PROGRAM

2016

Williamsburg

VIRGINIA

Annual International Conference

★ AUGUST 16–18 ★
solve your business problems
by following the guidance of subject matter experts and your peers

AAMVA SOLUTIONS & BEST PRACTICES

stop by the AAMVA booth for your copy

License Plate Standard

NEW RELEASE

NMVTIS Best Practices for Title and Registration
Program Managers

NEW RELEASE
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Registration
Registration is located in Conference Registration I, Main Level. You can pick up your registration materials during the following hours:

- Sunday, August 14: 1:00 pm – 5:00 pm
- Monday, August 15: 10:00 am – 5:00 pm
- Tuesday, August 16: 8:00 am – 5:00 pm
- Wednesday, August 17: 8:00 am – 3:00 pm
- Thursday, August 18: 9:00 am – 3:00 pm

Registration area hospitality courtesy of Vitu

Exhibit Hall
The Exhibit Hall is located in the Virginia Foyer, Virginia Room and Virginia Lawn, Lower Level and is open during the following hours:

- Tuesday, August 16: 12:00 pm – 3:30 pm
- Wednesday, August 17: 9:00 am – 3:00 pm

Conference Information Desk
The Conference Information Desk is located in Arrival Hall, Main Level. Should you need assistance with conference details or light computer use or printing, the desk will be open during the following hours:

- Sunday, August 14: 1:00 pm – 5:00 pm
- Monday, August 15: 10:00 am – 5:00 pm
- Tuesday, August 16: 8:00 am – 5:00 pm
- Wednesday, August 17: 8:00 am – 3:00 pm
- Thursday, August 18: 9:00 am – 3:00 pm

Complimentary Wi-Fi
AAMVA is providing complimentary Wi-Fi throughout the Williamsburg Lodge. You can connect to the internet by selecting Hospitality and keying in the password of Coloni@1. The password is case sensitive.

Conference Mobile App
Put the conference at your fingertips. This year’s conference mobile app offers a full-featured guide to manage your conference experience. The app can be downloaded from the Apple, Android, and Microsoft stores by searching for “AAMVA Conferencing,” then click the plus sign (+) to add the 2016 Annual International Conference mobile app.

Conference mobile app courtesy of NIC

Conference Badges
Your conference name badge is your entry into conference sessions and events. Please wear your badge at all times.

Charity
Proceeds from the Silent Auction at the Chair’s Welcome Reception will benefit the Colonial Williamsburg Foundation. By bidding on an auction item or donating directly to the Colonial Williamsburg Foundation through the AAMVA portal, conference attendees will have the opportunity to honor the legacy of extraordinary people and events that gave rise to the new world and to also give direction for its future. The Colonial Williamsburg Foundation is the operator of the world’s largest living history museum and its mission is to preserve this essential part of America’s heritage and find new ways to expand the public’s appreciation of its relevance today.
What to Wear

Here is your guide for what to wear to various conference events.

**Sunday, August 14**
Board of Directors’ Meeting and Board of Directors’ Dinner (Board and invited guests only) – Business Casual

**Monday, August 15**
Board of Directors’ Meeting – Business Casual
Board of Directors’/Industry Advisory Board Dinner (Board, Industry Advisory Board, and invited guests only) – Business

**Tuesday, August 16**
Opening General Session and other sessions – Business Casual
Chair’s Welcome Reception: Colonial Games – Casual

**Wednesday, August 17**
Sessions – Business Casual

**Thursday, August 18**
Sessions – Business Casual
Commonwealth of Virginia Reception and Banquet: A Revolutionary Experience – Business
Celebrating the Drive to the Future – Casual

**Terms:**
- **Casual** – For men, collared shirt, jeans, nice shorts; for women, modest tops, jeans, capris, nice shorts
- **Business Casual** – For men, collared shirt, slacks/khakis; for women, covered shoulders, skirt/slacks/khakis
- **Business** – For men, suit/coat and tie; for women, jacket, skirt/slacks

We appreciate the generosity of the sponsors for the following items:
### SUNDAY, AUGUST 14

<table>
<thead>
<tr>
<th>TIME</th>
<th>EVENT</th>
<th>LOCATION</th>
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<tbody>
<tr>
<td>7:30 am – 8:30 am</td>
<td>AAMVA Board of Directors’ Breakfast</td>
<td>Goodwin Room, Williamsburg Inn</td>
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<tr>
<td>8:30 am – 12:00 pm</td>
<td>AAMVA Board of Directors’ Meeting</td>
<td>East Lounge, Williamsburg Inn</td>
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<tr>
<td>12:00 pm – 1:00 pm</td>
<td>AAMVA Board of Directors’ Lunch</td>
<td>Goodwin Room, Williamsburg Inn</td>
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<tr>
<td>1:00 pm – 4:00 pm</td>
<td>AAMVA Board of Directors’ Meeting</td>
<td>East Lounge, Williamsburg Inn</td>
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<tr>
<td>1:00 pm – 5:00 pm</td>
<td>Conference Information Desk</td>
<td>Arrival Hall, Main Level</td>
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<tr>
<td>1:00 pm – 5:00 pm</td>
<td>Registration Open</td>
<td>Conference Registration I, Main Level</td>
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### MONDAY, AUGUST 15

