**INSPIRE: Action from Within**

**Electronic Title and Registration (ERT) Update**

All 99 counties have been a part of an ERT training session. Tonya Bishop will be providing additional refresh training monthly. The training will be held the 3rd Wednesday of every month. You may contact Tonya at Tonya.Bishop@iowadot.us or 515-237-3141 for additional information in relation to the refresh trainings or to schedule a session on a different day.

IT continues to work through bug fixes and updates for ERT.

Scheduled partnership meetings are ongoing. These meetings include representatives from Information Technology (IT), Iowa Automobile Dealer Association (IADA), eDealer Services (eDS) and counties.

The used car working group will also begin meeting this month in an effort to identify working items within project scope, as well as those that may be out of scope for the project. The Motor Vehicle Division will be mapping the process in order to establish best practices for those items that are within scope of the project.
A customer that requires SR22 insurance recently purchased a vehicle and needs to register it, can they? They can register the new vehicle if the vehicle listed on the AAMVA form is the same type of vehicle.

The AAMVA Form - Owners Policy—covers the vehicle listed on the form and any replacement by similar class and any additionally acquired vehicles of similar class for a period of at least 30 days from the date of acquisition.

It is the responsibility of the customer to get the new car added to the insurance within the 30 days.

**County Network Upgrade**

**Wide Area Network (WAN) Upgrade for Network Connection:**

The network team is working on updating the 'switch' between the county servers and the DOT network. The current switch is 9+ years old and this is considered routine maintenance. You really should not notice any changes to your business.

Notification of the upgrade to your locations will come from the County Liaisons (Hearing Officers) or someone from our network team a few days prior to the upgrade. The network team will NOT need access to your office it is all done behind the scenes. The network team will also be running several tests in order to ensure the upgrade was successful and you will be ready for business.

The network team has been upgrading the switch around 6:00a.m. If you perform vehicle or driver transactions earlier than 7am, please let us know when we reach out to you, so that the team can start your upgrade earlier.
The CDL Team (Bill Bartelson, Matt Hovar, Stu Turner) have been busy this year working on auditing CDL Skills Test Examiners. They partner with Federal Motor Carrier Safety Administration (FMCSA) to provide auditing compliance with all state, county and third party CDL Skills Test Examiners. These observations must be accessible to FMCSA in CSTIMS, the web portal used to enter driver skills test results, and is part of the DOT’s Annual Program Review (APR) with FMCSA. The annual review determines Iowa’s compliance with federal CDL requirements. Iowa’s goal: one audit, per year, per examiner.

The CDL team worked in 2017 with DIS and MVD management to draft an auditing plan that went into effect starting in January 2018. The plan identified 8 DIS team members across the state to serve on the auditing team for the approximate 180 CDL skills test examiners certified to administer the skills tests. This amounts to annual audits for 100 state employees, 20 county examiners, and 60 third party examiners. As of early October, only a handful of state examiners remain to be audited. In 2019, we will focus on improving the auditing program and analyzing the information we receive to enhance examiner development.
**Issuance PinPad Upgrade**

**PinPad Upgrade:**

PinPad machines are currently being upgraded and we appreciate your patience during this process.

A comprehensive online tutorial is available through IowaDOTU, along with a user guide within ARTS.

To access the online user guide in ARTS, select Help>Online Manual>PinPad Training Guide.

⇒ Please note that the Pin Pad Training Guide has been updated to include the new information for the Fusebox upgrade. A link to the new section is included at the top of the document for your convenience. Once all locations have been upgraded, the enConcert Store information will be removed. Until then, please note that both documents are stored within the same file, so pay particular attention to the page numbers to ensure you are reviewing the correct information, whether enConcert or FuseBox depending on your need.

The upgrade will address some major concerns with the current payment solution:

1. Replace the current eN-Concert store payment processing solution with a new secure, reliable and efficient Fusebox solution.
2. Enable EMV (EMV stands for Europay, Mastercard, and Visa) chip card processing to shift card liability from the merchant (Iowa DOT) and back onto the card issuers.
3. Add ability to accept Visa Credit
4. Remedy existing PinPad disconnect issues, alleviate customer card transaction impediments, issue related internal service tickets, and issue related troubleshooting.

Once the PinPad(s) in your location(s) have been upgraded, should you have any issues, you may contact the IDOT Helpdesk, your County Liaison or Brandie McCuen for assistance.
It is a pleasure to announce that Jason Maahs has been promoted to the Bureau’s Deputy Director and his official start date will be on October 19th. Jason comes into this position having already served in a law enforcement capacity for the past 20 years. He was worked for the Iowa DOT for the past 14 years with 9 of those years serving as an investigator with the Bureau.

