Pre-Workshop Meetings .................................................. 1
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Workshop-at-a-Glance ..................................................... 9
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Future Conferences ........................................................ inside back cover

REGISTRATION HOURS

LOCATION: Foyer A

Tuesday, March 11 .......... 1:00 pm – 5:00 pm
Wednesday, March 12 ........ 7:30 am – 3:30 pm
Thursday, March 13 .......... 7:30 am – 12:00 pm

EXHIBIT HALL HOURS

LOCATION: Grand A, B, C, D & E

Wednesday, March 12 ...... 10:15 am – 3:00 pm
Thursday, March 13 ........ 10:00 am – 1:00 pm

CONTINUE THE CONVERSATION AT THE AAMVA BOOTH (201)

Stop by to chat with our staff subject matter experts about what you heard in a session, ask questions, and learn about possible solutions.

Wednesday, March 12       Tolling and vehicle issues ...............12:00 pm – 12:45 pm
Active shooter preparation and law enforcement issues .... 12:45 pm – 1:15 pm

Thursday, March 13          NDR, PDPS, and driver issues .........11:45 am – 12:30 pm
ID fraud and electronic identity 12:30 pm – 1:00 pm

AAMVA intends to take photographs during the Workshop & Law Institute and publish them in educational, news, or promotional material appearing in print, electronic, or other media, including publication on the AAMVA website. All photographs are the exclusive property of AAMVA.
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<th>DATE/TIME</th>
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<td>9:00 am – 5:00 pm</td>
<td>Combined Committees Meeting</td>
<td>Regency B</td>
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<td>Standing Committee Members Only</td>
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<td>1:00 pm – 5:00 pm</td>
<td>Registration</td>
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**TUESDAY, MARCH 11**

**CONCURRENT MEETINGS**
Standing Committee Members Only

- Driver Standing Committee: Burlington Route/Frisco
- Law Enforcement Standing Committee: New York Central
- Vehicle Standing Committee: Illinois Central
7:30 am – 3:30 pm  Registration  Foyer A

8:30 am – 9:15 am  OPENING SESSION  Grand F

The 2014 Workshop and Law Institute will officially open with remarks from Chair of the Board Jennifer Cohan and AAMVA President & CEO Neil D. Schuster. The Opening Session will also include a report of what AAMVA’s three standing committees and working groups have been focusing on.

Opening Remarks
Neil D. Schuster, President & CEO, AAMVA
Jennifer Cohan, Director, Delaware Division of Motor Vehicles and AAMVA Chair of the Board
Jackie Bemboom, Director, Motor Vehicle and Driver Licensing Division, Missouri Department of Revenue and Board Advisor, Vehicle Standing Committee
Colonel Ron Replogle, Superintendent, Missouri State Highway Patrol and Board Advisor, Law Enforcement Standing Committee

Standing Committee Updates
Steve Monson, CDL Program Manager, Colorado Division of Motor Vehicles and Chair, Driver Standing Committee
Lt. Colonel Jack Miniard, Kentucky State Police and Chair, Law Enforcement Standing Committee
Scott Clapper, Chief, Vehicle Services, Delaware Division of Motor Vehicles and Chair, Vehicle Standing Committee

Courtesy of Insurance Information Exchange (iiX) and LexisNexis Risk Solutions

9:15 am – 10:15 am  GENERAL SESSION  Grand F

Protect Your Employees and Customers: Active Shooter Preparedness
As incidents of mass shootings in public places continue to occur, businesses must be prepared. What have you done to prevent and prepare for the unthinkable—an active shooter in your DMV Office? This session will focus on the steps that DMV management and front line employees can take to prepare for and minimize the harm from such an event. Also addressed will be what you can expect from responding law enforcement agencies. The presentation will conclude with post-event strategies to assist your employees in recovering from the effects of being involved in such a traumatic event and returning to normal public service delivery.

FACILITATOR:  Colonel Ron Replogle, Superintendent, Missouri State Highway Patrol and Board Advisor, Law Enforcement Standing Committee

PRESENTER:  Sergeant Rod Land, Missouri State Highway Patrol
10:15 am – 3:00 pm Exhibit Hall Open Grand A, B, C, D & E

10:30 am – 12:00 pm CONCURRENT SESSIONS

DMVs and Tolling Authorities: A Developing Partnership
Partnerships between tolling agencies and the DMVs are increasingly necessary as the use of automated toll collection and enforcement of toll payments continue to grow. In this session, a panel of experts will discuss reciprocity agreements that are being developed between tolling agencies and DVMs that address common goals and challenges faced by the two communities.

FACILITATOR: Cathie Curtis, Director, Vehicle Programs, AAMVA
PRESENTERS: Jennifer Cohan, Director, Delaware Division of Motor Vehicles and AAMVA Chair of the Board
Rachel Bain, Deputy Registrar for Operations, Massachusetts Registry of Motor Vehicles
Stephen M. Collins, Director of Statewide Tolling, Massachusetts Department of Transportation

Prevent Fraud: Protecting DMV Records and Verifying Identities
Driver licenses and driver records are of tremendous interest to persons who seek to perpetrate fraud for numerous illegal activities. When left unprotected they are subject to strict legal scrutiny. How can you protect driver records and consumers from fraud? In this session, you will hear what jurisdictions are doing to protect individuals and their identity. You will also learn legal lessons from jurisdictions that have had to prosecute individuals for unauthorized access and data use. The many verification services that can assist the DMVs in the fight against identity theft and fraud will also be presented.