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<thead>
<tr>
<th>TIME</th>
<th>EVENT</th>
<th>LOCATION</th>
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<tbody>
<tr>
<td>7:15 am – 8:00 am</td>
<td>AAMVA Board of Directors’ and Industry Advisory Board Breakfast</td>
<td>Goodwin Room, Williamsburg Inn</td>
</tr>
<tr>
<td>9:00 am – 12:00 pm</td>
<td>Tour: Virginia Department of Motor Vehicles</td>
<td>Newport News Customer Service Center</td>
</tr>
<tr>
<td>9:00 am – 12:00 pm</td>
<td>Industry Advisory Board Meeting</td>
<td>Rockefeller Room, Williamsburg Inn</td>
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<tr>
<td>9:45 am – 5:00 pm</td>
<td>AAMVA Board of Directors Meeting</td>
<td>East Lounge, Williamsburg Inn</td>
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<tr>
<td>10:00 am – 5:00 pm</td>
<td>Conference Information Desk</td>
<td>Arrival Hall, Main Level</td>
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<tr>
<td>10:00 am – 5:00 pm</td>
<td>Registration Open</td>
<td>Conference Registration I, Main Level</td>
</tr>
<tr>
<td>12:00 pm – 1:30 pm</td>
<td>AAMVA Board of Directors’ and Industry Advisory Board Lunch</td>
<td>Goodwin Room, Williamsburg Inn</td>
</tr>
<tr>
<td>2:30 pm – 5:00 pm</td>
<td>Tour: Virginia Department of Motor Vehicles</td>
<td>Newport News Customer Service Center</td>
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*All events are at the Williamsburg Lodge unless otherwise noted.*
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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</thead>
</table>
| 7:15 am – 8:45 am | **Law Enforcement Breakfast**  
(by invitation only)                              | Piedmont Room, Lower Level                    |
| 8:00 am – 5:00 pm | **Conference Information Desk**                          | Arrival Hall, Main Level                      |
| 8:00 am – 5:00 pm | **Registration Open**                                    | Conference Registration I, Main Level         |
| 9:00 am – 12:00 pm | **GENERAL SESSION**  
Opening General Session and Annual Membership Meeting | Colony Room, Main Level                       |
| 10:00 am – 10:15 am | **Hallway Break**                                        | Colony Prefunction, Main Level                |
| 12:00 pm – 1:00 pm | **Lunch with Exhibitors**                                | Virginia Foyer, Virginia Room, and Virginia Lawn, Lower Level |
| 12:00 pm – 3:30 pm | **Exhibit Hall Open**                                    | Virginia Foyer, Virginia Room, and Virginia Lawn, Lower Level |
| 1:15 pm – 2:00 pm | **CONCURRENT SESSIONS**  
Human Trafficking: One Survivor’s Story and How DMV’s Can Help Victims | Colony Room, Main Level                       |
|               | Preventing Fraud Using Identity Verification               | Tidewater Room, Main Level                    |
|               | Serving Those Who Serve: Military and Veteran Partnerships | Allegheny Room, Main Level                    |
| 2:00 pm – 2:10 pm | **Transition Time**                                      |                                               |
| 2:10 pm – 3:00 pm | **CONCURRENT SESSIONS**  
News in the Motor Carrier Community                  | Tidewater Room, Main Level                    |
|               | Making “One Driver-One License” a Reality: State-to-State Verification Service | Allegheny Room, Main Level                    |
|               | DMV Investigators: Collaborating to Reduce Fraud            | Colony Room, Main Level                       |
| 3:00 pm – 3:30 pm | **Networking Break with Exhibitors**                      | Virginia Foyer, Virginia Room, and Virginia Lawn, Lower Level |
### TUESDAY, AUGUST 16 (continued)

<table>
<thead>
<tr>
<th>TIME</th>
<th>EVENT</th>
<th>LOCATION</th>
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<tbody>
<tr>
<td>3:30 pm – 5:00 pm</td>
<td><strong>CONCURRENT SESSIONS</strong></td>
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<tr>
<td></td>
<td>NMVTIS: Maximizing Its Benefits to Protect Your Citizens</td>
<td>Tidewater Room, Main Level</td>
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<td>Data Sharing and Security</td>
<td>Allegheny Room, Main Level</td>
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<td>Mobile DL: The Pilots and Path to Interoperability</td>
<td>Colony Room, Main Level</td>
</tr>
<tr>
<td>5:30 pm – 7:30 pm</td>
<td><strong>Chair’s Welcome Reception:</strong> Colonial Games</td>
<td>Rockefeller Building</td>
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### WEDNESDAY, AUGUST 17

