



**REGION 3  
CONFERENCE**  
INDIANAPOLIS, IN  
NOVEMBER 16-18

## CONFERENCE AT A GLANCE

Tuesday, November 16	
10:00 am – 5:00 pm	Registration Open
10:30 am – 12:00 pm	<b>AAMVA: Yeah, We Do That</b> Come meet your peers and learn about all the programs, services, and products that AAMVA offers to members—including best practices and solutions, conferences and events, educational opportunities, information access, legislative support, technology systems, and much more. New attendees are especially encouraged to attend this session to become oriented to the association.
1:00 pm – 1:45 pm	<b>GENERAL SESSION: Opening Session and Membership Meeting</b> Join Region 3 President Peter Lacy and his guests in opening the Region 3 Conference.
1:45 pm – 1:55 pm	Transition Break
1:55 pm – 3:15 pm	<b>KEYNOTE SESSION: Pandemic Induced Volatility</b> The pandemic has created a new dynamic for employees and customers. Behaviors which have not typically been seen before are now showing up in the workplace. Learn what you should and shouldn't be concerned about and strategies to address those concerns.
3:15 pm – 3:30 pm	Refreshment Break
3:30 pm – 5:00 pm	<b>GENERAL SESSION: Jurisdiction Highlights &amp; Innovation</b> Jurisdictions will share their innovative programs that have been submitted for AAMVA award consideration and other jurisdiction highlights. Join us to learn about these potential award winning ideas, accomplishments, priorities and future projects!
5:45 pm – 8:30 pm	<b>Indiana Reception – Indiana State Museum and Historic Sites</b>

<b>Wednesday, November 17</b>	
8:00 am – 5:00 pm	Registration Open
8:00 am – 9:00 am	<b>Traditional Past Presidents' Breakfast</b> All attendees are invited to join us for a sit-down breakfast honoring Past Presidents of Region 3.
9:10 am – 10:30 am	<b>CONCURRENT SESSION: QuickConnect</b> Brief one-on-one meetings where jurisdiction members can take advantage of this time to meet with qualified sponsors and see what solutions they have to offer. Please bring your QuickConnect appointment card with you so you know what meetings you are scheduled for.
9:10 am – 10:30 am	<b>CONCURRENT SESSION: Law Enforcement Roundtable</b> After hearing an update on the current activities of the AAMVA Law Enforcement Program, attendees will participate in an open discussion on issues impacting law enforcement. Take advantage of this opportunity to collaborate with your peers and discuss potential solutions to challenges affecting our member agencies.
10:30 am – 10:45 am	Refreshment Break
10:45 am – 11:45 am	<b>CONCURRENT SESSION: Operational Excellence</b> Whether you are interested in drivers, vehicles or law enforcement, this session will have something of interest for you! Hear from jurisdictions as they share key elements, challenges and how they are overcoming these challenges to meet the needs of the public.
10:45 am – 11:45 am	<b>CONCURRENT SESSION: E-title, E-lien and E-odometer</b> It's an 'E-World' these days and this session will highlight the latest issues, trends, and advancements in electronic vehicle credentials. Hear how jurisdictions are moving forward with electronic titles, liens, and odometer disclosures.
10:45 am – 11:45 am	<b>CONCURRENT SESSION: Everything Drivers including Testing Changes...Skills, Knowledge &amp; Waivers</b> Jurisdictions will share changes to their skills testing programs, knowledge testing and lessons learned. What is the future of the skills test? This session will also include results from the Wisconsin road test waiver pilot program.
12:00 pm – 1:15 pm	<b>Awards Luncheon</b> Join us for a luncheon that recognizes excellence in the motor vehicle and law enforcement community by honoring individuals, teams, and organizations as AAMVA award winners from Region 3. There will also be a special presentation from our partners at Donate Life America.
1:30 pm – 2:30 pm	<b>GENERAL SESSION: Fighting Fraud</b> Hear from experts who lead teams of fraud fighters to learn the latest fraud trends and techniques taking place in society today. This session will address many aspects of fraud that impact your jurisdiction today and in the future.
2:30 pm – 2:50 pm	Refreshment Break
2:50 pm – 3:50 pm	<b>CONCURRENT SESSION: Body Worn Cameras</b> Indiana State Police and Ohio State Highway Patrol will highlight their respective body worn camera programs. Hear about their policies governing camera use, FOIA responses, program challenges and success stories.
2:50 pm – 3:50 pm	<b>CONCURRENT SESSION: CDL - Audits and Lifetime Disqualification Programs</b> Join us to hear about the new FMCSA audit report and requirements and how it impacts your jurisdiction. Additionally, speakers will share their CDL Lifetime Disqualification processes and programs and how to create and monitor their programs.

2:50 pm – 3:50 pm	<b>CONCURRENT SESSION: Modern Alternatives are a Juggling Act</b> Customers want alternative services and convenience but how do we balance authenticating documents, verifying identification and balance with employee efficiency, cost and customer service. Join us for a discussion on this important topic as we explore driver license renewal programs and other online services and hear about lessons learned.
3:50 pm – 4:00 pm	Transition Break
4:00 pm – 5:00 pm	<b>CONCURRENT SESSION: Troubling Trends in Highway Safety</b> Crashes, speed and fatalities are on the rise. Join us to hear about the trends and what jurisdictions are doing to tackle the challenges.
4:00 pm – 5:00 pm	<b>CONCURRENT SESSION: mDL</b> Join us to hear about recent developments with Mobile Driver’s License and state implementations including publication of standards and guidelines. You will also learn about the recent mDL Test Event results and how mDL is connected to eTitle solutions. You will leave the session with the essential concepts necessary for a successful mDL implementation.
4:00 pm – 5:00 pm	<b>CONCURRENT SESSION: Vehicles, Vehicles &amp; More Vehicles</b> This session will include a full array of vehicle topics to include out of state backlogs on titles, duplicate titles, junk and destroyed vehicles, recall notifications and others.
<b>Thursday, November 18 – Jurisdiction Attendees Only</b>	
8:00 am – 10:30 am	Registration Open
8:00 am – 9:00 am	<b>Region 3 Board of Directors’ Breakfast – Chief Administrators or designee only</b>
8:00 am – 9:00 am	<b>Conference Attendee Breakfast</b>
9:00 am – 10:00 am	<b>GENERAL SESSION: All Things Staffing</b> This session will cover topics such as hiring and retaining staff during these unprecedented times, employees returning to the workplace vs. hoteling, and other employee topics for the future.
10:00 am – 10:10 am	Transition Break
10:10 am – 11:05 am	<b>Peer To Peer Discussions</b> Join your peers for topic specific open discussion and small group conversations. Driver, vehicle and law enforcement topics will be highlighted. This session will have a topic for everyone or you can bring a topic of your own to start.
11:05 am – 11:15 am	Transition Break
11:15 am – 12:00 pm	<b>Jurisdiction Roundtable</b> Join us for an open floor discussion on all things driver, vehicle, and law enforcement, with focus on policy topics not otherwise covered in the agenda. Converse with your Region 3 peers on topics such as inmate credential assistance, cyber concerns, diversity & inclusion, customers’ video recording offices and employees, drug impaired driving, disabled parking programs, license plates, T restriction code, Real ID marketing and many more.
12:00 pm	<b>Depart</b>