FACILITATOR: Sean Adgerson, Deputy Administrator, Maryland Motor Vehicle Administration and Member, Driver Standing Committee
PRESENTERS: Major Paul Steier, Director, Bureau of Investigation & Identity Protection, Iowa Motor Vehicle Division and Member, Vehicle Standing Committee
Thomas Higgins, Deputy Commissioner for Integrity, New York Department of Motor Vehicles
Philip Quinlan, Vice President, Business Solutions, AAMVA

12:00 pm – 1:15 pm Lunch Grand A, B, C, D & E
CONCURRENT SESSIONS

Licensing Undocumented Immigrants: What You Need to Know

Eight U.S. jurisdictions have passed legislation allowing the issuance of driver licenses to undocumented immigrants. This panel discussion will address the impact this practice has on DMVs and how to avoid pitfalls. You will hear from law enforcement representatives on how they plan to deal with undocumented immigrant drivers during traffic stops. Also learn about the growing fraud of individuals who claim to provide assistance to applicants.

FACILITATOR: Ian Grossman, Vice President, Member Services and Public Affairs, AAMVA

PRESENTERS: Chris Caras, Driver Services Bureau Chief, Utah Driver License Division
Nathan Maddox, General Counsel, Illinois Office of Secretary of State
Chrissy Nizer, Chief Deputy Administrator, Maryland Motor Vehicle Administration and Member, Driver Standing Committee
Terri Carter, Administrator, Research and Development, Nevada Department of Motor Vehicles and Member, Vehicle Standing Committee
Sergeant Scott Nace, Missouri State Highway Patrol

Unconventional and Three-Wheel Vehicles: Best Practices

What is the difference between a replica and a reconstructed vehicle? When and how should they be registered and titled? Are they safe? AAMVA’s Unconventional Vehicles Working Group will explain the recently published best practices guide. How are trikes, three-wheel motorcycles, and autocycles different? What skills does the operator need and how should the operator be registered? AAMVA’s Three-Wheel Vehicle Working Group will address these and other questions from the recently published best practices guide.

FACILITATOR: Amy Smith, Vehicle Services Manager, Idaho Transportation Department, Division of Motor Vehicles and Member, Vehicle Standing Committee

PRESENTERS: Casey Garber, Administrator, Motor Vehicle Bureau, Missouri Department of Revenue and Member, Vehicle Standing Committee
R. Scott Shenk, Driver Licensing Division Manager, Pennsylvania Department of Transportation Bureau of Driver Licensing

2:45 pm – 3:00 pm Networking Break

DATE/TIME EVENT LOCATION

WEDNESDAY, MARCH 12 (continued)
CONCURRENT SESSIONS

3:00 pm – 4:30 pm

It’s All About “e”: eID, eTitle & eOdometer  
Regency A
Electronic identity (eID) is the future of how we identify individuals in the virtual space. With more and more transactions being conducted online, there needs to be a safe way to trust someone’s claim on identity. Learn about the techniques that are being leveraged and how they serve in the ongoing war against identity-related crime. Are you interested in saving money, improving your process, and reducing fraud? Hear about how AAMVA, in collaboration with manufacturers, dealers, fleet owners, the Federal government, and others is working towards a state-initiated and state-controlled program for electronic titling (eTitling). Why are electronic odometers (eOdometer) important? They will reduce vehicle ownership costs and improve highway safety. Hear how our community, in partnerships with NHTSA, DOJ, and consumer advocacy groups, is monitoring trends, developing tools, and working to protect the true history of vehicles.

FACILITATOR: Geoff Slagle, Director, Identity Management, AAMVA
PRESENTERS: Debra Hillmer, Director, South Dakota Division of Motor Vehicles
Mike Farnsworth, Binary Structures Corporation

Aging Well: Screening Older Drivers  
Regency B
In this session, attendees will learn how to handle older driver screening from a DMV perspective as well as from law enforcement at roadside. Hear about how Iowa is using a proof of concept database to capture, in one place, medical referral information that will facilitate feedback to physicians, family members, and others who are often left “in the dark” about the outcomes of their referrals. Presenters will also describe a curriculum intended for law enforcement officers to assist them in the identification and management of mature drivers suspected of functional or cognitive impairment during traffic contacts. The roadside tool will be demonstrated through a video case example.

FACILITATOR: Glenn Jackson, Director, Driver License Division, North Dakota Department of Transportation and Vice Chair, Driver Standing Committee
PRESENTERS: Linda Hill, MD, MPH, University of San Diego, California
D.R. “Ike” Iketani, Assistant Chief, California Highway Patrol (Retired)
Kim Snook, Director, Office of Driver Services, Iowa Department of Transportation and Member, Law Enforcement Standing Committee

3:00 pm – 5:00 pm

Do the Right Thing: Legal Ethics  
Regency C
This session will provide legal services attendees with the opportunity to fulfill the ethics component of their Continuing Legal Education (CLE) credits.