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<thead>
<tr>
<th>TIME</th>
<th>EVENT</th>
<th>LOCATION</th>
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<tbody>
<tr>
<td>7:30 am – 8:45 am</td>
<td>Administrators’ Breakfast (by invitation only)</td>
<td>Piedmont Room, Lower Level</td>
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<tr>
<td>8:00 am – 3:00 pm</td>
<td>Registration Open</td>
<td>Conference Registration I, Main Level</td>
</tr>
<tr>
<td>8:00 am – 3:00 pm</td>
<td>Conference Information Desk</td>
<td>Arrival Hall Main Level</td>
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<tr>
<td>9:00 am – 10:20 am</td>
<td><strong>CONCURRENT SESSIONS</strong></td>
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<tr>
<td></td>
<td>Regions I and III – QuickConnect</td>
<td>Virginia Foyer, Virginia Room, and Virginia Lawn, Lower Level</td>
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<tr>
<td></td>
<td>Region II Town Hall</td>
<td>Tidewater Room, Main Level</td>
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<tr>
<td></td>
<td>Region IV Town Hall</td>
<td>Allegheny Room, Main Level</td>
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<tr>
<td>10:20 am – 10:30 am</td>
<td>Transition Time</td>
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<tr>
<td>10:30 am – 12:00 pm</td>
<td><strong>CONCURRENT SESSIONS</strong></td>
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<tr>
<td></td>
<td>Regions II and IV – QuickConnect</td>
<td>Virginia Foyer, Virginia Room, and Virginia Lawn, Lower Level</td>
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<td></td>
<td>Region I Town Hall</td>
<td>Tidewater Room, Main Level</td>
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<tr>
<td></td>
<td>Region III Town Hall</td>
<td>Allegheny Room, Main Level</td>
</tr>
<tr>
<td>12:00 pm – 1:00 pm</td>
<td>Lunch with Exhibitors</td>
<td>Virginia Foyer, Virginia Room, and Virginia Lawn, Lower Level</td>
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**Note:** The schedule is subject to change. Please check with the organizers for the most up-to-date information.
<table>
<thead>
<tr>
<th>TIME</th>
<th>EVENT</th>
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<tbody>
<tr>
<td><strong>WEDNESDAY, AUGUST 17</strong> <em>(continued)</em></td>
<td><strong>1:00 pm – 2:30 pm</strong>  <strong>GENERAL SESSION</strong>  <strong>Our Transportation Future</strong></td>
<td>Colony Room, Main Level</td>
</tr>
<tr>
<td><strong>2:30 pm – 3:00 pm</strong>  <strong>Networking Break with Exhibitors</strong></td>
<td>Virginia Foyer, Virginia Room, and Virginia Lawn, Lower Level</td>
<td></td>
</tr>
<tr>
<td><strong>2:30 pm – 5:00 pm</strong>  <strong>Tour: Virginia Department of Motor Vehicles</strong></td>
<td>Newport News Customer Service Center</td>
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<tr>
<td><strong>3:00 pm – 4:30 pm</strong>  <strong>CONCURRENT SESSIONS</strong></td>
<td><strong>North American Highway Safety Strategies</strong></td>
<td>Allegheny Room, Main Level</td>
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<tr>
<td><strong>Fraud Detection Tools for Driver Licensing Agencies</strong></td>
<td>Tidewater Room, Main Level</td>
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<tr>
<td><strong>21st Century Performance Management: LEAN Continuous Improvement</strong></td>
<td>Colony Room, Main Level</td>
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<tr>
<td><strong>THURSDAY, AUGUST 18</strong></td>
<td><strong>7:30 am – 8:45 am</strong>  <strong>Traditional Past Chairs’ Breakfast</strong></td>
<td>Virginia Room, Lower Level</td>
</tr>
<tr>
<td><strong>9:00 am – 9:50 am</strong>  <strong>CONCURRENT SESSIONS</strong></td>
<td><strong>Regulating in the New Economy</strong></td>
<td>Tidewater Room, Main Level</td>
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<tr>
<td><strong>An Open Roundtable on Managing Changes of Self Identity</strong></td>
<td>Colony Room, Main Level</td>
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<td><strong>Building From Within to Develop Leadership</strong></td>
<td>Allegheny Room, Main Level</td>
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<tr>
<td><strong>9:00 am – 3:00 pm</strong>  <strong>Conference Information Desk</strong></td>
<td>Arrival Hall, Main Level</td>
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<tr>
<td><strong>9:00 am – 3:00 pm</strong>  <strong>Registration Open</strong></td>
<td>Conference Registration I, Main Level</td>
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<tr>
<td><strong>9:50 am – 10:00 am</strong>  <strong>Transition Time</strong></td>
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<tr>
<td>TIME</td>
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<tr>
<td><strong>10:00 am – 10:50 am</strong></td>
<td><strong>CONCURRENT SESSIONS</strong></td>
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<tr>
<td>10:00 am – 10:50 am</td>
<td><strong>Screening for Cognitive Impairment</strong></td>
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<tr>
<td>10:00 am – 10:50 am</td>
<td><strong>Federal Grants &amp; Title VI</strong></td>
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<tr>
<td>10:00 am – 10:50 am</td>
<td><strong>Sovereign Citizens: Home Grown Terrorism</strong></td>
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<tr>
<td>10:50 am – 11:00 am</td>
<td><strong>Transition Break</strong></td>
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<tr>
<td><strong>11:00 am – 12:00 pm</strong></td>
<td><strong>CONCURRENT SESSIONS</strong></td>
<td></td>
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<tr>
<td>11:00 am – 12:00 pm</td>
<td><strong>Transportation Funding and Future Revenue Models</strong></td>
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<tr>
<td>11:00 am – 12:00 pm</td>
<td><strong>Drug Impaired Driving and Implications of Legalized Marijuana</strong></td>
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<tr>
<td>11:00 am – 12:00 pm</td>
<td><strong>Innovative Teleworking via Telephonic Hearings</strong></td>
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<tr>
<td><strong>12:00 pm – 1:30 pm</strong></td>
<td><strong>Awards Luncheon</strong></td>
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<tr>
<td><strong>1:30 pm – 2:50 pm</strong></td>
<td><strong>GENERAL SESSION</strong></td>
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<tr>
<td>1:30 pm – 2:50 pm</td>
<td><strong>Building a Better Future for Your Jurisdiction and Your Motor Vehicle Administration</strong></td>
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<tr>
<td>2:50 pm – 3:00 pm</td>
<td><strong>Transition Break</strong></td>
<td></td>
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<tr>
<td><strong>3:00 pm – 4:30 pm</strong></td>
<td><strong>CONCURRENT SESSIONS</strong></td>
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<tr>
<td>3:00 pm – 4:30 pm</td>
<td><strong>Automated Vehicles: Tomorrow is Today</strong></td>
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<tr>
<td>3:00 pm – 4:30 pm</td>
<td><strong>Mobile DMV Solutions: Expanding Customer Services</strong></td>
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<tr>
<td>3:00 pm – 4:30 pm</td>
<td><strong>Data Security in the 21st Century</strong></td>
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<tr>
<td><strong>5:30 pm – 9:00 pm</strong></td>
<td><strong>Commonwealth of Virginia Reception &amp; Banquet: A Revolutionary Experience</strong></td>
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<tr>
<td><strong>9:00 pm – 11:00 pm</strong></td>
<td><strong>Celebrating the Drive to the Future</strong></td>
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**THURSDAY, AUGUST 18 (continued)**
### TIME  
**TUESDAY, AUGUST 16**

<table>
<thead>
<tr>
<th>TIME</th>
<th>EVENT</th>
<th>LOCATION</th>
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</thead>
<tbody>
<tr>
<td>8:00 am – 5:00 pm</td>
<td><strong>REGISTRATION OPEN</strong></td>
<td>Conference Registration I, Main Level</td>
</tr>
<tr>
<td>8:00 am – 5:00 pm</td>
<td><strong>CONFERENCE INFORMATION DESK</strong></td>
<td>Arrival Hall, Main Level</td>
</tr>
<tr>
<td>12:00 pm – 3:30 pm</td>
<td><strong>EXHIBIT HALL OPEN</strong></td>
<td>Virginia Foyer, Virginia Room, and Virginia Lawn, Lower Level</td>
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</table>

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<td>Law Enforcement Breakfast (by invitation only)</td>
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<td>9:00 am – 12:00 pm</td>
<td>Opening General Session and Annual Membership Meeting</td>
<td>Colony Room, Main Level</td>
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</table>

**Call to Order**

- Richard D. Holcomb, Commissioner, Virginia Department of Motor Vehicles and Chair, AAMVA Board

**Invocation**

- John Saunders, Director, Office of Highway Safety Services, Virginia Department of Motor Vehicles

**Presentation of the Colors**

Virginia State Police and Royal Canadian Mounted Police

**Parade of Flags**

- Virginia Law Enforcement Agencies and Joint Base Langley Eustis Servicemembers

**National Anthems**

**Welcome Remarks**

- The Honorable Terence R. McAuliffe, Governor of the Commonwealth of Virginia
- The Honorable Aubrey L. Layne, Jr., Secretary of Transportation, Commonwealth of Virginia
- Lieutenant Colonel Robert B. Northern, Deputy Superintendent, Virginia State Police
- Dave Burhop, Deputy Commissioner/Chief Information Officer, Virginia Department of Motor Vehicles and Chair, AAMVA eID Working Group

