

From:

To: Scott Englishscottenglish@gov.sc.gov

Marcia.Adams@SCDMV.netMarcia.Adams@SCDMV.net

Date: 5/12/2008 5:07:03 PM

Subject:

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Thank you, Marcia, that clears up a lot.

Blair

>>> <Marcia.Adams@SCDMV.net> 5/12/2008 4:41:23 PM >>>

Blair,

I just spoke with the Ohio Licensing Director, and she said that Ohio does not currently use the SAVE system. I think the slow downs are referring to the National Driver Registry that operates the Problem Driver Pointer System which indicates if drivers from other states have violations or suspensions against their driving records. States access the NDR system through AAMVA.net, and we have been experiencing performance problems. However, the issues are owned by the federal agency USDOT/NHTSA. A new commercial driver's license rule requires states to check the NDR system before issuing or renewing a commercial driver's license. All states are expected to comply before the end of this calendar year. However, USDOT did not plan very well for the traffic so when big states like California tried to come on line, the system did not handle the volume very well and is slow to respond to inquiries and sometimes does not respond at all. USDOT has had to hold up implementation and scramble for answers. As for SCDMV, we were compliant in September 2007. However, we verify drivers who are renewing in batch mode at night. If we find a problem, we revoke the customer's license. They don't like that process, but we don't face delays in issuing credentials like other states are facing.

The NDR is a great example of how the federal government needs to test their ability to handle the volume of inquiries that will come to these systems each day from all of the states with REAL ID.

I know that Georgia is having some issues with the SAVE system, and I have a call into the director. I will pass on the information as I receive it.

Marcia

-----Original Message-----

From: Blair Goodrich [mailto:bgoodrich@gov.sc.gov]

Sent: Monday, May 12, 2008 2:59 PM

To: Scott English; Marcia.Adams@SCDMV.net

Subject: FW: AAMVA Letter to DHS re: SAVE

I will certainly be bringing it up. Marcia, also at a Homeland Security Directors meeting here in DC last week, the Ohio Homeland Security director brought up that in Ohio some customers attempting to get valid ID using the SAVE system have been turned away from their DMV because the connection and/or entire link to the AMVAA hub has been down and non-functional. Have we experienced anything like that? Do you have a working relationship with the Ohio DMV director that we could inquire about that and see how big of an interruption they are experiencing. I have the Ohio Homeland Security Director's card, I can call him and get more info if we think that would be helpful.

Blair

>>> Scott English 5/12/2008 2:50:28 PM >>>

Wow, that letter is so polite.

Do we need to harden the edge a little?  
Blair, we should be bringing this up with the NGA folks just for added benefit.  
Scott

>>> <Marcia.Adams@SCDMV.net> 5/12/2008 2:39:32 PM >>>

FYI - Copy of AAMVA letter sent to DHS concerning the increase in SAVE fees.

I understand that Georgia has fully implemented the SAVE verification process and is having a hard time. It is taking 3-4 transaction "pings" to SAVE before the customer's data will verify. The states pay for each "ping", and the second "ping" costs more than the first. Apparently, DHS still needs some more work on their database. Marcia

From: Bloomfield, Sandy [mailto:SBloomfield@aamva.org]

Sent: Wednesday, May 07, 2008 4:26 PM

To: REAL ID Steering Committee; AAMVA Board

Cc: Georgia.Block@dor.mo.gov; Suzee.Smith@wsp.wa.gov; sonia.sanders@ky.gov;

Abraham, Maile; MUrias@DMV.CA.gov; Magruder, Jim; Burgess, Vanora;

Cindy.Gerber@state.sd.us; Oceguela, Teresa B.

Subject: AAMVA Letter to DHS re: SAVE

Importance: High

Attached is the letter to DHS which Neil referenced during today's REAL ID Steering Committee conference call.

Thank you.

Sandy Bloomfield, Executive Assistant to the President & CEO  
American Association of Motor Vehicle Administrators (AAMVA)

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