



## 2021 Virtual Annual International Conference (AIC)

TUESDAY, AUGUST 31	
11:30 am – 1:00pm	<p><b>GENERAL SESSION: Opening Session and Annual Membership Meeting</b>            Chair of the Board Mike Dixon presides over the official opening of the conference with guest speakers and exciting information. The Membership Meeting will include the election of the 2021-2022 International Board of Directors along with consideration of bylaws amendments and a proposed policy on alternative license plates.</p>
	<b>30 Minute Break</b>
1:30 pm – 2:30 pm	<i>Concurrent Sessions</i>
	<p><b>Keeping Up with Compacts and Driver History:</b> This session will include a discussion on compacts, sending and receiving violations, and the State-to-State Verification Service Driver History Record enhancements. Also learn about the updated Reducing Suspended Drivers and Alternative Reinstatement Best Practices (Edition 3) and how jurisdictions are changing laws to handle individuals who cannot pay fines.</p>
	<p><b>Online Car Sales:</b> The explosion of online car sales, both by individuals and dealerships, has had a tremendous impact on how titles and registrations are handled. Hear perspectives on how jurisdiction and industry members are interacting with new market trends and learn about what the future holds for online vehicle sales and how that may impact your business practice.</p>
	<p><b>Preventing Wrong-Way Crashes:</b> The increase in wrong-way crashes is a growing highway safety challenge. Learn about new solutions and how law enforcement agencies are partnering with transportation departments to eliminate these crashes.</p>
	<b>15 Minute Break</b>
2:45 pm – 3:45 pm	<i>Concurrent Sessions</i>
	<p><b>Planning for the Next Pandemic:</b> Now is the time to revisit and update agency continuity of operations plans (COOP) to benefit from the lessons of the COVID-19 pandemic. Take the opportunity to revisit strategic crisis management plans, embrace cross-training, and consider succession planning. Learn about AAMVA's new Emergency Resilience and Response Working Group and hear how emergency operations centers have increased DMV engagement due to the COVID-19 pandemic.</p>
	<p><b>CDL Updates:</b> Get an update from FMCSA on rule compliance deadlines and the new administration's priorities. Discover how DMV administrators use AAMVA's CDLIS reports to strategically manage their CDL programs.</p>
	<b>15 Minute Break</b>
4:00 pm – 5:00 pm	<i>Concurrent Sessions</i>
	<p><b>The Pandemic's Impact on Highway Safety:</b> Speed, crashes, and fatalities have all been on the rise during the COVID-19 pandemic. This session will help you understand the troubling trends from the past 18 months and how to tackle the challenges.</p>
	<p><b>REAL ID:</b> Hear an update from the Department of Homeland Security on the latest news related to the REAL ID Modernization Act and REAL ID program. Interact with colleagues who are taking steps to use the improvements provided by Congress.</p>

