

move



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OUR VISION

Safe drivers
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2024 AWARDS PROGRAM

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The AAMVA Awards Program recognizes members of the motor vehicle and law enforcement community by honoring individuals, teams, and organizations who have committed their time and resources to the following categories.

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BY REGINA LUDES



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Test your wits and motor vehicle knowledge



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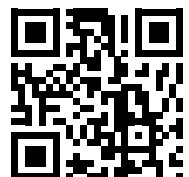
28 Together we can create a safe, more responsible society

ONLINE EXCLUSIVES

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



Visit tinyurl.com/66eb3vnb to see our documentary on outgoing President & CEO Anne Ferro's incredible career in highway safety.



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Moving Forward Together

OUR SUCCESS WILL BE FORGED THROUGH PARTNERSHIP AND COLLABORATION

As I consider my first letter for *MOVE*, I do so with both enthusiasm as your new CEO and humility at the opportunity I have been given. Following in the footsteps of excellent leaders such as Anne Ferro is a great responsibility. I'm struck by reflections of my time with AAMVA, especially in this, our 90th year, recognizing how much I have seen our community grow. We continue to reach new standards of success, including our recent record-breaking AIC in Madison, Wisconsin. We see the same mission, to save lives, drive us forward. We also see changes, as our leadership transitioned from Kristina Boardman to Spencer R. Moore.

AAMVA has once again moved smoothly through a transition. This is a testament to the health of the organization and the professionalism of its board and staff. Now it is time to look forward. I shared from the podium in Madison the idea that, just like driving a car, we must first look around before moving forward. As I look around, I see an engaged community focused on our shared priorities of safety and service. I know we're ready for what's ahead.

This year's 90th anniversary milestone is not merely a

significant event on a timeline. AAMVA's long and successful history reminds us there is value in the lessons of the past. As the saying goes, to know where you are going, you have to know where you have been.

At AAMVA, we are building our future on a solid foundation of our near century of experience. Across our priority areas of driver licensing, identity management, vehicle credentialing and law enforcement, we are expanding our

services to support our members who work tirelessly every day to serve the public.

As we grow, we maintain the same purpose that brought us together 90 years ago: uniting and serving this community.

In this modern world, it seems change moves faster with each passing year. Rapid transformations in technology, innovation and culture mean our members must adapt quickly to meeting customers where they are now. This, in turn, requires AAMVA to be even more agile and responsive in support of our members.

Our success will be forged from our partnerships and collaboration. The AAMVA community is at its best when we share and combine our efforts for the greater good.

We are doing so now, building bridges between jurisdictions, the federal government and private sector to deploy mobile driver licenses. We are working to understand the landscape between titling agencies, the motor vehicle dealer community, lenders, and other stakeholders who will need to work cooperatively to build a robust electronic vehicle record ecosystem and fulfill the vision of interstate electronic titling. AAMVA continues building connections between motor vehicle and law enforcement communities, knowing these partnerships work to save lives on our roadways. We are expanding AAMVA's global network to leverage our strong history of a U.S. and Canadian partnership to collaborate with our counterparts across Europe, Asia and Australia.

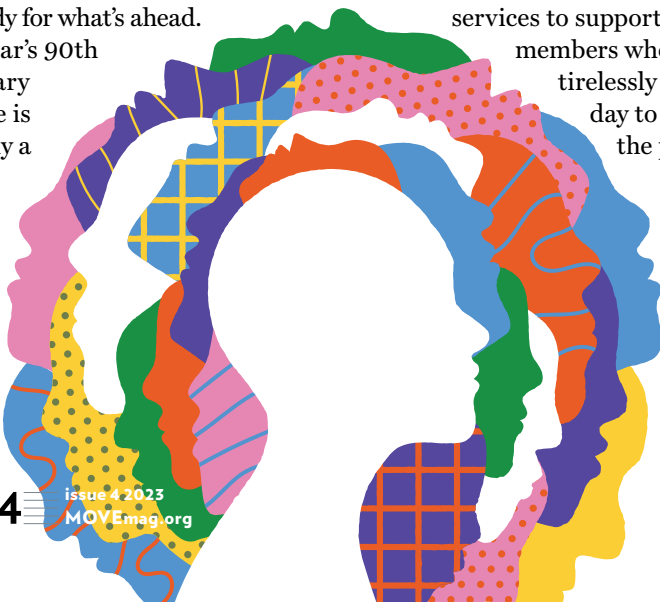
We look forward, embracing our history and the lessons from those who have come before us and with the intention of moving into a future where this association will continue to serve its members. We will achieve more milestones and leadership within the roadway safety community, together.

I look forward to serving the AAMVA family and commit to maintaining our traditional standards of excellence while always seeking innovations that will best support our members. We launch into the future together from this strong foundation, moving forward, to our 100th anniversary. We know where we are going because we know where we have been. **m**

For more on AAMVA's 90th Anniversary, watch our animated video at youtu.be/n2B-MzIUrv4.

Ian M. Grossman

Ian Grossman
AAMVA President and CEO



AAMVACAST

Safe drivers
Safe vehicles
Secure identities
Saving lives!



AAMVA'S COMMUNITY PODCAST

AAMVACast is AAMVA's award-winning podcast featuring news, information, and expertise for the AAMVA Community.

Join us every Monday as our host, Ian Grossman, sits down with vehicle, identity, and law enforcement experts to explore challenges, successes, opportunities, and recommendations on the pressing issues facing motor vehicle and law enforcement agencies.

Each episode features unique perspectives and entertaining anecdotes that you won't want to miss!

The AAMVACast podcast is the winner of:

Excel Awards



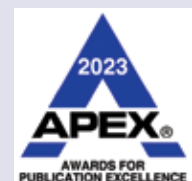
Hermes Creative Awards



Trendy Awards



Apex Awards



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aamva.org



Breaking Records



Top: Kristina Boardman welcomes everyone to Madison.
Lower: New President and CEO Ian Grossman addresses the conference.

THIS YEAR'S ANNUAL INTERNATIONAL CONFERENCE HAD THE HIGHEST ATTENDANCE TO DATE

AAMVA's 2023 Annual International Conference (AIC), September 26-28, in Madison, Wisconsin, was a huge success. AAMVA's immediate past Chair of the Board, Kristina Boardman, and the Wisconsin DOT welcomed over 1,100 attendees to beautiful Madison for three days of engaging sessions and fun events. Our record-breaking crowd was so enthusiastic and excited to see one another, to learn and to share information and resources. From lessons on the State-to-State Verification Service, to Cyber Identity Fraud, to the Ten Commandments

of Customer Satisfaction, this year's AIC provided a wealth of information for attendees to take back home.