**Roll Call**

- Kurt J. Myers, Deputy Secretary, Pennsylvania Department of Transportation, Driver and Vehicle Services and Secretary/Treasurer, AAMVA Board

**Chair’s Report**

- Richard D. Holcomb, Commissioner, Virginia Department of Motor Vehicles and Chair, AAMVA Board
TUESDAY, AUGUST 16 (continued)

9:00 am – 12:00 pm

President & CEO’s Report

Anne S. Ferro, President & CEO, AAMVA

Treasurer’s Report

Kurt J. Myers, Deputy Secretary, Pennsylvania Department of Transportation, Driver and Vehicle Services and Secretary/Treasurer, AAMVA Board

Remarks

Steve Loutitt, Registrar of Motor Vehicles/Director, Road Licensing and Safety, Northwest Territories Department of Transportation and Chair, CCMTA-CCATM

Salvador Monroy Andrade, Director, Cross-Border Motor Carrier Transportation, Federal Motor Carrier Safety Administration, Mexico

Memorial Service

Rhonda Lahm, Director, Nebraska Department of Motor Vehicles and Member-at-Large, AAMVA Board

Recognition of Retiring Board Members

Jean Shiomoto, Director, California Department of Motor Vehicles, Vice Chair/Chair-Elect, AAMVA Board, and Board Advisor, AAMVA Vehicle Standing Committee

Nominations Committee Report

Robert Ide, Commissioner, Vermont Department of Motor Vehicles, Member, AAMVA Board, and Board Advisor, AAMVA Motor Carrier Working Group

Remarks

Jean Shiomoto, Director, California Department of Motor Vehicles, Vice Chair/Chair-Elect, AAMVA Board, and Board Advisor, AAMVA Vehicle Standing Committee

Opening General Session courtesy of AAA Tidewater Virginia

12:00 pm – 1:00 pm

Lunch with Exhibitors

Virginia Foyer, Virginia Room and Virginia Lawn, Lower Level
TUESDAY, AUGUST 16 (continued)

1:15 pm – 2:00 pm

CONCURRENT SESSIONS

**Human Trafficking: One Survivor’s Story and How DMV’s Can Help Victims**  Colony Room, Main Level

Whether their ID cards are destroyed by their traffickers, or they are arrested and pictured under a false name, survivors of human trafficking are struggling to get driver licenses and ID cards. Truckers Against Trafficking Field Trainer Beth Jacobs—who is also a survivor of human trafficking—will share her story and discuss how DMVs can work with partner agencies to help survivors obtain breeder identification documents and be advocates for those who need it most.

**FACILITATOR:**

Major Chad McGinty, Ohio State Highway Patrol

**PRESENTER:**

Beth Jacobs, Field Trainer, Truckers Against Trafficking

**Preventing Fraud Using Identity Verification**  Tidewater Room, Main Level

Learn how jurisdictions are benefiting from verification services provided by AAMVA and DHS to protect the identity of their customers and to prevent fraud. Hear from state and federal partners about how participating in AAMVA’s Driver License Data Verification Service (DLDV) and the Records and Information from DMVs for E-Verify (RIDE) programs have been a benefit to their organizations and their customers, as well as their experiences implementing and participating in these programs.

**FACILITATOR/PRESENTER:**

Philip Quinlan, Vice President, Business Solutions, AAMVA

**PRESENTER:**


**Serving Those Who Serve: Military and Veteran Partnerships**  Allegheny Room, Main Level

Discover the innovative ways members are supporting active duty military, transitioning troops, and honoring veterans. Hear about multi-agency partnerships and programs that bring services to troops and military waiver processes and options. From Troops-to-Trucks, to on-base service centers, to no-fee services for disabled veterans – learn how agencies are serving those who serve.
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<thead>
<tr>
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<tbody>
<tr>
<td>1:15 pm – 2:00 pm</td>
<td>Transition Time</td>
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<tr>
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<td>Transition Time</td>
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<tr>
<td>2:10 pm – 3:00 pm</td>
<td>CONCURRENT SESSIONS</td>
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<td></td>
<td><strong>News in the Motor Carrier Community</strong></td>
<td>Tidewater Room, Main Level</td>
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<td>Hear an update from the Motor Carrier Working Group that is researching if and how AAMVA should consider enhancing its services to support motor carrier programs. Also hear an update on the Unified Registration System (URS) from FMCSA that will explain how the URS will work and its potential impacts on state operations.</td>
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<td><strong>FACILITATOR:</strong></td>
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<td>Robert D. Ide, Commissioner, Vermont Department of Motor Vehicles and Member, AAMVA Board, and Board Advisor, AAMVA Motor Carrier Working Group</td>
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<td><strong>PRESENTERS:</strong></td>
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<td></td>
<td>Peter Hurst, Director, Carrier Safety &amp; Enforcement Branch, Ontario Ministry of Transportation</td>
<td>Allegheny Room, Main Level</td>
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<tr>
<td></td>
<td>Kenneth Riddle, Director, Office of Registration and Safety Information, Federal Motor Carrier Safety Administration, United States Department of Transportation</td>
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<td><strong>Making “One Driver-One License” a Reality: State-to-State Verification Service</strong></td>
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<td>The State-to-State (S2S) Verification Service supports a more secure driver license and identification card issuance process and can be used by any state to achieve the long-standing goal of One Driver – One License. The primary intent of S2S is to help all states enforce their laws, rules, regulations and policies regarding the issuance of DL/ID cards. Come and hear from a panel of state participants on how the service has proven beneficial. AAMVA will also talk about the Digital Image Access program and how its usage can reduce license fraud.</td>
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</table>
TUESDAY, AUGUST 16 (continued)

2:10 pm – 3:00 pm

**FACILITATOR:**

Loffie Jordaan, Project Manager, Driver Systems, AAMVA

**PRESENTERS:**

Christine Nizer, Administrator, Maryland Motor Vehicle Administration
Helen Kelly, Division Manager, Maryland Motor Vehicle Administration
Corey Kleist, Section Chief, Wisconsin Division of Motor Vehicles
Steven Leak, Executive Director, Indiana Bureau of Motor Vehicles
Andrew Frey, Information Technology Project Lead, Iowa Department of Transportation
Tom Osterbind, President and CEO, Clerus Solutions
Reed Rusniak, IT Director Special Projects, AAMVA

**DMV Investigators: Collaborating to Reduce Fraud**

Colony Room, Main Level

In this session, attendees will hear a progress report from AAMVA’s DMV Investigator Working Group that is developing strategies and tools to enhance the services AAMVA provides the investigator community. We will also discuss opportunities to better integrate DMV investigators throughout the AAMVA community and improve collaboration within and beyond jurisdiction boundaries. There will be time for attendees to share investigative case challenges and successes.