PRESENTER: Sarah Rittman, Esq., Attorney and Counselor at Law at Rittman Law, LLC.

5:00 pm – 7:00 pm

QuickConnect Reception  
Grand A, B, C, D & E
Jurisdictional representatives; exhibitors and qualified sponsors only.

7:30 am – 12:00 pm

Registration  
Foyer A
8:30 am – 10:00 am  CONCURRENT SESSIONS

NDR Working Group: Recommendations  Regency A
This session will inform attendees about the activities of the NDR Working Group and the recommendations that were developed to update the business practices of the NDR, AAMVA, and jurisdictions as they relate to the Problem Driver Pointer System (PDPS). Learn more about the proposed changes to NDR procedures, PDPS reporting requirements, a revision of the AAMVA.net Code Dictionary, the removal of non-compliant and outdated PDPS pointers, the upcoming NHTSA regulatory changes, and more.

FACILITATOR: Steve Monson, CDL Program Manager, Colorado Division of Motor Vehicles and Chair, Driver Standing Committee

PRESENTERS: Chrissy Nizer, Chief Deputy Administrator, Maryland Motor Vehicle Administration and Member, Driver Standing Committee
Sean McLaurin, Chief, National Driver Registry, National Highway Traffic Safety Administration

NMVTIS Working Groups: Update  Regency B
This session will include a discussion on the recently developed NMVTIS Business Rules Best Practices, an update from the NMVTIS Law Enforcement Working Group, and a general update on other NMVTIS-related activities.

FACILITATOR: Scott Clapper, Chief of Vehicle Services, Delaware Division of Motor Vehicles and Chair, Vehicle Standing Committee

PRESENTERS: Andy Frey, Information Technology Specialist, Iowa Department of Transportation
Vivienne Cameron, Senior Director, Business Solutions, AAMVA
Tom Manuel, Senior Manager, Business Solutions, AAMVA

10:00 am – 1:00 pm  Exhibit Hall Open  Grand A, B, C, D & E

10:00 am – 10:15 am  Networking Break  Grand A, B, C, D & E

10:15 am – 11:45 am  CONCURRENT SESSIONS

Vehicle Fraud Toolbox: What You Need to Prevent Vehicle Fraud  Regency B
With the increase in online commerce and transactions, jurisdictions need to have the latest tools at their fingertips to combat vehicle fraud. Customers, dealers, banks, and others use the Internet to conduct business with the DMV. Hear about programs created to monitor electronic transactions and provide oversight. Also learn how NMVTIS can be a valuable tool to investigators in fighting fraud.

FACILITATOR: Major Joseph Perez, Region I Commander, Illinois State Police and Vice Chair, Law Enforcement Standing Committee

PRESENTER: Major Paul Steier, Director, Bureau of Investigation & Identity Protection, Iowa Motor Vehicle Division and Member, Vehicle Standing Committee
Your Gateway to Verification: Real ID/DIVS/State2State  
Regency A
This session will bring attendees up to date on the latest developments of the Driver License & Identification Card Verification Services (DIVS) State-to-State Verification Service. The session will also provide the latest status on REAL ID and other AAMVA verification systems such as RIDE, VLS, birth verification, and passport verification.
FACILITATOR: Steve Monson, CDL Program Manager, Colorado Division of Motor Vehicles and Chair, Driver Standing Committee
PRESENTERS: Chrissy Nizer, Chief Deputy Administrator, Maryland Motor Vehicle Administration, Member, Driver Standing Committee; and Chair, DIVS Board
Jason Goodman, Chief, Special Projects, U.S. Citizenship and Immigration Services

11:45 am – 1:00 pm  Lunch  Grand A, B, C, D & E

1:00 pm – 2:30 pm  CONCURRENT SESSIONS

Town Hall Sessions
These popular Town Hall sessions will review and discuss the activities of each of AAMVA’s standing committees and working groups. There will also be time for open discussion on issues faced by AAMVA members on a regular basis, so bring your questions and find out how others are handling the same issues. This is a great opportunity to interact with your peers and establish new contacts in other jurisdictions.