Along with learning opportunities, the conference provided the chance to network and consult with peers, with events like the Jurisdiction Roundtables, Chair's Welcome Reception Tailgate Party and QuickConnect. Attendees also had the unique opportunity to experience Immersive Learning Experiences at locations around Madison including learning about the Frank Lloyd Wright-designed Monona Terrace, touring the University of Wisconsin's Camp Randall

See photos from AIC in Madison, Wisconsin, on Flickr here: [tinyurl.com/2fmszwfr](https://www.flickr.com/photos/2fmszwfr/).





to learn about security and law enforcement logistics at the venue, visiting the University of Wisconsin Engineering and Transportation Simulators, touring the Madison West Wisconsin DMV Service Center and touring the Wisconsin State Capitol building.

Throughout the conference, we raised \$14,196 for Prairie Music & Arts. Founded in 1999, Prairie Music & Arts is a non-profit 501(c)(3) community school of the arts offering quality education and opportunities to people of all ages. Prairie Music & Arts' goal is to foster musical and artistic exploration that leads to self-confidence and creativity. They believe that the arts should be readily available to all regardless of income or background. In addition to offering annual financial assistance to students in need, Prairie Music & Arts partners with local schools and community youth organizations—making the arts equitable and accessible. Thank you for all of your generosity and hard work to make this fundraiser successful!

The 2023 AIC also saw the outstanding work of our members recognized at the Awards Luncheon, including recognizing our Lifetime Achievement in Highway Safety Award winners, Larry Boivin from the Maine Bureau of Motor Vehicles

and Retired Colonel Richard Fambro of the Ohio State Highway Patrol. The conference finally concluded with the Wisconsin State Banquet and the swearing in of our new International Board of Directors, including Chair of the Board Spencer R. Moore, who invited everyone to Atlanta, Georgia, for the 2024 AIC. As outgoing Chair Boardman said of AIC in her remarks at the Wisconsin State Banquet, "It feels good when you find your people. People who care about public service, the employees who are offering those services, and finding new ways to innovate and continually improve."

View our 2023 AIC Flickr album for pictures from the event or watch the wrap-up video on YouTube. Presentations are available for download on our website (available for AAMVA members only). Thank you to all conference staff, sponsors, exhibitors and attendees for making this conference a success. We look forward to seeing you at next year's AIC in Atlanta, Georgia! [m](#)

watch it 
WATCH A VIDEO
WRAP-UP OF THE
CONFERENCE HERE:
[TINYURL.COM/22FNP99W](https://tinyurl.com/22FNP99W)



Clockwise from top: AAMVA International Board of Directors is sworn in at the closing ceremony. AAMVA Chair of the Board Spencer R. Moore invites everyone to Atlanta for the 2024 AIC. Lifetime Achievement in Highway Safety - Motor Vehicle Administration Category winner Larry Boivin. Lifetime Achievement in Highway Safety - Law Enforcement Category winner Colonel Richard Fambro.

Remote Controlled

HOW A REMOTE MOBILE DRIVER LICENSE PROVISIONING SYSTEM IN UTAH IS MINIMIZING FRAUD AND ELIMINATING TRAFFIC AT THE DMV

BY MEREDITH LANDRY

In May 2022, the Utah State Department of Public Safety (DPS) launched a new system to enable remote mobile driver license (mDL) provisioning throughout the state.

“The last thing any of us need is another reason for people to have to show up at a DLD or DMV office,” says Chris Caras, director of the driver license division for the Utah DPS.

To keep DMV lines shorter—and to ensure accurate credentialing—the Utah DPS employed GET Group, an mDL provider, to help integrate the new remote mDL system.

There are three fundamental components of an mDL system: the cryptographically secure mDL credential, the digital wallet containing and managing the credential, and the biometric liveness, verification and re-verification system. For the Utah mDL project, GET Group’s partners, Scytales, provided the mDL and wallet app, FaceTec provided the 3D liveness and face matching software, while GET Group provided service and support.

“All three components are required for a fully functioning mDL, and Utah has done a great job selecting vendors that can get the job done,” says Kevin Alan Tussy, FaceTec CEO and founder.

Aside from reducing office visits, FaceTec’s liveness verification software can also help eliminate fraud. Today, for about \$75, bad actors can order fake driver’s licenses online that are virtually identical to authentic licenses. These fraudulent photo IDs can include personal information from a real person, including a driver’s license number, but use the fraudster’s photo instead of the actual owner’s face. Because they look so real, these fake driver licenses are often verified as legitimate and enable identity theft, according to Tussy.

“The mDL is a digital extension of the traditional physical driver license—they perform the same primary function,” he says. “The mDL, however, is cryptographically secured



images courtesy of FaceTec



and cannot be altered. Faking a well-designed mDL is virtually impossible.”

As a prerequisite to a new contract with an international customer, FaceTec was required to have its 3D:2D face-matching accuracy tested. The test included over 1,000 participants who used FaceTec systems to capture a 3D selfie, which was then compared against a 2D image of the participant’s face. The results showed that, with an

industry-standard 1% false reject rate, the FaceTec matching produced a false accept rate of 0.001%. The system results also showed no errors related to racial, ethnic, gender or age bias. In other words, there was no bias observed in FaceTec’s AI, even with a very diverse user base, many of whom own low-end devices with low-resolution cameras.

Since the launch in Utah, roughly 40,000 remote mDLs have been provisioned throughout the state. And overall, it increased the mDL adoption rate significantly, Caras says. In addition to Utah, several other state mDL systems have also integrated FaceTec’s biometric software, including Colorado, Virginia and Louisiana, with additional states in various pilot stages.

“Over the last few years, the public has grown accustomed to being able to facilitate things remotely, so this meets their expectation much better,” Caras says. “It facilitates the process without eating up resources on our side. So it’s really a win-win situation.” **m**

“The mDL, however, is cryptographically secured and cannot be altered. Faking a well-designed mDL is virtually impossible.”

KEVIN ALAN TUSSY
FaceTec CEO and founder

Out with the Old



THE MARYLAND MVA UPDATED AN OLD SOFTWARE SYSTEM AND WON AN AAMVA AWARD IN THE PROCESS

BY JASON HENNINGER



Replacing a 40-year-old software system would be a daunting task under any circumstances, but not only did the Maryland MVA do exactly that, they launched it in a pandemic.

Negash Assefa, director of information technology, described the older COBOL-based system as having “served us well,” but “it was old and unwieldy, and trying to make any change took a significant amount of effort.” Additionally, a driver’s license system, in place since 2003, also needed help.

In either case, making improvements within the system became a massive task, and the decision was made to replace them both. Their efforts earned the Maryland MVA the 2023 AAMVA Trailblazer Award, which is presented to jurisdictions or individuals who implement positive change in their agency and community.

The process of replacing the systems began back in 2015, but after several false starts, the project gained steam again in 2018. With the help of about 45 contractors, the new system, Customer Connect, debuted in early summer 2020. “Our first rollout was in the middle of the pandemic, when everybody

was virtual,” Assefa says. “That was very challenging.”