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WEDNESDAY, SEPTEMBER 1	
11:30am – 12:30pm	<b>Driver License Compact/Non-Resident Violators Compact Membership Meeting</b> <i>(by invitation only)</i>
	<b>15 Minute Break</b>
12:45 pm – 2:15 pm	<i>Concurrent Sessions</i>
	<b>The Future of Workforce Management Beyond the Pandemic:</b> The COVID-19 pandemic catapulted staff into remote work or in a different environment than what employees were accustomed to. Many agencies are continuing to allow remote work. How does this impact long-term management, changes in service delivery, employee skills and expectations, customer behavior, and hiring and recruitment for the future? Join us to learn how some jurisdictions are balancing the challenges but also capturing opportunities.
	<b>Marijuana Impaired Driving:</b> Learn about the latest developments as more jurisdictions continue to legalize both medical and recreational marijuana. New tools such as green labs, phlebotomy programs, and other law enforcement considerations bring new insights to this highway safety topic.
	<b>Do You Know mDL?</b> Hear from Gail Hodges about the Future Identity Council’s Digital ID Recommendations and test your mDL knowledge in this fun and interactive, game show-style session centered around law enforcement use, training tools, and testing strategies.
	<b>15 Minute Break</b>
2:30 pm – 3:30 pm	<i>Concurrent Sessions</i>
	<b>Pandemic Inspired Customer Service Changes – What is Permanent:</b> The response to the COVID-19 pandemic resulted in rapid transformation and changes to how DMVs served their customers. Hear views on which changes will be permanent and what pre-pandemic elements will return, such as- appointments versus walk ins, virtual lobby/office, electronic signatures, online services, and more.
	<b>Tor, Darknet, and Dark Markets: A Deeper Understanding for DMV Professionals</b> This session will give DMV administrators, legal counsel, program managers, information security officers, and other professionals the foundation they need to understand these tools and markets. Tor is most often used to hide one’s identity, but it can also be used by an insider to breach a firewall or internet filter and is a gateway to what is commonly called the darknet. While Tor is the most common anonymity network, it is not the only one. You can purchase counterfeit DMV documents, find stolen personal identifying information, discuss criminal tradecraft, and negotiate with those offering hacking as-a-service on dark markets and in darknet vendor shops. This session is intended to demystify the topic for DMV professionals and includes case studies and specific examples.
	<b>CDL Test Modernization Update:</b> Learn the latest developments in the test modernization effort and the early results of the data analysis from field tests in three states.
	<b>15 Minute Break</b>
3:45 pm – 5:00 pm	<i>Concurrent Sessions</i>
	<b>How the Pandemic Challenged Regulatory Functions &amp; Fraud:</b> During the pandemic many agencies were forced to minimize their oversight and regulatory activities and new trends in fraud have emerged because of limited operations. Hear how the shift to online transactions has changed the type of fraud agencies are seeing and increased identity fraud and vehicle title fraud. Also learn about the newest in counterfeit credentials being sold on the darknet.
	<b>E-Titling:</b> Get an update on the E-Titling Working Group and engage in a discussion on the vision and potential benefits of an e-titling solution.

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## 2021 Virtual Annual International Conference (AIC)

THURSDAY, SEPTEMBER 2	
11:30am – 12:45pm	<i>Concurrent Sessions</i>
	<b>Building an Interoperable mDL:</b> Learn the latest in the development of the ISO mDL standard, the AAMVA implementation guidelines, and plans for the new AAMVA Digital Trust Service.
	<b>Detecting Fraud with Data Analytics:</b> Hear how building data analytics into work processes can improve earlier identification of fraudulent activities and strengthen the security of data.
	<b>Autonomous Vehicles:</b> This session will include an overview of Edition 2 of AAMVA’s Safe Testing and Deployment of Vehicles Equipped with ADS Guidelines along with the recent AAMVA whitepapers on distracted driving and delivery devices. Attendees can participate in a brainstorming session on what members need in the next guidance document.
	<b>15 Minute Break</b>
1:00 pm – 2:00 pm	<b>Awards Presentation:</b> Come honor this year’s AAMVA Awards Program winners and hear about the great work accomplished this past year, particularly considering the COVID-19 pandemic challenges.
	<b>30 Minute Break</b>
2:30 pm – 3:45 pm	<i>Concurrent Sessions</i>
	<b>Returning to the Office:</b> Agencies are navigating bringing employees back in person to the workplace. Share lessons learned on managing expectations for masks and social distancing as well as whether to require vaccination.
	<b>How the Pandemic Impacted Driver Testing:</b> In response to the COVID-19 pandemic many jurisdictions altered how they performed licensing knowledge and skills testing by using in-person appointments, PPE, third parties, or ensuring social distancing by remaining outside of the vehicle when conducting road tests. Come listen to jurisdictions and NHTSA as they discuss their experiences and how they see driver testing moving forward.
	<b>Vehicle Crimes:</b> This session will feature a discussion on the latest trends in vehicle crimes and case studies of recent investigations. Learn about tools and techniques used to detect vehicle crimes including the use of NMVTIS and the NMVTIS Law Enforcement Access Tool (LEAT).
	<b>15 Minute Break</b>
4:00 pm – 5:00 pm	<b>Closing Session:</b> The final session will feature farewell remarks from Chair Mike Dixon, an invitation to AIC 2022 from Chrissy Nizer, the swearing in of the new Board Members, and presentation of the prestigious Chair’s Award of Excellence.

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