Many of you already know Jason as he currently handles the odometer corrections and NMVTIS cases that cross your desk. I know Jason enjoyed working with all of you in this capacity and will obviously continue to build these relationships as the Deputy Director. I am confident that Jason’s leadership skills and his commitment to serving the Iowa DOT, County Treasurer staff, and all Iowans will be reflected when he takes over his new role. His passion for the Bureau and its success is unwavering as Jason understands and appreciates the Bureau’s mission. Furthermore, Jason recognizes the relationships between the Bureau and all of the County Treasurer’s is important to the success of the Bureau and he will continue to work as a team with all of you.

Jason’s current role in making odometer corrections and handling the NMVTIS cases will be shifted to a different investigator within the Bureau. Once the Bureau has identified who will take over this role we will be sure to inform all of you of these changes and hope that this change is seamless….so more to come!
Get to know—Darcy Doty

I lead the Driver and Identification area of over 200 employees. Our team’s responsibility focuses on mobility of Iowans. We serve all Iowans by assisting them through the driver’s license and identification issuance process. We are also responsible for the maintenance and accuracy of driver records. We support our customers by offering a variety of answer response systems. Our driver program team provides service to commercial drivers, driver improvement and driver fitness areas throughout the state.

About Darcy!

My most used emoji— 😊

Three things on my bucket list are:

1. Watch my daughters grow into healthy, happy adults.
2. Take my husband to a New York Yankees game at Yankee’s Stadium (he’s wanted to go since he was 6).
3. Take a cake decorating class.
We’ve been talking about REAL ID a lot lately – maybe some of you are sick of hearing about it, even – but this is something that we need to continue sharing with every customer during each opportunity we have. While our statistics show that just over 28% of all Iowans have a REAL ID compliant license or ID, we are also getting feedback that many Iowans do not know what a REAL ID compliant driver’s license or ID is, whether they need one, or how to get one. We are spreading the message to educate our customers in a variety of ways. One of the strategies we are going to implement this month is placing an insert into vehicle registration renewal reminders. While we also send driver’s license renewal reminders to customers whose license or ID is going to expire within 30 days, those reminders only go out when someone’s license is going to expire (after 5-8 years), whereas the vehicle registration renewal reminders go out annually to all vehicle owners – so we can reach more of our customers using this method.

I believe the collaboration between our vehicle and driver & identification side is something to highlight and be proud of! I saw an immediate common understanding and recognition that the customers we serve – whether for driving, identification, or vehicle needs – are the same people, and through our partnership and collaboration we are providing a consistent message about an important topic. I am also appreciative to our county teams who do not issue driver’s licenses or identification cards as I know those teams have taken the initiative to help educate and inform customers about REAL ID requirements. I believe all this reflects well on us as public servants who are eager to help, guide, educate, and inform – it is why we are in the field that we are in, and it is energizing to see and to be a part of!

Please keep assisting by educating and spreading the word. We will be sharing more information about how we are planning to continue educating customers through internal and external communication strategies highlighting REAL ID later this fall – including some fun and new ideas!
DOES YOUR LICENSE FLY?

Beginning Oct. 1, 2020, if you’re planning to travel by commercial plane, you must show a REAL ID compliant driver’s license or ID card at the airport. A REAL ID card has a gold star in the top right corner. If you do not have a REAL ID, you will need to show a different TSA-approved identity document (like a passport or military ID) to fly.

Federal and nuclear facilities that screen your identity when you enter will also require you to show a REAL ID compliant card. If you do not have one, other identification and/or screening may be required.

FLIP OVER TO FIND OUT HOW TO GET A REAL ID

REAL ID is the result of a nationwide federal act meant to protect you from terrorism and identity fraud. You can get a REAL ID card when it’s time to renew your license/ID at no additional cost. If you need a REAL ID card before your license/ID expires, come in any time and apply for a replacement card marked as REAL ID compliant for a $10 fee.

HOW DO I GET A REAL ID CARD?
Go to any Iowa driver’s license service center and bring the following original documents (no photocopies).

<table>
<thead>
<tr>
<th>Proof of identity one of the following</th>
<th>Proof of social security number one of the following</th>
<th>Proofs of residency Two items showing your name and address where you live</th>
<th>Proof of any legal name changes Any of the following if applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Official birth certificate (not the one with baby footprints)</td>
<td>• Social security card</td>
<td>• Utility bill</td>
<td>• Marriage certificate if your last name changed</td>
</tr>
<tr>
<td>• Valid U.S. passport</td>
<td>• W-2</td>
<td>• Bank or credit card statement</td>
<td>• Divorce decree indicating a name change</td>
</tr>
<tr>
<td>• Most recent U.S. Citizenship and Immigration Services immigration or refugee document</td>
<td>• 1099</td>
<td>• Pay stub</td>
<td>• Court order under petition for name change</td>
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Find out more about REAL ID and get a customized list of documents you need to bring: [www.iowadot.gov/mvd/realid](http://www.iowadot.gov/mvd/realid)