Another obstacle was keeping the old system up and running while the new one was implemented, all during a pandemic, essentially doubling the workload. “As our administrator likes to say, it’s hard enough to do this kind of big conversion, and doing it during COVID is that much harder,” Assefa says.

They succeeded in overcoming these issues out of a dedication to improving customer care. “What we wanted to do, at the end of the day, was provide premium customer service, and make our customers’ experience much better than it had

been. Unfortunately, MVAs or DMVs are known for being slow, and having long wait times. We really wanted to change that image,” he says.

The change with the new system has been substantial. In 2012, the target wait time was 40 minutes. The average wait time now is in the single digits. “The modernization has helped significantly improve our customer experience,” Assefa says. “They’re in and out of the office. In fact, we still see customers coming in with a book to read or laptop to work while they wait. And when their number is called, you can see the utter shock on their faces.”

“The modernization has helped significantly improve our customer experience...when their number is called, you can see the utter shock on their faces.”

NEGASH ASSEFA

Director of Information Technology, Maryland MVA



For more on this Trailblazer Award winner, listen to AAMVAcast Episode 170 at tinyurl.com/mpwd9rdz.



While this is, of course, a significant improvement for the customer, it also helps the staff. First, because the system is more flexible and instinctive than its predecessors. And second, because improved experience for customers directly translates to an easier workday for the staff.

Assefa points out that the process of upgrading the system relied heavily on the involvement of the business side. “We wanted the business to lead this effort, to make all the key decisions as to what the future system was going to be. Of course, IT played a big role, but it was business-led for the entire project.”

The upgrade process that the Maryland MVA undertook, and its success despite significant obstacles, could inspire other MVAs and DMVs to make similar improvements. There are many other legacy systems in place throughout the country, and the process of modernizing is often difficult. However, with the right support, it can be done.

“Replacing a legacy system is a complex process,” Assefa says. “But it’s doable if you have the right people and the right methodology. And we’ve done this, organizationally, because of support from top to bottom. And the message is, it’s hard work but it pays off very handsomely.” **m**

See photos of all the AAMVA Award winners, including the Maryland MVA Trailblazer Award winners, at tinyurl.com/344c7kpd.



DRUNK DRIVING AND IGNITION INTERLOCK

BY AAMVA'S DATA LADY, JANICE DLUZYSKI

There are several surveys related to ignition interlock and the fight against drunk driving. These surveys have additional questions that provide more information. Full details can be found at AAMVA.ORG/SURVEYS/SURVEYUSER/SEARCHSURVEYRESPONSES.

IGNITION INTERLOCK DEVICE REQUIREMENTS

33 RESPONSES

WHAT AGENCY MONITORS YOUR IGNITION INTERLOCK DEVICE PROGRAM?

Judicial: ■■■■■■

Department of Motor Vehicles: ■■■■■■■■■■■■■■■■■■■■■■

Other: ■■■■■■■■■■

DOES YOUR STATE OFFER ANY FINANCIAL HARDSHIP FOR OPERATORS?

Yes: ■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■

No: ■■■■■■■■■■

IGNITION INTERLOCK ACCESSIBILITY

26 RESPONSES

DOES YOUR STATE HAVE SPECIFIC ACCESSIBILITY REQUIREMENTS OR GUIDELINES FOR IGNITION INTERLOCK DEVICES FOR DEAF OR HARD OF HEARING CUSTOMERS?

Yes: ■■■■

No: ■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■

DUI EDUCATION

28 RESPONSES

DOES YOUR JURISDICTION USE IN-HOUSE CREATED DUI CURRICULA?

Yes: ■■■■■■

No: ■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■

See the latest ignition interlock training for law enforcement here: tinyurl.com/23chbjut.



**Christopher Dina, District of Columbia
Department of Motor Vehicles**

"Honestly, I'm impressed. The vendors have really wowed me. They're really ahead of the game, talking about some of the trends, some of the best practices, before we've even gotten there. It's like a family reunion where you really get to meet your family from different states but you're all together and catching up on past times. I think that's the closest thing I can compare it to—it's a family reunion."



musings

{THIS MONTH'S QUESTION}

**WHAT BROUGHT
YOU TO THE
2024 ANNUAL
INTERNATIONAL
CONFERENCE?**

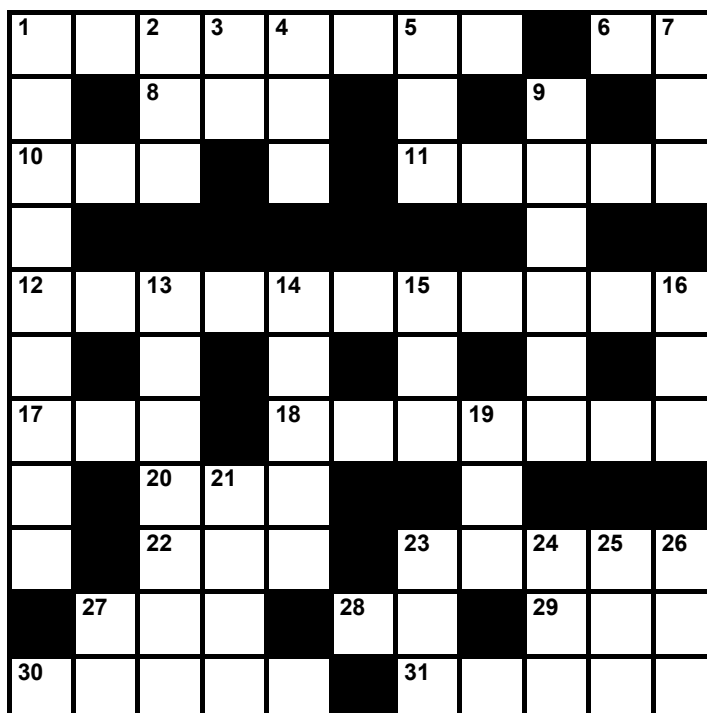
Jaclyn McDuffey, Service Oklahoma

"The Service Oklahoma team is here to network, to learn a little bit more about new innovations, to meet new people in our space and just learn more about what's happening in our industry. I think we'll be taking back a lot of new innovations that have come out especially in the last year, so we've spoken to a lot of interesting vendors and got to learn about a lot of things that we could potentially implement in our state to make things better."

Eric Jorgensen, Arizona Motor Vehicle Division

"AIC is the biggest opportunity for us to get together and share a little bit of joint misery, a little bit of joint success, and a lot of getting together and collaborating on how we solve problems moving into the future between different jurisdictions, between us and industry, and get a real feel for what's possible—what's the future look like."

crossword



ACROSS

- 1 Device used to prevent drunk drivers operating a vehicle, goes with 1 down
- 6 Santa Fe's state, abbr.
- 8 Emissions controllers
- 10 AAA offering
- 11 Sensory system that can now be used in preventing drunk driving
- 12 Relation of interdependence (in relation to drunk driving restrictions in different states)
- 17 Single
- 18 Claims
- 20 National Minimum Drinking Age, for example

- 22 Regret

- 23 Alternative to metal plates:
— wrapped

- 27 Belonging to a lady

- 28 Circle ration

- 29 Spelling contest

- 30 Plate option which will connect to the vehicle's electrical system

- 31 Rechargeable battery type

DOWN

- 1 See 1 across

- 2 Innovative

- 3 Type of internet address

- 4 License plate, familiarly

- 5 No longer fashionable

- 7 Speeding figure, abbr.