Driver Town Hall  Regency A
FACILITATORS: Steve Monson, CDL Program Manager, Colorado Division of Motor Vehicles and Chair, Driver Standing Committee
Glenn Jackson, Director, Driver’s License Division, North Dakota Department of Transportation and Vice Chair, Driver Standing Committee
Kevin Lewis, Director, Driver Programs, AAMVA

Law Enforcement Town Hall  Regency C
FACILITATOR: Lt. Colonel Jack Miniard, Kentucky State Police and Chair, Law Enforcement Standing Committee

Legal Services Town Hall  Regency B
FACILITATOR: Cian Cashin, Senior Manager, Government Affairs, AAMVA

Vehicle Town Hall  Grand F
FACILITATORS: Scott Clapper, Chief, Vehicle Services, Delaware Division of Motor Vehicles and Chair, Vehicle Standing Committee
Lisa Chism, Director Title Bureau, Mississippi Department of Revenue, Vice Chair, Vehicle Standing Committee
Cathie Curtis, Director, Vehicle Programs, AAMVA
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<td>2:30 pm – 2:45 pm</td>
<td>Networking Break</td>
<td>Foyer C</td>
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<td>2:45 pm – 3:45 pm</td>
<td><strong>GENERAL SESSION</strong></td>
<td>Grand F</td>
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<td>Autonomous and Connected Vehicles Are</td>
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<td>Coming to Your Jurisdiction</td>
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<td>Self-driving vehicles may be in the future but vehicles with autonomous functionality are here today and motor vehicle and law enforcement agencies must start to prepare for them. This session will help you to understand why your current programs, laws, policies and procedures will need to be reviewed and updated as vehicle manufacturers begin to make this technology available. Learn how the Autonomous Vehicle Information Sharing Group will help you to stay well informed of the emerging technology, the issues that will impact your agency, and the solutions for addressing these matters as they evolve.</td>
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<td><strong>FACILITATOR:</strong> Major Christopher Grotton, Maine State Police and Member, Law Enforcement Standing Committee</td>
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<td><strong>PRESENTERS:</strong> Bernard C. Soriano, PhD, Deputy Director, California Department of Motor Vehicles</td>
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<td>M. Marc-André Belanger, Road Safety Advisor, Société de l’assurance automobile du Québec</td>
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<td>3:45 pm – 4:30 pm</td>
<td><strong>GENERAL SESSION</strong></td>
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<td>Privacy…It Affects Us All</td>
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<td>What does the Drivers Privacy Protection Act (DPPA) really mean for our community? This session will take a deep dive into the DPPA and what the law’s implications are now 20 years after it was first enacted. Learn from states who have made it harder to release personal information, including records of vehicles owned by corporations, in response to the DPPA. This session will discuss the delicate balance between protection and access to information and the AAMVA initiatives that enhance privacy while increasing confidence in how information is shared during transactions.</td>
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<td><strong>PRESENTERS:</strong> Geoff Slagle, Director, Identity Management, AAMVA</td>
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<td>Cian Cashin, Senior Manager, Government Affairs, AAMVA</td>
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<td>4:30 pm – 5:00 pm</td>
<td><strong>CLOSING SESSION</strong></td>
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<td>Neil D. Schuster, President &amp; CEO, AAMVA</td>
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<td>Ian Grossman, Vice President, Member Services and Public Affairs, AAMVA</td>
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### TUESDAY, MARCH 11

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<tr>
<th>Time</th>
<th>Session/Meeting</th>
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<tr>
<td>9:00 am – 5:00 pm</td>
<td>Combined Committees Meeting</td>
<td>Regency B</td>
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<td>Driver Standing Committee</td>
<td>Burlington Route/Frisco</td>
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<td>Law Enforcement Standing Committee</td>
<td>New York Central</td>
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<td>Vehicle Standing Committee</td>
<td>Illinois Central</td>
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### WEDNESDAY, MARCH 12

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<th>Location</th>
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<tbody>
<tr>
<td>7:30 am – 3:30 pm</td>
<td>Registration</td>
<td>Foyer A</td>
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<tr>
<td>8:30 am – 9:15 am</td>
<td>Opening Session</td>
<td>Grand F</td>
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<tr>
<td>9:15 am – 10:15 am</td>
<td>GENERAL SESSION</td>
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<td>Protect Your Employees and Customers:</td>
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<td>Active Shooter Preparedness</td>
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<td>10:15 am – 3:00 pm</td>
<td>Exhibit Hall Open</td>
<td>Grand A, B, C, D &amp; E</td>
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<td>10:15 am – 10:30 am</td>
<td>Networking Break</td>
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<td>10:30 am – 12:00 pm</td>
<td>CONCURRENT SESSIONS</td>
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<td>DMVs and Tolling Authorities: A Developing</td>
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<td>Partnership</td>
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<td>Prevent Fraud: Protecting DMV Records</td>
<td>Regency B</td>
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<td>and Verifying Identities</td>
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<td>12:00 pm – 1:15 pm</td>
<td>Lunch</td>
<td>Grand A, B, C, D &amp; E</td>
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<td>1:15 pm – 2:45 pm</td>
<td>CONCURRENT SESSIONS</td>
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<td>Licensing Undocumented Immigrants:</td>
<td>Regency B</td>
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<td>What You Need to Know</td>
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<td>Unconventional and Three-Wheel Vehicles:</td>
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<td>Best Practices</td>
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<td>2:45 pm – 3:00 pm</td>
<td>Networking Break</td>
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<td>3:00 pm – 4:30 pm</td>
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<td>It’s All About “e”*: eID, eTitle &amp; eOdometer</td>
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<td>Aging Well: Screening Older Drivers</td>
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<td>3:00 pm – 5:00 pm</td>
<td>Do the Right Thing: Legal Ethics</td>
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<td>5:00 pm – 7:00 pm</td>
<td>QuickConnect Reception</td>
<td>Grand A, B, C, D &amp; E</td>
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*Jurisdictional representatives; exhibitors and qualified sponsors only.*

