INSPIRE: Action from Within

Electronic Title and Registration (ERT) Update

All 99 counties have now been trained in ERT!

All 99 counties have now been trained in ERT. This means every county can now process ERT transactions. If any additional training is needed or you have any questions, make sure you contact the OVCMS.

Information Technology (IT) is working diligently on the bug fixes and updates for ERT. OVMCS is now scheduling partnership meetings. These meetings will include representatives from IT, Iowa Automobile Dealer Association (IADA), eDealer Services (eDS) and County Treasurers. There will also be special UAT session to test the bug fixes and updates before they are pushed in-

Mobile DL update!

The concept of a mobile driver’s license (mDL) is not new for us. Many of you probably remember the pilot version of an mDL that several DOT employees tested in 2015. Since then, we have been planning and working to develop an mDL application which will be offered to Iowans as an option to use in addition to their physical credential. We requested proposals from vendors to share their mDL solutions with us, and after a rigorous RFP process, we selected IDEMIA (formerly known as MorphoTrust) to develop and provide an mDL application for Iowa. Additionally, we also have a contract with a company called UL who will serve as an independent evaluator of the mDL solution, testing both the functionality and the security of the solution. UL has sophisticated, technical expertise in this area and will provide guidance to ensure the mDL’s security and functionality before it is released.

View the entire article on beginning on Page 8 or click here!
EMS and Veteran Plate—fixed in ARTS
July Code Move

There has been a recent issue with receiving non-personalized numbered specialty plates with an alpha character O. Coding had to be completed to lift the character O restrictions in order to allow for the O character to appear on the plates. The system has now been corrected to accept and allow the alpha character O.

The issue occurred due to the flip within alpha and numeric characters. There was no longer a series kept for specialized plates, except those required by code.

Examples would be firefighter and veteran’s plates.

The firefighter plates used to have F, FF, FD before and after any plate numbers.

Veterans plates had a V before any numbers.

Due to the recent code move, this has been corrected.
Q. I have a customer who would like to apply for a temporary restricted license. Can I email the necessary documents to the County Contact and have it applied to the customer’s record, or should I fax it to 515-239-1837?

A. If you have a customer that has all of their necessary paperwork (application and if required SR22) and is ready to pay their civil penalties, if required, you can email the documents to County.Contact-Support@iowadot.us and have the TRL applied to the customer’s record.

⇒ Remember, if the TRL is for an alcohol related offense Iowa Code chapter 321J was amended to require installation of an ignition interlock device (IID). This is now a condition of a TRL for all OWI revocations eligible for a TRL. (Please see full memo: link to memo)

⇒ Please make sure the IID certificates that you are accepting say “Certificate of Installation” and not “Work Order”. We cannot process work orders or a customer’s receipt indicating that they have paid for installation.

A. If your customer would like to drop off their paperwork and return at a later time, fax the paperwork to 515-239-1837.

Fun Fact: In the last two months approximately 100 merge record requests were received due to duplicate records being created. Please consider this takes additional time, approximately 12 minutes per request.

Together we can work smarter, not harder!
Charges for Driving a Commercial Motor Vehicle (CMV) while Texting or Using a Handheld Mobile Phone

Federal regulations prohibit a person from texting or using a handheld mobile phone while driving a CMV. These provisions are more restrictive than Iowa's general texting-while-driving law in Iowa Code section 321.276, which does not prohibit handheld mobile phone use. While Iowa Code has incorporated the federal prohibition against texting or using a handheld mobile device while driving a CMV for many years, the statute was not previously written in a way that allowed these offenses to be clearly cited or tracked. To address this, Iowa Code section 321.449B was adopted during the 2018 legislative session and is a new, distinct code section that can be specifically cited and will allow the citations for driving a CMV while texting or using a handheld mobile phone to be properly identified and tracked on the driver's record.

This law is directed toward individuals operating a commercial motor vehicle and who are required to have a Commercial Learner’s Permit (CLP) or Commercial Driver’s License (CDL) to operate the vehicle. Iowa's general law prohibiting texting while driving, which applies to all drivers, does not currently include a prohibition against using a handheld mobile phone while driving.

A driver of a CMV can use a mobile-telephone to make or take call as long as it is in hands-free mode, can be dialed or answered by pressing a single button, and can be reached without moving from a seated position while properly belted.

Texting doesn’t include use of global position or navigation systems, or use of devices capable of performing multiple functions like fleet management systems, dispatching services, smartphones, CB radios, or music players for purposes that aren’t otherwise prohibited.

The federal regulations define texting as manually entering alphanumeric text into, or reading text from, an electronic device. Texting includes short message service, emailing, instant messaging, a command or request to access a World Wide Web page, pressing more than a single button to initiate or terminate a voice communication using a mobile telephone, or engaging in any other form of electronic text retrieval or entry, for present or future communication.

Please see full memo: link to memo
SPEXS—State to State Verification System

Have you ever wondered what happens if a person goes to a driver’s license station and pretends to be you? This is something that we contend with on an almost daily basis. The thing is, it is not just limited to Iowa, as fraud happens across state lines and across the nation! In response to those types of activities, Driver and Identification Services is (and has been for approximately 2 years) utilizing the State Pointer Exchange Services program (SPEXS).