- 9 Court decision

- 13 More readable

- 14 The P in LPR

- 15 Lubricant

- 16 Approved!

- 19 Prefix with center

- 21 Remedy

- 23 Vehicle's ID number, abbr.

- 24 CBS rival

- 25 Pro vote

- 26 Energy efficient light, abbr.

- 27 50th state

Rhonda Lahm, Nebraska
Department of Motor Vehicles

"It's a place where we get new information and learn from our colleagues. It's also a really important networking event where we get to see the people who are our peers in other jurisdictions across North America, learn from their challenges and what can help with ours."



safety



A LOOK AT THE CURRENT FIGHT AGAINST DRUNK DRIVING AND THE FUTURE OF IGNITION INTERLOCKS

BY STEVE HENDERSHOT

Alcohol impairment plays a role in an unnerving, unacceptable share of traffic fatalities in the U.S.: 30% in 2020, accounting for nearly 12,000 deaths, according to the U.S. Centers for Disease Control and Prevention. In Canada, the number is 18%—lower, but still a leading cause of motor-vehicle fatalities, according to Transport Canada.

It is a shocking statistic—yet it used to be much worse. In 1982, there were 9.1 drunk driving-related deaths per 100,000 people in the U.S., compared to a little more than three such deaths per 100,000 now, according to the Washington, D.C.-based Foundation for Advancing Alcohol Responsibility. That's solid progress, but the problem is that progress has mostly stalled: The number of fatalities per 100,000 has largely plateaued over the last 15 years.

"We have a number of countermeasures and interventions in place that are highly effective—but they're effective at containing the problem, not reducing it," says Rob Strassburger, CEO of the Leesburg, Virginia-based nonprofit Automotive

Coalition for Traffic Safety, which represents automakers.

Now, however, the U.S. may be on the verge of another breakthrough, as law enforcement officials and state motor-vehicle agency leaders step up their efforts to collaborate, and as technological advances promise to better equip drivers to make responsible decisions about when it is OK to drive—and when the smarter move is to call a taxi or rideshare.

The progress during the 1980s and 1990s stemmed from a number of factors ranging from increased public awareness of the dangers of alcohol abuse, to emerging interventions such as ignition interlock systems—devices placed in the vehicles of persons with DUI/DWI convictions that use a breath-based sensor to prohibit people from operating vehicles if their blood-alcohol levels exceed a certain threshold. Such devices thwart millions of attempts to drive drunk each year, according to Mothers Against Drunk Driving.

But the interlock enforcement system is not perfect. First, different jurisdictions have different standards regarding which drivers need to install the devices—for example, some states require the devices after one alcohol-related conviction and some require them after several.

Second, different jurisdictions treat installed ignition interlocks differently. Some states are compliance-based, imposing consequences on drivers in the event of a positive test on the interlock device. ▶

A TURNING POINT



safety

Other jurisdictions install the devices and leave them attached to the vehicle for a prescribed period of time—often about six months—and then remove them, regardless of how many times the systems registered positive tests, thwarting attempts to drive drunk. Plus, some drivers who are supposed to have an interlock

system do not actually have one, and face consequences only if they happen to be pulled over by law enforcement.

Finally, ignition interlock systems often pose an administrative coding challenge when drivers travel or relocate from one jurisdiction to another. Shared interstate codes are typically designed to flag license suspensions, revocations, cancellations—but none of those classifications applies to a driver with an ignition interlock system because their driving privileges are restricted rather than prohibited. It makes reciprocity a major roadblock.

NEW BEST PRACTICES

So when AAMVA convened an Ignition Interlock Program Working Group to assess and revise its guidelines for best practices related to ignition interlock, the group decided to tackle all three challenges. The new best practices, which are set to publish this fall, include model state legislation designed to promote statutory uniformity, as well as a recommendation that jurisdictions coalesce around a compliance-based approach.

“One of our strong recommendations is that jurisdictions have programs that are compliance-based—where you’re monitoring, and not just putting the device on for a certain amount of time and then taking it off,” says Angela Coleman, chair of the AAMVA working group and executive director of the Commission on Virginia Alcohol Safety Action Program, which oversees Virginia’s ignition interlock program.

The goal, Coleman says, is to ensure that while ignition interlock devices are in place, “you’re actually not having any alcohol related violations—and if you do, there are consequences” such as extending the time drivers are required to use the device.

The group also devised a solution to the data-sharing problem by proposing two additions to AAMVA’s interstate systems. First is a new universal code, A42, that applies specifically to ignition interlock. Until now, U.S. jurisdictions have used state-level native codes to track drivers who are required to use the devices. The working group also is proposing

“One of our strong recommendations is that states have programs that are compliance-based—where you’re monitoring, and not just putting the device on for a certain amount of time and then taking it off.”

ANGELA COLEMAN

Chair of the AAMVA Ignition Interlock Program Working Group and Executive Director of the Commission on Virginia Alcohol Safety Action Program



The touch system measures the concentration of alcohol by shining an infrared light on the driver's skin, as there are two distinct wavelength sources that signal the presence of alcohol.



a second addition: a new “Restricted Driver Status” that’s designed to apply to drivers who maintain driving privileges but with limitations. The status would apply to all drivers required to have ignition interlock systems as well as others with restrictions, such as drivers with unpaid tickets or who have failed to pay child support.

“This is an important step because it adds a tool to our toolkit that will help us move toward greater reciprocity,” says Jessica Ross, AAMVA reciprocity program director.

A NEW TECHNOLOGY, DECADES IN THE MAKING

A little more than 20 years ago, a colleague approached Strassburger to tell him about a potential technology that could measure blood-glucose levels non-invasively. Soon the idea for the Driver Alcohol Detection System for Safety—DADSS—was born.

Why has the technology spent two decades in the lab? The early prototypes were large, unwieldy and expensive. Now, though, the costs and form factors have advanced to the point where Strassburger’s organization, the Automotive Coalition for Traffic Safety, has licensed the technology for a breath-based version of the DADSS sensor, and he’s hopeful a commercial product will reach the market in 2023, with a touch-based version soon to follow.

Unlike an ignition interlock system, DADSS is intended as an option on all new vehicles, and for all drivers, rather than just those with past alcohol-related convictions. It is a way for drivers to test whether they’re safe to drive, likely with more lenient set points than an interlock system—perhaps at the legal threshold

for drunk driving, a blood alcohol level of 0.08, rather than the ignition interlock threshold of 0.02-0.025.