### THURSDAY, MARCH 13

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<td>8:30 am – 10:00 am</td>
<td>CONCURRENT SESSIONS</td>
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<td>NDR Working Group: Recommendations</td>
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<td>NMVTIS Working Groups: Update</td>
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<td>Exhibit Hall Open</td>
<td>Grand A, B, C, D &amp; E</td>
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<td>CONCURRENT SESSIONS</td>
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<td>Vehicle Fraud Toolbox:</td>
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<td>What You Need to Prevent Vehicle Fraud</td>
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<td>Your Gateway to Verification:</td>
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<td>Lunch</td>
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<td>Legal Services Town Hall</td>
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<td>Vehicle Town Hall</td>
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<td>Networking Break</td>
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<td>GENERAL SESSION</td>
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<td>3:45 pm – 4:30 pm</td>
<td>GENERAL SESSION</td>
<td>Grand F</td>
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<td>Privacy…It Affects Us All</td>
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<tr>
<td>4:30 pm – 5:00 pm</td>
<td>Closing Session</td>
<td>Grand F</td>
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ACF Technologies, Inc.  
Jan Opalka  

**BOOTH 202**  

ACF Technologies provides innovative web-based Customer eXperience Management (CXM) without the need for any proprietary hardware. Our skilled consultants work with customers to define a customer flow solution that meets their unique business needs including: Appointment Scheduling, Lobby Management/Q-Flow® Queuing, Mobile Options, Online Services, Digital Signage, Wayfinding, and Surveys. All options from ACF come with extensive real-time and historical reports which allow tracking of important data and metrics.

**American Association of Motor Vehicle Administrators (AAMVA)**  
Dianne Graham  

**BOOTH 201**  

Founded in 1933, AAMVA actively supports North American motor vehicle and law enforcement agencies to achieve their missions. The association promotes traffic safety uniform programs in driver licensing, vehicle titling/registration, and motor carrier services, and provides technology solutions to its members.

**AudaExplore**  
*Private-Label Water Sponsor*  
Scott Slick  

P: 800-531-9125, ext. 7303  
[www.exploredata.com](http://www.exploredata.com)

Explore Information Services, LLC and the U.S. operations of Audatex North America, Inc. have joined forces to become AudaExplore, a leading provider of underwriting and claims solutions to the insurance carrier, repair shop and government agency markets. For more than 20 years, Explore has been a trusted partner of government entities in providing violation monitoring and driver record information to the insurance industry. Explore’s IRP and IFTA software solutions for government automate critical processes, improve efficiency and reduce costs, while serving motor carriers more effectively.
CBN Secure Technologies Inc.
**Wednesday Morning Networking Break & General Conference Support Sponsor**

Jim Fagan  
jfagan@cbnsti.com

Dan Sanchez  
dsanchez@cbnsti.com

**P:** (JIM) 434-799-9280, ext. 4516  
(DAN) 434-799-9280 ext. 4494  
**www.cbnco.com**

CBN Secure Technologies delivers the highest standards of security, quality, and stability in identification documents and issuance systems. Our leadership in the identification solutions market is built on a tradition of customer-focused relationships. We do business differently, not just delivering our solutions on time and as advertised but providing leadership and working with our customers to address their changing business and technology needs. We proudly deliver the most trusted, polycarbonate, laser engraved DL/ID solutions from our purpose built North American operations to six leading AAMVA jurisdictions, including New York State, the Commonwealth of Virginia, and the Provinces of Alberta and Saskatchewan.

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Datacard Group

**Datacard Group**

**BOOTH 304**

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**P:** 952-988-1836  
**www.datacard.com**

Datacard Group helps government agencies and integrators reduce risk and implement secure, reliable credential management programs. We have delivered innovative solutions for over 400 ID programs in more than 100 countries, including over 65 driver’s license programs worldwide and 18 programs in North America. A deep understanding of industry best practices and standards ensures security and flexibility for customers. Datacard Group offers a Secure Issuance Anywhere™ platform, which includes personalization hardware, identity management software, supplies and services, providing the most comprehensive identity credential management solutions available. Datacard® solutions are backed by over 40 years of success and a service and support network in more than 150 countries.

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Foster & Freeman USA

**Foster & Freeman USA**

**BOOTH 309**

David Tobin  
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**P:** 888-445-5048  
**www.fosterfreeman.com**

Supplying instruments to verify any type of document – passports, birth certificates, titles, licenses, etc. Enabling a quick check of a document or a thorough forensic-level examination, to reveal security features, alterations and counterfeits. User-friendly and already proven effective in many jurisdictions. Please visit the Foster & Freeman booth to see how the range of VSC instruments can help you detect fraudulent documents.
Gemalto

Steve Purdy  steve.purdy@gemalto.com

Gemalto is a leading provider of capture and issuance solutions worldwide. Our commitment to security is a state of mind. You can see it in the way our facilities are designed. You can see it in our daily operations and in our people. Within our 31 highly secure, certified issuance centers around the world, Gemalto personalizes over 1.2 billion cards annually. When it comes to security, you owe it to your citizens to choose the highest of standards to ensure the protection of their identity. Visit us at www.gemalto.com, blog.gemalto.com, or follow @gemalto_NA.