**FACILITATOR/PRESENTER:**

Mark Silk, Senior Detective, Maine Bureau of Motor Vehicles and Member, AAMVA Vehicle Standing Committee, and Chair, AAMVA DMV Investigator Integration Working Group

3:00 pm – 3:30 pm

**Networking Break with Exhibitors**

Virginia Foyer, Virginia Room and Virginia Lawn, Lower Level

**3:30 pm – 5:00 pm**

**CONCURRENT SESSIONS**

**NMVTIS: Maximizing Its Benefits to Protect Your Citizens**

Tidewater Room, Main Level

Join us to hear about the exciting progress that is being made with NMVTIS as AAMVA and the jurisdictions work toward identifying best practices in working with and using NMVTIS for title and registration and law enforcement purposes. Find out about the updated best practices, the status of the state program performance management concept, the NMVTIS Law Enforcement Working Group activities, and how some states are using NMVTIS in support of other business areas. The Department of Justice (DOJ) will also give an update on their compliance and enforcement activities.
TUESDAY, AUGUST 16 (continued)

3:30 pm – 5:00 pm

Data Sharing and Security

Allegheny Room, Main Level

Jurisdictions are keepers of public data and are taking additional steps to ensure proper use of records. Hear from Idaho about their “record salting” program and how it has significantly reduced misuse by third parties. On a similar front, learn about Washington’s third-party record buyer audit program and additional steps they take to ensure security of data. Finally, learn about how Nebraska, Iowa, and Illinois are making plans to share their CDL facial images in an effort to identify fraud.

FACILITATOR:
Boyd Dickerson-Walden, Chief Information Officer and Director,
Division of Information Systems Administration, Florida Highway Safety and Motor Vehicles

PRESENTERS:
Erik Lawson, Project Coordinator, Idaho Transportation Department
Betty Johnson, Administrator, Nebraska Department of Motor Vehicles and Chair, AAMVA Vehicle Standing Committee
Julie Knittle, Deputy Director, Washington Department of Licensing and Chair, AAMVA Driver Standing Committee

Mobile DL: The Pilots and Path to Interoperability

Colony Room, Main Level

The AAMVA Card Design Standard Committee, along with the AAMVA e-ID Working Group, are developing new guidelines, standards, and model legislation for members who want to explore and enact the mobile driver license (mDL) concept. This session will update on those efforts, progress in Virginia, the Iowa experience, and insight from a standardization perspective and what collaborations across international borders are doing to assist in the development of these technologies.
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<tr>
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<tr>
<td>3:30 pm – 5:00 pm</td>
<td><strong>FACILITATOR:</strong> Geoff Slagle, Director, Identity Management, AAMVA</td>
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<td><strong>PRESENTERS:</strong> Richard D. Holcomb, Commissioner, Virginia Department of Motor Vehicles and Chair, AAMVA Board</td>
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<td>Mark D. Lowe, Director, Motor Vehicle Division, Iowa Department of Transportation and Immediate Past Chair, AAMVA Board</td>
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<td>Zeger Baelde, Director, RDW Netherlands</td>
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<tr>
<td>5:30 pm – 7:30 pm</td>
<td><strong>Chair’s Welcome Reception:</strong> Colonial Games</td>
<td>Rockefeller Building</td>
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<td>Join Chair of the Board Rick Holcomb for dinner and an entertaining evening that will include historical, interactive, and fun games, along with a colonial photo booth. Participate in the silent auction to benefit the Colonial Williamsburg Foundation, the operator of the world’s largest living history museum.</td>
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<td><em>Reception courtesy of Fast Enterprises, LLC and HELP, Inc.</em></td>
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<td><em>Colonial Games courtesy of Polk</em></td>
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<td><em>Photo Booth courtesy of Solutions Thru Software, Inc.</em></td>
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**WEDNESDAY, AUGUST 17**

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<tr>
<th>TIME</th>
<th>EVENT</th>
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<tr>
<td>8:00 am – 3:00 pm</td>
<td><strong>REGISTRATION OPEN</strong></td>
<td>Conference Registration I, Main Level</td>
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<tr>
<td>9:00 am – 3:00 pm</td>
<td><strong>CONFERENCE INFORMATION DESK</strong></td>
<td>Arrival Hall, Main Level</td>
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<tr>
<td>9:00 am – 3:00 pm</td>
<td><strong>EXHIBIT HALL OPEN</strong></td>
<td>Virginia Foyer, Virginia Room, and Virginia Lawn, Lower Level</td>
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<tr>
<td>7:30 am – 8:45 am</td>
<td><strong>Administrators’ Breakfast</strong></td>
<td>Piedmont Room, Lower Level</td>
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<td><em>(by invitation only)</em></td>
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<tr>
<td>9:00 am – 10:20 am</td>
<td><strong>CONCURRENT SESSIONS</strong></td>
<td>Virginia Foyer, Virginia Room, and Virginia Lawn, Lower Level</td>
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<td></td>
<td><strong>Regions I and III – QuickConnect</strong></td>
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Regions I and III jurisdiction members can take advantage of this time to meet with exhibitors and qualified sponsors and see what solutions they have to offer. Don’t forget to visit the AAMVA booth too!
### Wednesday, August 17 (continued)