Throughout the technology’s development phase, Strassburger’s team has operated under the assumption that DADSS technology would be marketed as an optional feature on new vehicles. But as part of the landmark infrastructure bill passed in late 2021, Congress directed the National Highway Safety Administration to include DADSS technology in upcoming versions of its Federal Motor Vehicle Safety Standards. That means at some point, the tech could be onboard every new vehicle sold.

A universal rollout of the technology would be a powerful tool in the fight against drunk driving. It’s also likely still decades from happening. That’s one reason why leaders such as Virginia’s Coleman are embracing the opportunity to tighten ignition interlock standards even as they hail the long-term potential of DADSS.

“The DADSS program is going to be a game changer. But while we’re moving

toward that, jurisdictions have a big opportunity to tighten up our processes and how we manage participants who need to have the ignition interlock device installed—because you’re still talking about millions of cars that are already out here that won’t have the DADSS technology,” Coleman says.

Strassburger agrees, and stresses the need for advocates of DADSS and ignition interlock to work together. That, he says, is the best way to ensure that there’s real progress in the number of drunk-driving fatalities.


“We really do need to be speaking with one voice,” Strassburger says. “Otherwise it just gives an opening for those that really don’t want these technologies to wage mischief and work against them.” **m**

find out more

**LISTEN TO AAMVACAST
EPISODE 137 ON THE
VALUE OF IGNITION
INTERLOCKS WITH
DEBRA COFFEY OF
SMARTSTART: [TINYURL.
COM/4V2WVW9N](https://www.aamva.org/smartstart).**



images courtesy of Automotive Coalition for Traffic Safety



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5 MODERNIZATION MYTHS **DEBUNKED**

In a space as complex as government software, misconceptions are common. In our 25+ years in the government space, we've observed a few myths about software modernization that continue to spread like wildfire.

MYTH

YOU NEED A SEPARATE SOLUTION FOR EACH AREA OF OPERATIONS.

"More software, more problems" is a good way to describe "best of breed." This approach increases risk, maintenance demand, and data inconsistencies.

In 2022, the Alabama Law Enforcement Agency (ALEA) streamlined operations by replacing 19 apps and databases with one commercial off-the-shelf (COTS) solution. They've had major efficiency gains and a 50% decrease in customer calls about commercial driver medical cards.



50% Fewer

MYTH

CERTAIN SOLUTIONS ARE FREE.

While some companies offer free implementation, be cautious; they might recoup cost by selling customer data or adding transaction fees, hindering access to vital services. Think about the last time you bought concert tickets—you probably paid a lot of extra fees. That's what may be awaiting customers and other stakeholders if you go with a "free" solution.

MYTH

MODERNIZATION IS AS EASY AS "COPY AND PASTE."

Though it sounds simple, transferring code from another state usually ends up costing more time and money than planned. A COTS system, however, has a proven track record and predictable timeline.

In 2020, the Nebraska Department of Motor Vehicles' vehicle titling and registration COTS

modernization won AAMVA's Excellence in Government Partnership Award. The award program noted, "The project was delivered on time and 3% under budget."



3% Budget Savings

for Nebraska modernization

MYTH

YOU CAN'T HAVE IT ALL.

Nearly half of all state DMVs have modernized with a single solution for licensing, scheduling, financials, reporting, case management...everything.

One year after implementing an all-in-one solution, the Maryland Motor Vehicle Administration has slashed customer wait times by almost two-thirds and the average transaction time by one third. **More than 1 million people—**

59% of MVA customers—used their phones to check in for appointments.



66% Reduction

in Maryland customer wait times

MYTH

YOU HAVE TO MODERNIZE EVERY 10 YEARS.

That sounds exhausting—thank goodness it's just another urban legend. A configurable COTS system is designed to accommodate changes and new features such as electronic titling and mobile IDs a hard-coded solution struggles to adjust.


More than 10 years after modernizing vehicle services, the Utah State Tax Commission is thriving. **"We love that our system is always up to date and projects are completed on time," said DMV Director Monte Roberts. "Another benefit has been capitalizing on other FAST jurisdictions' processes and improvements."**



*FROM DIGITAL PLATES TO VINYL WRAPS, ALTERNATIVE
LICENSE PLATES PRESENT POTENTIAL ADVANTAGES
AND CHALLENGES*

BY REGINA LUDES

STEPPING UP TO THE PLATE



Metal license plates have been the standard for decades. But that may change as more vehicles with alternative plates show up on the roads.

With advances in technology, these newer plates have capabilities that traditional plates don't have, such as ease of installation and the ability to automatically update vehicle registration information. Several states have approved the use of alternative license plates, and several more are considering it. As DMV administrators and law enforcement weigh the potential costs and benefits, they must keep in mind that no matter what materials they're made of or how they appear, the plate's most important purpose—identifying vehicles on the road—remains the same.

THE COOL FACTOR

Alternative license plates aren't a new concept. They were first used during World War II when a metal shortage forced states to use different materials, such as embossed fiberboard, cardboard and soybean-based plastic. Today's alternative plates, by comparison, are products of technology.

Vinyl-wrapped plates are made of a malleable adhesive that can only be attached to the front of a vehicle and don't require any drilling or installation of frames or brackets. Digital plates are either battery-operated or wired to connect to the vehicle's electrical system and can only be installed on the rear of a vehicle. The wired version has a built-in GPS that can track a vehicle's location, especially helpful in cases of stolen cars or kidnappings, though critics have voiced privacy concerns.

The appeal of alternative plates for drivers is their aesthetic, says Marcy Coleman, AAMVA's Vehicle Programs Manager. "It's the cool factor. It's new and different. They have been advertised to have certain capabilities, like showing silver and amber alerts."

Plates are linked to a central computer system, which could be a DMV system or a system operated by the digital plate vendor. "Digital plate vendors advertise having the ability to perform registration renewals and push the updated registration information to the plate itself," Coleman explains. She is quick to point out that the plates' advertised capabilities are not currently in use because digital plates are not yet integrated into DMV systems.

"If jurisdictions decide to authorize digital plate use and allow remote registration renewal through a vendor, the DMVs will

have to decide if they want to connect their system directly to the plate or run the data through the digital plate vendor," she says.

The most important consideration for DMV administrators, says Coleman, is to make the newer plates readable so law enforcement can read them at night and by technology used by law enforcement and tolling authorities.

CALIFORNIA'S PILOT PROGRAM

California is one of three states that has approved the public use of digital license plates (the other two being Arizona and Michigan). Through a pilot program, the California Department of Motor Vehicles began testing digital license plates with a small sampling of drivers in 2018 and vinyl-wrapped plates in 2019.

California contracted with Reviver Auto to provide its RPlate to drivers in the sampling. The Reviver website touts numerous capabilities of the RPlate, including the instantaneous updating of vehicle registration information and the ability to view and pay parking tickets and road tolls. There's also the capability to send alerts if the vehicle is stolen and show silver or amber alerts for missing persons.