Giesecke & Devrient

Margaret Free  margaret.free@gi-de.com
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Giesecke & Devrient (G&D) is a global leader in the evolving world of high security identification, payment, currency, telecommunications and mobile. Our client base comprises of governments, public authorities, central and commercial banks, mobile network operators and business enterprises. G&D’s high security identification solutions cover the entire process chain of ID cards and ID systems that enable reliable personal identification, as well as secure protection of sensitive data. The portfolio includes driver licenses, health insurance and healthcare cards, tachograph cards, national ID cards, passports and more.

Based on decades of experience and technological leadership, G&D offers a unique range of solutions that not only conform to international standards, but also can be adapted to your unique needs.

HP Enterprise Services

Elevator Wrap Sponsor

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HP offers multiple solutions to motor vehicle agencies including legacy application modernization services, custom development application services, correspondence management solutions, driver license and identification solutions, kiosks, and point of sale devices. HP provides subject matter expertise to agencies, in addition to best practices, motor vehicle framework artifacts, reusable components, and proven methodology. HP is a full-service motor vehicle administration provider, helping agencies improve customer service levels, reduce fraud and diminish costs without compromising. As the largest technology company in the world, we apply our expertise to each engagement to bring improved efficiency, reduced risk and better service to our clients.
I Drive Safely, LLC

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I DRIVE SAFELY (IDS) is a provider of innovative and effective driver training programs. The company is committed to fostering positive driver attitudes, reducing violations and collisions and creating safer roadways. The IDS suite of driver training courseware includes classroom, online and video course for: Traffic Violators, Point Reduction, Insurance Discount, Teen/Adult Novice Driver Education, Senior Driver Accident Prevention, Occupant and Child Passenger Safety, Aggressive and Distracted Driving, Alcohol and Drug Education, and Professional Driver Safety courses. Other IDS services include online knowledge testing with biometric validation and electronic court reporting and automation for assistance in reducing lines in service centers throughout the United States.

Industry Advisory Board

Travel Assistance Sponsor

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P: 512-751-0574

The Industry Advisory Board supports its mission by serving as trusted advisors to AAMVA and its members through open communication and the highest level of integrity; enhancing communication and understanding between the private sector and AAMVA members; promoting the adoption of industry best practices and ethics; supporting AAMVA training and education programs; and supporting AAMVA efforts to increase jurisdictional participation in its activities.

Insurance Information Exchange (iiX)

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Katie James  kjames@verisk.com
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Insurance Information Exchange (iiX), a member of the Verisk Analytics family of companies, is a leading provider of information, including motor vehicle records (MVRs) to insurance professionals and employers. Verisk is the property and casualty insurance industry’s leading supplier of statistical, actuarial, underwriting and claims data and decision support services. Dedicated to privacy, iiX provides employment screening and insurance underwriting reports nationwide through a state MVR network and nationally recognized consumer reporting agencies.
Intellectual Technology, Inc.

Craig Litchin  clitchin@iti4dmv.com
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ITI is the leading supplier of secure, integrated on-demand issuance of motor vehicle documents for North American motor vehicle jurisdictions. ITI’s Self-Service Kiosks, Distributed Printing and Centralized Fulfillment services shorten wait times, increase revenues, reduce fraud and improve efficiency with better utilization of limited resources (human and physical). ITI solutions include automated reporting, auditing and inventory management tools, and utilize fraud-resistant technologies for vehicle registrations, driver’s licenses, titles and other government-issued documents. ITI solutions are securely integrated with existing systems and are offered under pay-per-use models that eliminate the large up-front capital expenditures normally required for new systems.

LexisNexis Risk Solutions

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LexisNexis® Risk Solutions is the leader in providing essential information that helps advance industry and society. LexisNexis Risk Solutions serves commercial organizations and government agencies and is comprised of several affiliated corporations, each offering premier customer-focused solutions. For more information, visit risk.lexisnexis.com. LexisNexis® Payment Solutions, a division of LexisNexis Risk Solutions, helps automate payments of fees, utility bills, license renewals, citations, monthly payments and much, much more. Services include online credit card/e-check payments, IVR phone payments, credit/debit payment at the counter, internal office system payments and payments by mail.

Marquis ID Systems

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Mark Steigmeyer  marks@marquis-id.com
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MIDS is an American company providing solutions that are truly custom designed to meet the individual needs of our customers. Our solutions are based upon the latest technologies, providing superior performance and security. We are a privately owned company, having no stockholders to dictate our business plan. This approach allows us to make decisions that are in the best interest of our customers, not investors. To find out more about the fastest growing DL/ID provider in North America, please contact info@marquis-id.com, or call (260) 497-6437.
Mathtech, Inc.