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<th>Time</th>
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<tbody>
<tr>
<td>9:00 am – 10:20 am (continued)</td>
<td><strong>Region II Town Hall</strong> Jurisdiction Members Only</td>
<td>Tidewater Room, Main Level</td>
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<td><strong>FACILITATOR:</strong> Patrice Aasmo, Director, Regions I &amp; II Support, AAMVA</td>
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<tr>
<td>10:20 am – 10:30 am</td>
<td>Transition Time</td>
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<tr>
<td>10:30 am – 12:00 pm</td>
<td><strong>CONCURRENT SESSIONS</strong></td>
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<td><strong>Regions II and IV – QuickConnect</strong></td>
<td>Virginia Foyer, Virginia Room, and Virginia Lawn, Lower Level</td>
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<td>Regions II and IV jurisdiction members can take advantage of this time to meet with exhibitors and qualified sponsors and see what solutions they have to offer. Don’t forget to visit the AAMVA booth too!</td>
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<td><strong>Region I Town Hall</strong> Jurisdiction Members Only</td>
<td>Tidewater Room, Main Level</td>
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<td><strong>FACILITATOR:</strong> Patrice Aasmo, Director, Regions I &amp; II Support, AAMVA</td>
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<td></td>
<td><strong>Region III Town Hall</strong> Jurisdiction Members Only</td>
<td>Allegheny Room, Main Level</td>
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<td><strong>FACILITATOR:</strong> Sheila Prior, Director, Regions III &amp; IV Support, AAMVA</td>
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<tr>
<td>12:00 pm – 1:00 pm</td>
<td><strong>Lunch with Exhibitors</strong></td>
<td>Virginia Foyer, Virginia Room and Virginia Lawn, Lower Level</td>
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<tr>
<td>1:00 pm – 2:30 pm</td>
<td><strong>GENERAL SESSION</strong></td>
<td>Colony Room, Main Level</td>
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<td><strong>Our Transportation Future</strong></td>
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<td>A panel of DOT Leaders discuss national and jurisdictional transportation priorities and the intersection between DMVs and DOTs in addressing critical transportation issues such as connected vehicles, safety, highway funding, and toll reciprocity.</td>
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<td><strong>FACILITATOR:</strong> Heidi Francis, Assistant Deputy Minister, Road User Safety Division, Ontario Ministry of Transportation</td>
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WEDNESDAY, AUGUST 17 (continued)

1:00 pm – 2:30 pm

**PRESENTERS:**

The Honorable Aubrey L. Layne, Jr.  Secretary of Transportation, Commonwealth of Virginia

The Honorable Shailen P. Bhatt  Executive Director, Colorado Department of Transportation

The Honorable Blair Anderson  Undersecretary for Policy, U.S. Department of Transportation

The Honorable Leslie S. Richards  Secretary of Transportation, Commonwealth of Pennsylvania

2:30 – 3:00 pm

**Networking Break with Exhibitors**

*Courtesy of HP Exstream*

Virginia Foyer, Virginia Room and Virginia Lawn, Lower Level

2:30 pm – 5:00 pm

**Tour: Virginia Department of Motor Vehicles**

Take a trip to a Virginia DMV flagship customer service center to see firsthand how Virginia is turning the DMV into the “go-to” portal for its citizens to interact with their state. Visit with operational and program managers and see their innovative services in action, including front-line processes, automated and remote driver knowledge testing, and the many value-added government services Virginia DMVs now offer through partnerships with other state agencies.

3:00 pm – 4:30 pm

**CONCURRENT SESSIONS**

**North American Highway Safety Strategies**

A NHTSA statistical projection shows a 7.7 percent increase in traffic fatalities in 2015, which represents the highest level of fatalities since 2008. This session will provide an overview of the U.S.’s “Toward Zero Death” national strategy and Canada’s “Road Safety Strategy 2025 – Towards Zero: The Safest Roads in the World”, strategy—both meant to help jurisdictions reverse the rise and trend toward zero deaths. Also hear how the Virginia DMV Office of Highway Safety Services supports the U.S. strategy and how the Royal Canadian Mounted Police Traffic Services Division supports the Canadian strategy.

**FACILITATOR/PRESENTER:**

Ian Grossman, Vice President, Member Services & Public Affairs, AAMVA

**PRESENTERS:**

John Saunders, Director, Office of Highway Safety Services, Virginia Department of Motor Vehicles

Allison Rougeau, Executive Director, CCMTA

Steve Loutitt, Registrar of Motor Vehicles/Director, Road Licensing and Safety, Northwest Territories Department of Transportation and Chair, CCMTA-CCATM

Inspector Steven Daley, Operations Officer, Royal Canadian Mounted Police, K Division Traffic Services
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<tr>
<td>3:00 pm – 4:30 pm</td>
<td>Fraud Detection Tools for Driver Licensing</td>
<td>Tidewater Room, Main Level</td>
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This session will give you the latest information on how jurisdictions are using services provided by AAMVA and DHS to verify identity documents used in counter transactions. These services are stopping the use of fraudulent passports, immigration, and other related documents every day. Hear from AAMVA, DHS and jurisdiction subject matter experts about participation in VLS/SAVE and the USPVS programs. Session attendees will hear of first-hand implementation experiences and learn what benefits are being achieved for organizations and their customers.

**FACILITATOR/PRESENTER:**
Reed Rusniak, IT Director Special Projects, AAMVA

**PRESENTERS:**
Linda Ford, Assistant Commissioner, Governmental Affairs, Virginia Department of Motor Vehicles
Christopher Caras, Director, Utah Driver License Division and Vice Chair, AAMVA Driver Standing Committee
April Sanborn, DMV Services Manager, Management Services & Programs Division, Nevada Department of Motor Vehicles
Lucinda Babers, Director, District of Columbia Department of Motor Vehicles
Andrew Frey, Information Technology Specialist, Iowa Department of Transportation

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<td>21st Century Performance Management: LEAN Continuous Improvement</td>
<td>Colony Room, Main Level</td>
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Agencies who have incorporated LEAN and continuous improvement efforts have realized impressive performance achievements, particularly in areas functioning below target. Daily LEAN huddles and visual management can provide tremendous value and results in positive impacts in performance and communications. Learn about the importance of a LEAN culture and the role that leaders play in continuous improvement. Hear about the award-winning LEAN exercise undertaken by Washington and Oregon to improve Non-Resident Violator Compact program processing and how Wisconsin uses internal and external facing metrics to measure performance, increase efficiencies, and reallocate resources.

**FACILITATOR:**
Tom McClellan, Administrator, Oregon Driver and Motor Vehicle Services, Member, AAMVA Board, and Member, AAMVA Finance, Investment and Audit Committee

**PRESENTERS:**
Pat Kohler, Director, Washington Department of Licensing, Member, AAMVA Board, and Member, AAMVA Finance, Investment and Audit Committee
Mitchell Warren, Deputy Administrator, Wisconsin Division of Motor Vehicles
### THURSDAY, AUGUST 18

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#### 7:30 am – 8:45 am
**Traditional Past Chairs’ Breakfast**  
*Courtesy of U-Haul International*

All conference attendees are invited to this long-standing AAMVA tradition. Enjoy breakfast with your colleagues and honor AAMVA’s 83-year history with a salute to the leaders who have guided the association through the years.

