, I headed back to college in a 1988 manual transmission, Toyota Corolla SR22. It was red, had a sunroof and headlights that flipped up when turned on. It was amazing. I had that car until 1998, when I realized on the way home from the hospital that my newborn son's car seat didn't fit quite right in the backseat. Should I have been aware of that deficiency before that moment? Yes. Was my dad ready to get to work? You bet.

Flash forward to the summer of 2022, post COVID, when my son (no longer in a car seat) began the process to buy his first car. He started with the tried-and-true source: his grandpa. My dad cruised the lots only to find drastically reduced inventory. My dad and I were set for another fun summer quest.

The next generation had other ideas. My son texted me a link. One click showed me a spiffy clean car, safety features, amenities, payment plans and more. The next week the car showed up in my driveway on a flatbed. My son drove it around the neighborhood, signed the tablet, and metal plates arrived in the mail a week later. No haggling, no handshake. His expectations for the experience were different, and the market delivered. Another happy customer.

Just as automobiles continue to evolve with amazing new automated features, so is the car-buying experience. My dad will forever enjoy the multi-phased, in-person car buying adventure. Does he still remark what a solid car that SR22 was? More often that you'd think. My son was more than satisfied with zooming in and out on a 360-degree view and referencing a vehicle history report. Does he feel like he missed out on a season-long bonding opportunity with his mother? Hard no on that.

Whether you are a jurisdiction or industry member, we all focus on meeting our customers where they are at while pushing forward to offer new innovative experiences. It is exciting to witness this transformation in the automotive industry. I cannot wait to see where we go in the future, always with an unwavering focus on:

Safe Drivers
Safe Vehicles
Secure Identities
Saving Lives! 

Kristina Boardman
 2022-2023 AAMVA Chair of the Board

The car-buying experience looks different today. Whether you want to buy in-person or online, options abound.



#GETmobile

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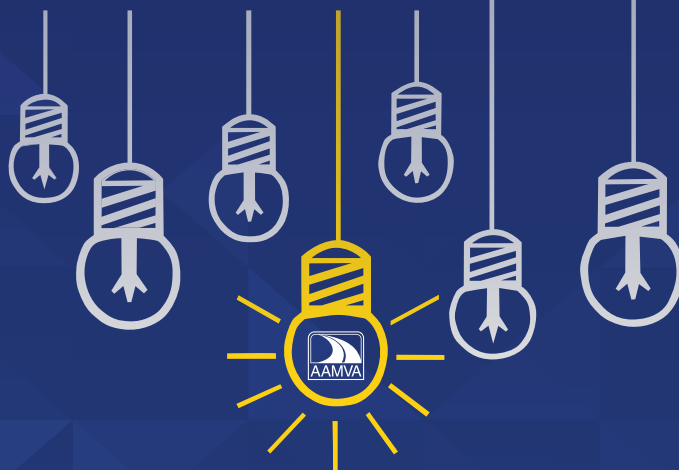
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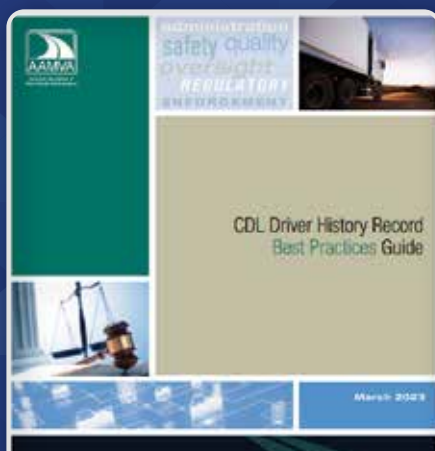


SOLUTIONS & BEST PRACTICES

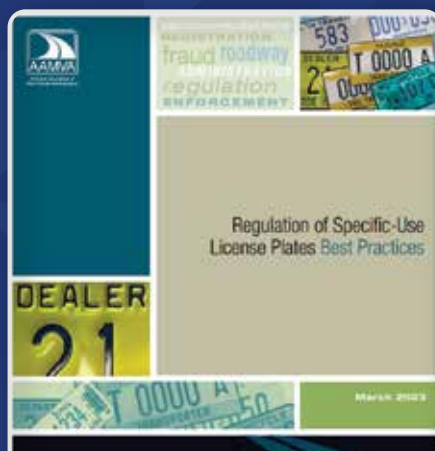
For these and the entire library of AAMVA best practices & standards, visit aamva.org.



New Releases



CDL Driver History Record Best Practices Guide



Regulation of Specific-Use License Plates Best Practices



Mobile Driver's License (mDL) Implementation Guidelines, Version 1.2



American Association of
Motor Vehicle Administrators