Steve Young syoung@mathtechinc.com

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System Modernization—Clear Directions for Project Success. Mathtech has a fifty year tradition of successfully completing projects and working collaboratively with our clients. Mathtech has significant experience working with jurisdictions to plan and implement system modernizations. Our consultants help agencies define goals and create a vision for new business processes and technology. We help define requirements, prepare RFPs, design enterprise architectures, develop Business and IT Strategic plans, implement databases and systems, and manage large projects. Our PMO/Oversight/IV&V team has helped many agencies successfully complete complex projects. Contact us and we can share many lessons learned from other projects.

Matica Technologies, Inc.

Bill Potwin b.potwin@maticatech.com

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Matica manufactures equipment for central and over-the-counter (OTC) issuance of driver licenses and ID cards. Four U.S. states currently use our printers for their DL/ID issuance, and many government agencies around the world use our card printers, laser engravers and mailing systems. Our product reliability and post-sale support have earned us a reputation as the go-to company for demanding card production situations. Contact us to learn what other state DL program administrators and major federal clients like NASA and FLETC (Federal Law Enforcement Training Centers) have to say about their experience with us after trying the alternatives.

MorphoTrust USA

Elevator Wrap Sponsor

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MorphoTrust USA, the leading provider of identity solutions and services in the U.S., is the trusted partner for providing complete DL and ID issuance solutions to 42 of 50 states. For over 50 years, we have led the industry in innovation through every major “first,” and remain firmly committed to providing solutions that effectively verify individual identities, enable trusted transactions, reduce fraud and enhance national security. Customer service is paramount and with MorphoTrust™ Complete MVA and MorphoTrust™ Identity Fabric, we enable agencies to better communicate and collaborate while making significant advancements in staff efficiency and customer service.
MV VeriSol

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MV VeriSol provides a comprehensive turnkey solution for real-time motor vehicle insurance verification. MV VeriSol’s Motor Vehicle Insurance Verification software (MVIV™) performs both event-based verification (traffic stops, registrations, accidents, courts) and ongoing verification to identify cancellations and gaps in coverage. MVIV performs online verification directly with insurance companies based on IICMVA specifications and industry standards with enhancements and integration as required by each jurisdiction. MVIV can reduce the uninsured motorist rate by up to 80% while providing a positive cash flow for the jurisdiction. Each jurisdiction has the flexibility to implement differently based on legislation, business rules, preferences, and budget.

NEMO-Q

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NEMO-Q is the industry leader in walk-in and appointment traffic for DMV facilities. We serve our clients by equipping them with the necessary hardware and software tools to handle their customer traffic and give them the ability to accurately measure their throughput. By employing the latest and most innovative customer flow technologies, we deliver state-of-the-art solutions at affordable prices. Our focus is to precisely understand our customer’s requirements then develop cost-effective solutions that satisfy our client’s goals and objectives. Through our extensive design and implementation processes, we are successful time and again in simplifying the way they handle their customer traffic.

ONLINE IVS Powered by Insure-Rite and HDI

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ONLINE IVS is an insurance verification system powered by HDI Solutions, Inc. and Insure-Rite, Inc. It is a comprehensive system of tools designed specifically to meet the uninsured motorist identification needs of any jurisdiction. Building on individual successes in Alabama and Utah, and joint success in Texas, our ONLINE IVS services are unparalleled in the vehicle insurance verification services industry. The ONLINE IVS team collectively has more than 25 years of experience with insurance verification systems in Utah, Alabama, Texas, Wyoming and West Virginia including: Data Exchange, Letter Campaigns, Customer Service Call Centers, Law Enforcement Interface and the IICMVA WEB services model.
For nearly 30 years, jurisdictions and private industry have sought Parsons’ expertise in developing and operating vehicle emission and safety inspection programs. Parsons is North America’s largest provider of decentralized and hybrid inspection program services employing proven strategies and utilizing best practices in our delivery of complete program management services, including custom software, data management and reporting, auditing, training, test equipment, public relations and industry outreach. Our team has designed, developed, and created an innovative and proven suite of inspection and auditing systems and services and conducted more than 550,000 audits in motor vehicle inspection programs throughout North America.

POD, Inc.

Samantha Lapin  samantha.lapin@PODdatasolutions.com

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POD, established in 1988, is an IT services firm that specializes in data management solutions in the Motor Vehicle space. POD’s STAT data analysis tool works alongside ETL (Extract-Transformation-Load) tools to assist motor vehicle subject matter experts in determining the size and scope of their legacy data cleanup project and carries out the actual legacy data cleansing and data migration efforts. POD’s online MedCert data tool meets FMCSA and jurisdiction requirements for Certified Medical Provider data collection and reporting to the FMCSA and AAMVA.