#### 9:00 am – 9:50 am
**CONCURRENT SESSIONS**

**Regulating in the New Economy**  
*Tidewater Room, Main Level*

The evolution of 21st century transportation commerce is changing the role of the public regulator. This session will focus on what jurisdictions are doing to address the shifting increase in internet vehicle buying and selling and the implications for dealer laws and dealer requirements.

**FACILITATOR:**  
Brian Soublet, Deputy Director and Chief Counsel, California Department of Motor Vehicles and Member, AAMVA Vehicle Standing Committee

**PRESENTERS:**  
Paul Steier, Director, Bureau of Investigation & Identity Protection, Iowa Department of Transportation, Member, AAMVA Vehicle Standing Committee and Chair, AAMVA Card Design Standards Committee  
Terri L. Albertson, Director, Nevada Department of Motor Vehicles and Member, AAMVA Vehicle Standing Committee

**An Open Roundtable on Managing Changes of Self Identity**  
*Colony Room, Main Level*

Decisions related to social and workforce accommodations are having significant customer service, legal, public relations, and human resource management impacts. With no scripted presentations, attendees are invited to explore together how agencies are navigating these issues and balancing rules and procedures with individual freedom. Discuss how sex, gender, race, and ethnicity indicators appear on identity documents.

**FACILITATOR:**  
Geoff Slagle, Director, Identity Management, AAMVA
THURSDAY, AUGUST 18 (continued)

9:00 am – 9:50 am

Building From Within to Develop Leadership

Developing the work force in your agency can provide valuable opportunities for your organization and for your employees. It can enable employees to acquire new skills, discover and grow their leadership potential, and it can help you retain star employees. Learn what some jurisdictions are doing to help develop tomorrow’s leaders. Also hear more about the exciting AAMVA Leadership Academy, a professional development opportunity for future leaders in the AAMVA community.

FACILITATOR:
Betty Johnson, Administrator, Driver and Vehicle Records Division, Nebraska Department of Motor Vehicles and Chair, AAMVA Vehicle Standing Committee

PRESENTERS:
Georgia Steele, Director, Motor Vehicle Division, Georgia Department of Revenue
Noah Shelton, Deputy Commissioner, Branch Operations, Indiana Bureau of Motor Vehicles
Assistant Chief Marc Lamoreaux, Technical Services Bureau, Washington State Patrol

9:50 am – 10:00 am

Transition Time

10:00 am – 10:50 am

CONCURRENT SESSIONS

Screening for Cognitive Impairment

This session will focus on jurisdiction programs aimed at identifying at-risk drivers and better distinguishing between drivers with, and drivers without, cognitive impairment. Learn about the Iowa Driver Orientation Screen for Cognitive Impairment (DOCSI) program and Ontario’s Enhanced Road Test (ERT), a new road test designed and evaluated by the Traffic Injury Research Foundation (TIRF) for the Ministry of Transportation in Ontario (MTO).

FACILITATOR:
Julie Knittle, Assistant Director, Washington Department of Licensing and Chair, AAMVA Driver Standing Committee

PRESENTERS:
Debra Carney, Compliance Officer I, Iowa Motor Vehicle Division
Shawna R. Meister, MA, Research Associate/Research Coordinator, Traffic Research Injury Foundation
10:00 am – 10:50 am  
**Federal Grants & Title VI**  
*Tidewater Room, Main Level*

FMCSA is requiring an approved Title VI program for all FY2017 grants. Although non-discrimination laws and requirements have been around for a long time, federal agencies awarding grants have not required grant recipients to have a formal Title VI program and demonstrate compliance through assurance certifications as well as compliance audits. The requirements touch not only motor carrier programs, but all agency programs and operations.

**FACILITATOR:**
Clan Cashin, Director, Government Affairs, AAMVA

**PRESENTER:**
Lester Finkle, National Title VI Program Manager, Federal Motor Carrier Safety Administration

10:50 am – 11:00 am  
**Transition Break**  
*Colony Prefunction, Main Level*

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**THURSDAY, AUGUST 18 (continued)**

10:00 am – 10:50 am  
**Sovereign Citizens: Home Grown Terrorism**  
*Colony Room, Main Level*

Sovereign citizens believe they are outside jurisdiction of the government and reject citizenship, laws, and regulations. They go by many names and transcend race, politics, religion, gender, age, education, and occupation. Join us to hear how the Illinois Secretary of State’s office prepares their DMV and investigative staff to identify and interact with sovereign citizens. Hear from Arizona regarding personal experiences with sovereign citizens, tactics to consider when interacting with them, and benefits to the communities in which they reside when law enforcement is present.

**FACILITATOR:**
Major Deston Coleman, Arizona Department of Public Safety, Highway Patrol Division

**PRESENTER:**
Sydney Roberts, Director, Illinois Secretary of State Police
THURSDAY, AUGUST 18 (continued)

11:00 am – 12:00 pm

**CONCURRENT SESSIONS**

**Transportation Funding and Future Revenue Models**

Tidewater Room, Main Level

As the Highway Trust Fund continues to battle insolvency, all levels of government are seeking solutions for sustaining transportation programs. The American Society of Civil Engineers anticipates that a future investment of $3.6 trillion will be needed by 2020 to sustain manageable performance conditions. Join jurisdiction members with experience in the development, evaluation, and implementation of funding models that may help alleviate some of the financial stress current models are placing on the transportation network.

**FACILITATOR:**

Cian Cashin. Director, Government Affairs, AAMVA

**PRESENTERS:**

Betty Serian. Principal and CEO, Betty Serian and Associates and Chair, Industry Advisory Board

Jean Shiomoto. Director, California Department of Motor Vehicles, Vice Chair, AAMVA Board, and Board Advisor, AAMVA Vehicle Standing Committee

Tom McClellan. Administrator, Oregon Driver and Motor Vehicle Services, Member, AAMVA Board, and Member, AAMVA Finance, Investment and Audit Committee

**Drug Impaired Driving and Implications of Legalized Marijuana**

Colony Room, Main Level

Increases in drug-impaired driving and the implications of legalized marijuana keep this topic in nearly every highway safety conversation. This session will cover the new Governor’s Highway Safety Association (GHSA) report on what states can do to address drug-impaired driving. Attendees will also get an update on Washington State’s experience dealing with marijuana legalization and the increased presence of THC in drivers involved in fatal crashes.