SPEXS is a State-to-State (S2S) verification system that allows states to electronically check with other participating states to determine whether an applicant currently holds a driver’s license or identification card in another participating state. The information in the system is limited to what is necessary to accomplish its specified purpose and consists of:

For all drivers that have a file within the system:
- Driver information, such as: name(s), including former name(s), date of birth, gender and a portion of the social security number;
- Credential information, including the type of credential issued, credential number (such as a driver’s license number), including past credential numbers.

For only commercial drivers, as defined by Federal regulation:
- Full social security number.

Furthermore, the system plays a significant role in ensuring that a person only has one driver’s license or identification card – “One Driver, One Product”. The fundamental purpose of this system is to improve the integrity of credentials issued by governmental entities (like us!), detect and deter fraud, and improve highway safety and homeland security.

The system has proven itself to be an extremely effective tool in aiding with the detection of potential fraud occurring across state lines relating to the issuance of a driver’s license and identification cards.
- So far, the Bureau has initiated approximately 22 cases that the SPEXS system has caught. The goal being to identify the fraudster, file criminal charges when appropriate, determine if the DL/ID card can be issued to our customer, and contribute to the “One Driver, One Product” philosophy.
Additionally, more states are electing to participate in this program. By the end of this year alone the states of Washington, Louisiana, North Carolina, and Utah will all be added to the list of states that are already participating in SPEXS. As you can see in the map below the implementation of this program is here and the Bureau is excited to be a prudent piece of this process to maintain the integrity of state issued credentials and to protect the identity of people across this nation.
Get to know—Julie Johnson

Julie serves as the lead for the Motor Vehicle Division’s Education and Information team and has been in this position since January 2018.

The Education and Information team is somewhat new and serves the entire Motor Vehicle Division. We have a very exciting opportunity in front of us in welcoming, supporting, educating, and fostering engagement for all of our team members within the division and throughout the counties. As Melissa stated in her “Get to Know Us” segment, the Education and Information team is significant to the overall vision for the Motor Vehicle Division. With our team, we are focusing on placing each and every member of our teams in a position to be innovative, supportive, engaged, and agile to the ever-evolving needs facing motor vehicle divisions nationwide.

Our team is currently comprised of seven hearing officers and their lead, two training specialists, a performance management/process improvement specialist and a community outreach liaison. We have an amazing group of individuals who truly want to assist and help others be successful in their roles. We are also very excited that we will be adding two additional hearing officers and two more training specialists to our team in the near future as well. The addition of these positions will allow us to better serve both our internal and external needs.

About Julie!

I love spending time with family and friends. I enjoy reading and consider myself a lifelong learner. I believe we all have daily opportunities in which we can learn and grow and it is important that we open ourselves up to these opportunities. I also spend a lot of time outdoors caring for our many animals on our hobby farm, gardening, and just enjoying the beauty of nature. My most used emojis are the smiley face, flower and smiling sun.

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Three things that are on my bucket list include traveling to Switzerland, Ireland and Australia.
The development phase of the mDL project is just getting started, and we expect the mDL to be released and available sometime around the summer of 2019. Consequently, many of the precise details are yet to be established; however, I want to share the following main concepts behind this project that may help with some questions and even some concerns that we’ve heard expressed.

- **Enhances identity management.** An mDL creates an active identity profile with our customers. Through biometrics like facial recognition, we can bind identity to the customer through their mobile device, which enhances verification of identity in ways that physical cards cannot.

- **Enrollment process.** The mDL will be a mobile application that individuals can download. There will be an enrollment process for individuals that will include authenticating their identity with our system of record image.

- **Real-time verification and communication.** Information can be conveyed in real time and customers can access MVD services and information. This aligns with the way many use their mobile devices to access facilities and services, including mobile payment, today.

- **Device-to-device technology.** Device-to-device technology allows for efficient verification of an mDL by a relying party (those who rely on our IDs and driver’s licenses to verify identity and driving privileges). In other words, we do not expect those needing to verify a customer’s mDL will have to visually inspect or touch an mDL holder’s phone – instead, information will be exchanged electronically from one device to another.

- **Data minimization.** Customers have more control over what information is shared with others. For example, a customer may choose to only share their date of birth and not their address when they need to prove their age at a bar or casino, for example.

**Other states.** We are not alone! Other states are also exploring mDL solutions and many are in various stages of planning and piloting those solutions. An important success factor for mobile identity is to achieve broad interoperability so that it can be used seamlessly across jurisdictions. This demands collaboration (and not competition) with other states, manufacturers, and groups.

The next major phase of this project will include working sessions with those stakeholders who rely on driver’s licenses and IDs to verify identity and driving privileges. Those stakeholders, such as law enforcement, retailers, bars, the gaming industry, banks, and others will be engaged in the project to give their input, share questions, and to interact with the solution so that they will know how to verify an mDL before it is released. We expect to begin those conversations early this fall. Look for many more updates on this project to come in the near future. As we continue to progress on this exciting venture, we will be developing a web page with information specifically on mDLs. We want to build this page as a place to provide updates on our progress, gather and address frequently asked questions, and be useful to our DOT teams as well as external audiences. I will share that page as soon as it is ready!