"We wanted to explore the types of products that were available, especially as the technology has advanced. How could the new technology make administrators' jobs easier and provide better services to constituents?" recalls Bernard Soriano, Deputy Director of the California Department of Motor Vehicles. The state approved the use of alternative plates for all California residents last fall and is finalizing regulations that would make alternative plates a permanent option for California drivers.

The readability of these newer plates is especially critical for law enforcement who routinely read plates to identify vehicle owners or the vehicle type before making a stop.

"Some officers will run the plates before making a stop to check if there are any issues, such as if it's a stolen vehicle," explains Mark Headrick, Assistant Chief, Enforcement and Planning Division of the California Highway Patrol. "Most patrol cars aren't equipped with a license plate reader, so it's critical that officers be able to clearly read the plates in all types of weather and lighting conditions from a safe distance."

License plate readers (LPR) are used in numerous scenarios, he adds. They can help officers investigate time-sensitive incidents, such as missing person reports. They're also used to track ▶

vehicles involved in a crime, whether to commit the crime or to flee the crime scene.

“If the license plate isn’t readable by the LPR system, law enforcement could miss the opportunity to track a vehicle that’s involved in a kidnapping or a missing person case. We also don’t want the LPR to record false or incorrect information because it couldn’t see the license plate clearly,” Headrick says.

TESTING FOR READABILITY

Some images and color choices can make it difficult for the LPR to read a plate accurately, adds Josh Clements, Sergeant with the California Highway Patrol, Commercial Vehicles, who tests alternative plates for his state.

“Some specialized plates can have special images or messages, and sometimes the LPR can read an image as a character,” Clements explains. “We make sure the cameras can read the plates at different distances and in different light settings. If a plate can’t be read, we ask the license plate provider to modify the colors or redesign the plate for better readability.”

AAMVA works with Element Materials Technology, a third-party lab that tests license plates for jurisdictions to make sure they meet AAMVA’s readability requirements as set forth in the standards document. While the lab does not test alternative license plates yet, the testing process would essentially be the same as for traditional plates, says Drew Snook, Non-Metallic Materials Engineer with Element.

When state plates are submitted for testing, Element checks the sizing of numbers and characters, the spacing between characters, and clarity of colors and graphics so they don’t interfere with the plate number’s legibility. In addition to testing with the human eye, Snook says the lab uses multiple types of license plate readers to view plates during both daylight and no light. The lab also checks for retro reactivity to see if the plate reflects light back toward the reader when headlights shine on it.

Since AAMVA’s testing program began, Snook says the lab has noted several common tendencies about plate designs that can interfere with readability. For example, characters can look the same, such as zeros that look like the letter O, or the number 3 that looks like the letter B.

Graphics can also make it difficult to view a plate properly. Snook recalls testing a plate with an American flag that was printed behind the plate number. “By the naked eye, the design looked fine, but the line between the blue and red of the flag was read by the LPR as the number seven, which was not part of the plate number,” Snook recalls.



image courtesy of Reviver Auto



image courtesy of License Plate Wrap

Top: With a Reviver digital plate, drivers can renew vehicle registration through the app.

Left: While not legal in all states yet, a license plate wrap requires no holes or drilling.

AAMVA
policy is
that license
plates be
visible from
at least
75 FEET.

FOLLOWING THE NEW STANDARD

Whether digital or vinyl-wrapped, alternative plates ideally should meet AAMVA’s readability standards for character and spacing as set forth in AAMVA’s License Plate Standard. Brian Ursino, AAMVA’s Director of Law Enforcement and project manager of AAMVA’s License Plate Standard Working Group, says the License Plate Standards most recent revision (Edition 3) includes a section for Standards for Alternative License Plates and describes the advantages and challenges they present.

“In 2020, when the last document was published, we were still learning about alternative license plates,” recalls Ursino. “Members are encouraged to follow the new Standard to

make their plates as readable as possible to both the human eye and license plate reader technology.”

While alternative license plates may look more appealing and promise some potential technology advantages, they still must achieve its main purpose—to help law enforcement identify vehicles in the service of road safety. **m**

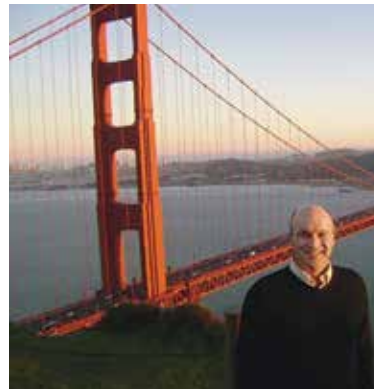
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LEARN MORE ABOUT THE
LICENSE PLATE STANDARD
IN AAMVACAST EPISODE 178
[TINYURL.COM/3HXM44RW](https://tinyurl.com/3HXM44RW).





Larry Boivin enjoys spending time with family, traveling and being a grandfather.



Q & A WITH

Larry Boivin

CHIEF DRIVER LICENSE EXAMINER, MAINE BUREAU OF MOTOR VEHICLES, AND WINNER OF THE 2023 AAMVA LIFETIME ACHIEVEMENT AWARD IN HIGHWAY SAFETY—MOTOR VEHICLE ADMINISTRATION

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

I started in February 1989, so almost 35 years. I actually went to school for broadcast communications and spent the first eight years of my professional life working in broadcasting. I've always had an interest in not only writing, but in speaking to groups and so forth. That is, in an odd way, how I ended up with a motor vehicle career.

Q WHAT ACCOMPLISHMENTS FROM YOUR CAREER ARE YOU MOST PROUD OF?

One of the things that I was proud of was the ability to integrate modern technology into our operating systems in the '90s. I

was also involved in the integration of a whole new computer system for the main DMV. Additionally, I've taken a lot of pride in seeing a folks be able to rise in the industry.

Q WHAT HAS YOUR INVOLVEMENT WITH AAMVA BEEN LIKE?

I was able to be involved with AAMVA in a number of different ways. I helped develop the testing program that ultimately has been used for the commercial driver license program. I've worked with people in most every jurisdiction because of AAMVA—not only developing the CDL testing program, but also updating and modernizing the program as the years

went by. As a result, I've been able to travel all over the country to meet partners in all different states.

Q HOW DOES IT FEEL TO BE HONORED WITH THE AAMVA LIFETIME ACHIEVEMENT AWARD?

Well, to say that I'm humbled would not adequately address how I feel about it, and I am obviously deeply grateful. I've been so fortunate. I'm just so honored. I've had many people inside and outside of the industry congratulate me and it has been very humbling.

Q WHAT DO YOU LIKE TO DO IN YOUR FREE TIME?