Polk

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Polk is a premier provider of information and marketing solutions to automotive and commercial vehicle manufacturers and dealers, automotive aftermarket companies, government agencies, insurance companies, and market research firms. Polk collects and interprets global data and provides extensive automotive expertise to help customers understand their market position, identify trends, build brand loyalty, conquest new business and gain a competitive advantage. A privately held global firm, Polk is based in Southfield, Michigan with operations in Australia, Canada, China, France, Germany, Italy, Japan, South Korea, Spain, the United Kingdom and the United States.
QLess, Inc.  
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QLess is a worldwide leader in line management solutions. QLess plays a key strategic role in helping organizations reduce wait times and no shows by engaging effectively through touch screen kiosks, text messages delivered via phones, and online through cloud-based systems. QLess also provides customers with valuable data analytics to further improve customer metrics such as wait time and conversion rates. The primary markets in which QLess operates include government, education, retail, and healthcare. QLess clients span five continents and include DMVs, universities, restaurant chains, and multinational phone carriers such as Vodafone and T-Mobile.

Qmatic Corporation  
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A technology company that provides world-class Customer Experience Management solutions, Qmatic helps state and local motor vehicle agencies dramatically improve operational efficiencies and customer satisfaction. Our patented Customer Flow Management (CFM) methodology manages, monitors and plans the customer visit from pre-arrival to post-service. Ranging from small, single branch systems to more complex, multi-branch networks, Qmatic’s solutions also capture customer data at each point of contact with a staff member or self-service touch point that result in real time, actionable business intelligence that help drive your operations.

Solutions Thru Software International  
Cori Cuthbertson  
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www.solutionsthrusoftware.com

With nearly 20 years of experience, Solutions Thru Software is the industry’s leading provider of computerized testing solutions and associated products. At STS, we put our customers first. We provide flexible, proven solutions to meet your business needs. We pride ourselves on providing timely, efficient service and reliable, user-friendly technology that increases productivity and satisfaction in today’s busy work environments. Take a look at our knowledge testing, road testing, and scheduling solutions and you will find technology designed and backed by people who truly commit to meeting your needs.
**Tensator**

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Tensator is the global leader in the management of the customer journey for the motor vehicle sector. Our product range includes advanced technology offerings including: Inline Greeter; Mobile App; Corporate TV; SMS hosted model; ticketing solutions and self-services systems. Our solutions work to improve overall operational efficiencies, optimize staffing allocation while promoting effective service times, thus reducing abandonment rates and exceeding customer expectations.

**Z-Square Technology**

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Z-Square Technology offers comprehensive, highly flexible, cutting-edge, and cost effective secure credentialing, modernization, and driver testing solutions. Our product offering includes America’s ID™ (AID), a fully compliant Driver License and Identification Card system for the issuance of secure Driver’s License, Identity Cards, Voter Registration, and other identity products. Our next generation intelligent modernization system, AID-IMS™, is a commercial off the shelf solution, which provides complete financial processing and financial responsibility, hearing and violations, dealership and inspection stations management, inventory management, and interfaces with internal and external systems. We also offer one of the leading driver testing and scheduling system.
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*Thursday Afternoon Networking Break Sponsor*

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Auto Data Direct, Inc. (ADD) provides a suite of innovative, web-based tools to help a wide range of industries securely access real-time motor vehicle data, expedite federal and state-required processes, and meet specific business needs. ADD’s history of jurisdictional cooperation goes back to its beginnings, in 1999, when ADD contracted with the Florida Department of Highway Safety and Motor Vehicles to offer web-based access to Florida motor vehicle data. Since then, ADD has steadily expanded its services into other states, including providing certified towing notification letters in Texas, and building lien verification, title cancellation and salvage reporting services for Georgia.

Experian Automotive
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Experian Automotive provides information services and market intelligence that enables results-driven professionals to gain the fullest possible understanding of the market, the vehicles and the people who buy them. Its North American Vehicle Database℠ houses data on nearly 700 million vehicles and, with Experian’s credit, consumer and business information, provides an integrated perspective into the automotive marketplace. Experian Automotive’s AutoCheck® vehicle history reports provide dealers and consumers with in-depth information, allowing them to confidently understand, compare and select the right vehicles.
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Fast Enterprises develops and implements software solutions to administer a variety of government programs, including driver services, vehicle services, dealer management, IFTA, IRP, and motor fuel tax. Our production proven, commercial off-the-shelf software is based on a core architecture that is configured to meet an agency’s specific business and technical objectives. Our scalable solutions are browser-based, platform-independent, and SOA-compliant. They run on industry-standard hardware, operating systems, and relational database management systems. Since our founding in 1997, we have completed over 145 production rollouts of our software—every one completed on time and on budget—for 30 governments worldwide.

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**OpSec Security Inc.**  
*BOOTH 206*

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OpSec is a recognized leader in providing security solutions. Our security products protect major vehicle, personal identity and revenue collection programs throughout the world. Utilizing the latest overt, covert and forensic security technologies we protect against counterfeiting and forgery. Our leadership in vehicle and people ID products is well proven. Our latest offering is SecureETag; the intelligent temporary tag. This product offers both fraud prevention methods as well as real time information for Law Enforcement and full accountability. In addition our products are designed to offer an affordable visual security layer using sophisticated windshield and plate authentication devices. For more information about OpSec’s security solutions, contact info@opsecsecurity.com.

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**Valid USA – ID Solutions**  
*Wednesday Lunch Sponsor*

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