I love gardening with my wife, it's good exercise and you get to see the fruits of your labor. We have a variety of different gardens on our property. I also love playing around on my tractor and fishing. **m**



Top: Richard Fambro at the 2022 National Black State Trooper's Conference in Ohio
Upper R: Retirement Day (August 2022)
Lower R: Fambro and his girlfriend



Q & A WITH Richard Fambro

RETIRED COLONEL, OHIO STATE HIGHWAY PATROL, WINNER OF THE 2023 AAMVA LIFETIME ACHIEVEMENT IN HIGHWAY SAFETY-LAW ENFORCEMENT

Q HOW AND WHY DID YOU GET INTO LAW ENFORCEMENT?

I just love people and one day I did a rudimentary Gantt chart, believe it or not, sitting at my desk after hearing a recruiting advertisement for the Columbus, Ohio, division of police. Everything on my Gantt chart came back to people so I ended up going down to apply to be a Columbus police officer.

Q WHAT HAS YOUR CAREER JOURNEY BEEN LIKE?

Number one, I was really fortunate to have great mentors and great friends and developed a lot of family along my 32-year journey, being a trooper.

I got to do things that I never thought I'd get a chance to do—being a spokesperson for our public affairs unit, working in a district in field

operations, criminal patrol and overseeing the drug interdiction efforts for the Highway Patrol. I appreciated the opportunity to do different things in my career, it keeps you fresh in your mind and stretches your imagination from a growth perspective.

Q WHAT TRAFFIC SAFETY INITIATIVES HAVE YOU WORKED ON?

We were focused getting back to using data to drive our operations during my time as colonel with patrol. I'm really proud of the work that we did in getting back to the basics when it came to using data.

And then, diversity, equity and inclusion was always a passion of mine, making sure that we established really good working and core relationships with our partners, both on the law enforcement and traffic safety side.

Q HOW DOES IT FEEL TO BE HONORED WITH THE AAMVA LIFETIME ACHIEVEMENT AWARD?

There are so many valuable leaders in the law enforcement realm that are more deserving of this than me. So, I'm humbled. It's an honor when you have the privilege to work with some of the best leaders in law enforcement this world has to offer and there are people within that realm that see that you're deserving of an award as prestigious as this.

Q WHAT DO YOU LIKE TO DO IN YOUR FREE TIME?

I like to run and work out. I also love cars, so I spend time polishing and caring for my cars that I've collected over the years. My girlfriend and I have five dogs; we're pet parents, and we enjoy hanging out with our pups. [m](#)

Under Lock & Key

IGNITION INTERLOCKS ARE THE BEST TOOL AVAILABLE TO HELP PREVENT DRUNK DRIVING. WE ASKED FOUR INDUSTRY LEADERS FOR THEIR TAKE ON THE VALUE OF INTERLOCKS AND THE CURRENT FIGHT AGAINST DRUNK DRIVING IN THE UNITED STATES.

POLITICAL WILL

JONATHAN ADKINS, CEO OF THE GOVERNORS HIGHWAY SAFETY ASSOCIATION

It's an interesting time for drunk driving. Soon enough, we'll have the technology in vehicles that will prevent you from starting your car if you're impaired by alcohol. That's a decade or more away, however, so there's a lot to focus on in the future, but we can't forget about the present. Sadly, drunk driving deaths have been inching upward. Given the tools we have today, ignition interlocks are among the most effective things that can be done to prevent that from going even higher.

We're seeing progress in states with compliance-based removal laws, which require the offender who has an ignition interlock installed in their vehicle to have a certain number of violation-free days before the device can be removed. We actually did a study, and the states that have those show fewer repeat offenders.

Drunk driving still occurs here for many reasons. One, it's cultural. But there's also a lack of law enforcement. Because of COVID-19 and discussions around equity and law enforcement, there has been less traffic enforcement across the country. One of the most effective things, in addition to ignition interlocks, is to have law enforcement looking for erratic behavior, doing checkpoints, having signage up and actually stopping drivers to make sure that they're not impaired by alcohol. The numbers are going up, more people are dying, and we're being too lax about it. This is still a crime that somebody chooses to commit. It's not an accident.

We have to do a whole bunch of different things to beat this. The good news is, we do know what needs to be done, it's just a matter of having the political will to do it.



OPPORTUNITY FOR CHANGE

DEBRA COFFEY, VICE PRESIDENT, GOVERNMENT AFFAIRS FOR SMART START AND A MEMBER OF THE COALITION OF IGNITION INTERLOCK MANUFACTURERS BOARD

Ignition interlocks are the most effective countermeasure in use today to prevent drunk driving, but it is severely underutilized. The national average use among states based on the number of DUI offenders arrested per year for drunk driving is approximately 40%. Some states are as low as 8%, and some are as high as 90%.

While ignition interlocks are an underutilized tool to prevent drunk driving, we know that when combined with treatment and education, interlocks can absolutely facilitate behavior change.

Interlocks are not only an effective technology to keep our roads safe and keep impaired drivers off the road, but they also increase public safety by offering preventive, rehabilitative and cost-effective solutions.

Data tells us that: 26% fewer fatal crashes occur in states that have passed all-offender laws; there are 9% fewer impaired drunk drivers due to repeat offender laws; and there are 20% fewer fatalities due to repeat and High BAC laws.

Interlocks allow offenders to maintain their driving privileges with a rehabilitative solution. They retain their driving privileges to keep their jobs, support families and safety and successfully get on with their lives. All without putting the public at risk. They also motivate offenders to examine their decisions, providing an opportunity for change.

“26% fewer fatal crashes occur in states that have passed all offender laws.”

DEBRA COFFEY

Vice President, Government Affairs for Smart Start and a member of the Coalition of Ignition Interlock Manufacturers Board

REPEAT OFFENDERS

DARRIN GRONDEL, DIRECTOR OF NATIONAL ALLIANCE TO STOP IMPAIRED DRIVING (NASID) AND SENIOR VICE PRESIDENT OF TRAFFIC SAFETY, RESPONSIBILITY.ORG

There are typically around 10,000 deaths each year caused by drunk driving. However, alcohol-impaired driving deaths increased 14% from 11,718 in 2020 to 13,384 in 2021 (NHTSA, 2022), the height of the COVID-19 pandemic, this increase should concern all of us. This is a significant

42% of speed stops result in a DUI arrest.

increase and what led to this? There were fewer cars on the road, so people were driving faster and more recklessly and probably felt that cops wouldn't pull them over for fear of getting COVID-19.

Research tells us, however, that 42% of speed stops result in a DUI arrest. So, law enforcement plays a key role here. While automated speed

cameras would be nice to have, we need to continue to train officers making those traffic stops on how to detect an impaired driver—whether it's smelling the alcohol or identifying other indicators of drug impairment by the driver.

When it comes to substances other than alcohol, while ignition interlocks cannot detect drugs at this point,



NEW VEHICLE STANDARDS

TESS ROWLAND, PRESIDENT OF MOTHERS AGAINST DRUNK DRIVING (MADD)

For the first time since 2006, drunk driving deaths were over 13,000 last year. Every 39 seconds someone is killed or injured by a drunk driver in this country. Despite having a lot of options today with ride share, easily accessible transport, and other options that are affordable, it is still an issue plaguing society to this day. This issue should have been a thing of the past a long time ago, but it has only gotten worse after the pandemic.

It's the No. 1 killer on our roads at this time, so ignition interlocks are a huge solution to this issue. At MADD, we believe that if every offender had one installed in their car, this tragedy would be much more prevented. And since 2006, it's estimated that 4.5 million drunk driving attempts were stopped because of this device, so it truly works and is a very viable solution.

"By 2026, all vehicles are going to be equipped with drunk driving prevention technology as a safety standard."

TESS ROWLAND

President of Mothers Against Drunk Driving (MADD)

Since our founding in 1980, we have been pushing for ignition interlock laws in all states, and currently we have 35 states that have all-offender ignition interlock laws, but our work is far from over.

In addition to that, we worked to pass the HALT Act in 2021, which was monumental. Our organization helped to change the way that vehicles will be made. As soon as 2026, all new vehicles are going to be equipped with drunk driving prevention technology as a safety standard. We understand that this is a huge undertaking for the federal government, but we're very excited for this to become reality. The Insurance Institute for Highway Safety estimates that nearly 10,000 lives a year will be saved once this technology is fully implemented in all new vehicles.

we've seen that many impaired drivers are under the influence of multiple substances, a high percentage of them with alcohol. So, the ignition interlock can be a critically important tool in the fight against drugged driving or multi-substance impaired driving.

A very real, very deadly problem is repeat offenders. We know that drunk drivers involved in fatal crashes are four times more

likely to have prior convictions for impaired driving. Ignition interlocks are a tremendous tool to keep the car from starting, but some states do not require an interlock to be installed after the first offense. So repeat offenses, tragically, still occur and we encourage more states to mandate ignition interlocks as a proven countermeasure to prevent DUI tragedies and save lives. [m](#)

Soon, AAMVA will release its current Best Practices for Ignition Interlocks, which was last updated in 2018. You can find the new version here along with all of our best practices.





Collaboration Is Key

TOGETHER WE CAN CREATE A SAFE, MORE RESPONSIBLE SOCIETY

I hope this letter finds you in the best of health and spirits. I wanted to take a moment to express my sincere gratitude to everyone who has reached out to me as I assume my new role as Chair of AAMVA.

As I continue to travel with my peers, I realize that no matter how different we seem, we are united by embracing new ideas and working toward common goals. Our goals may be diverse in nature but they always intersect for progress and the betterment of society.

The opportunities to learn from others and exchange information is immense throughout the AAMVA

community. This year's Global DMV Summit in Belgium allowed us to share topics including the international exchange of the encrypted keys for mobile DL interoperability and strategies to prevent the unintended exportation of unsafe vehicles. Another collaboration with Sweden provided information about their integration of self-service kiosks that was invaluable.

AAMVA has been a leader in paving the way for innovative solutions whether it's building international relationships to shape reciprocal agreements, advancing mobile credentialing or embracing technological innovations to reduce highway fatalities and quickly move good and services.

As highlighted in this edition, we are making strides in the fight against drunk driving; however, there's still work to be done. Much needed technology is becoming more widely available and we are hopeful that its impact will help us save lives. I am very proud to have been on my state's MADD Board of Directors for decades and am a past MADD Golden Achievement Award recipient.

I hope you will also pay special attention to the article about alternative license plates as it reflects a forward-thinking mindset that considers both environmental sustainability and individual expression.

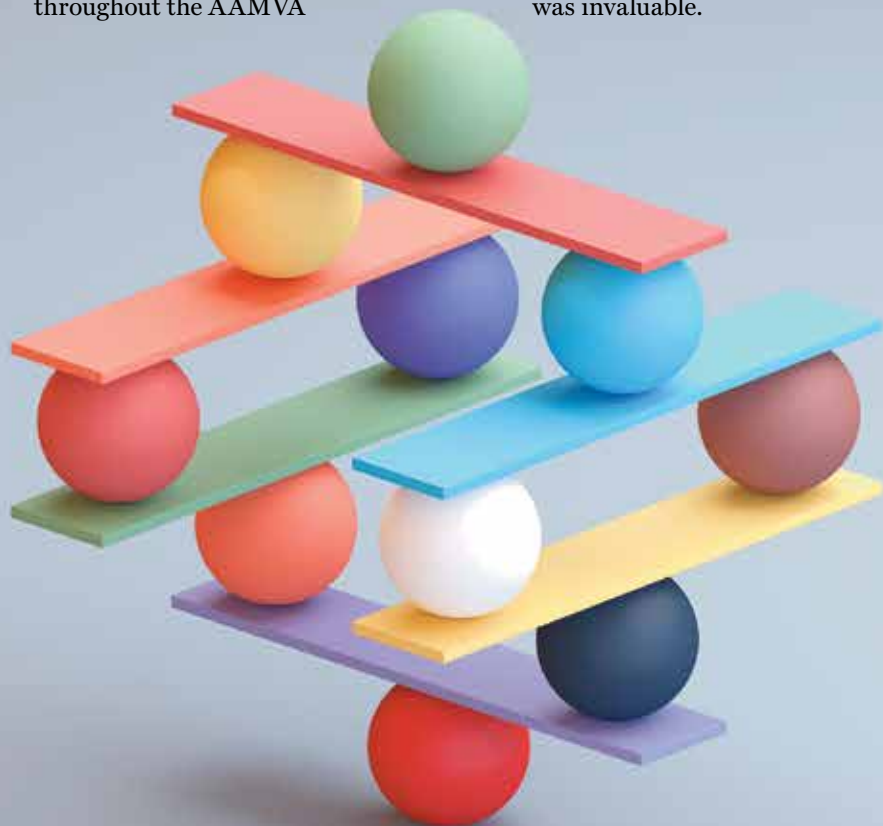
I want to personally thank each and every one of you for your role in AAMVA. Your passion, dedication and willingness to invest your time and energy are truly remarkable. The progress AAMVA has made would not have been possible without your involvement, and I am incredibly proud to be a part of a community that rallies together for such meaningful causes.

As we move forward, I am confident that your efforts will continue to yield positive results and inspire others to join in. Together, we can create a safer, more responsible and forward-looking society that values the well-being of its members.

Please do not hesitate to reach out if there is anything I can do to support you or if you need assistance in any way. Your dedication has motivated me, and I am more than willing to contribute to our shared goals.

Wishing you all the best and looking forward to our continued collaboration. **m**

Spencer R. Moore
2023-2024 AAMVA Chair of the Board



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Digital DMV

Driving forward

As an AAMVA associate member for more than 20 years, Deloitte is a long-term collaborator with DMVs, providing everything from strategic advisory services, to process improvements, to modernized core systems and AAMVA interfaces. Deloitte has the knowledge and experience to help you drive transformation for your agency, contact center, workforce, and customers.

To learn more, visit deloitte.com/us/state-local-government