**FACILITATOR:**

Brian Ursino. Director, Law Enforcement, AAMVA

**PRESENTERS:**

Darrin Grondel. Director, Washington Traffic Safety Commission and Chair, AAMVA Law Enforcement Standing Committee

Erin Holmes. Director, Traffic Safety Programs, Foundation for Advancing Alcohol Responsibility
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<td>11:00 am – 12:00 pm (continued)</td>
<td><strong>Innovative Teleworking via Telephonic Hearings</strong></td>
<td>Allegheny Room, Main Level</td>
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<td>Learn how one jurisdiction is making the most of off-site solutions by providing suspension hearings by telephone, conducted by teleworkers. Discover how this one program is keeping customer traffic out of the office, providing teleworking for employees, reducing overhead expenses, and maximizing customer convenience.</td>
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<td><strong>PRESENTER:</strong> Patty Morneault, Deputy Secretary of State, Maine Bureau of Motor Vehicles</td>
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<tr>
<td>12:00 pm – 1:30 pm</td>
<td><strong>Awards Luncheon</strong></td>
<td>Virginia Room, Lower Level</td>
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<td>1:30 pm – 2:50 pm <strong>GENERAL SESSION</strong></td>
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<td><strong>Building a Better Future for Your Jurisdiction and Your Motor Vehicle Administration</strong></td>
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<td>John W. Martin is the president and CEO of the Southeastern Institute of Research, Inc. (SIR), a fifty-year-old full-service marketing research firm headquartered in Richmond, Virginia. SIR has conducted over 14,000 marketing research studies, making it one of the oldest and most experienced marketing research firms in the country. Martin and his work have been featured in the Los Angeles Times, The Washington Post, the Chicago Tribune, The Wall Street Journal, USA Today, the Toronto Star, BusinessWeek, and Barron’s, and on NBC Nightly News, CBS News, MSNBC, and NPR’s Morning Edition.</td>
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<td>2:50 pm – 3:00 pm</td>
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3:00 pm – 4:30 pm

**CONCURRENT SESSIONS**

**Automated Vehicles: Tomorrow is Today**  
*Tidewater Room, Main Level*

Hear from a vehicle manufacturer and a research facility on the technology in vehicles today and the anticipated technology in the near future. The session will include an update from California on their progress in regulating automated vehicles as well as how NHTSA and AAMVA are working collaboratively to provide guidance to states on the regulation of automated and self-driving vehicles.

**FACILITATOR/PRESENTER:**

Jean Shiomoto, Director, California Department of Motor Vehicles and Vice Chair, AAMVA Board, and Board Advisor, AAMVA Vehicle Standing Committee

**PRESENTERS:**

Ryan Posten, Associate Administrator for Rulemaking, National Highway Traffic Safety Administration

Myra Blanco, PhD, Director, Center for Policy and Outreach, Virginia Tech Transportation Institute

Harry M. Lightsey, III, Executive Director, Global Connected Customer Experience, General Motors

**Mobile DMV Solutions: Expanding Customer Services**  
*Colony Room, Main Level*

Many DMVs are expanding their customer services by going mobile. From fully-outfitted DMV offices on wheels, to “DMV in a Trunk,” see how innovative solutions are being used to provide services to the elderly and infirmed, to customers in remote and/or rural areas, and in crisis situations requiring quick deployment. Find out how these solutions build good will in the community, and improve the perception of the DMV.

**FACILITATOR:**

Patrice Aasmo, Director, Regions I & II Support, AAMVA

**PRESENTERS:**

Jonathan Butner, DMV Connect Operations Manager, Virginia Department of Motor Vehicles

Portia Manley, Director, Field Services, Division of Motor Vehicles, North Carolina Department of Transportation

Kelly Thomas, Commissioner, Division of Motor Vehicles, North Carolina Department of Transportation
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tr>
<td>3:00 pm – 4:30 pm (continued)</td>
<td><strong>Data Security in the 21st Century</strong></td>
<td>Allegheny Room, Main Level</td>
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<td>Discuss the challenges of maintaining secure data–how public agencies are protecting themselves from data breaches, and potential issues with federal government accessing state databases.</td>
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<td><strong>FACILITATOR:</strong></td>
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<td>Geoff Slagle, Director, Identity Management, AAMVA</td>
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<td><strong>PRESENTERS:</strong></td>
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<td>Joshua Kuntz, Information Security Officer, Texas Department of Motor Vehicles</td>
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<td>Beau Hurley, Chief of IT Security and Agency Risk Management, Virginia Department of Motor Vehicles</td>
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<td>Pierre Yves Boyer, Chief Information Security Officer, AAMVA</td>
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<td>5:30 pm – 9:00 pm</td>
<td><strong>Commonwealth of Virginia Reception &amp; Banquet: A Revolutionary Experience</strong></td>
<td>Virginia Foyer and Virginia Room, Lower Level</td>
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<td>All attendees are invited to celebrate the culmination of the 2016 AIC at this reception and banquet. Join the AAMVA community in thanking Rick Holcomb for his service and welcome Jean Shiomoto from California as she is sworn-in as the 2016–2017 Chair of the Board.</td>
<td></td>
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</tbody>
</table>
|              | *Reception courtesy of Auto Tag America, a company of America Traffic Solutions (ATS Fleet Services), Explore Information Services, LLC, and TrueCar*
|              | *Banquet courtesy of CBN Secure Technologies, Inc. and Industry Advisory Board*
|              | *Entertainment Courtesy of MorphoTrust USA*            |                                    |
| 9:00 pm – 11:00 pm | **Celebrating the Drive to the Future** | Virginia Lawn, Lower Level          |
|              | Step from the past to the future and enjoy dancing and good company at our celebratory two-hour event. A DJ will keep the entertainment going complete with an outdoor tent, dance floor, and munchies. |                                     |
|              | *Courtesy of MorphoTrust USA*                          |                                    |
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Armed with innovative technology and industry experience, 3M provides ingenious solutions for a variety of transportation industries across the globe. Our complete spectrum of products, services and solutions address the common challenges of the motor vehicle industry to enhance organizational performance and productivity. 3M offers license plate materials and equipment, as well as on-demand services, to enhance DMV operations; world class security for driver credentials and secure vehicle identification solutions; automated license plate readers and software; automated finger print systems, and mobile ID solutions.

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AAA Tidewater Virginia strives to keep the public informed on issues related to transportation safety. Topics include occupant protection, distracted driving, road rage, drinking and drugged driving, sharing the road, seasonal driving tips and much more. AAA actively represents the interests of motorists and other travelers for fair transportation laws, taxation, traffic safety, environmental impacts and insurance issues. The AAA Public Affairs and Traffic Safety department works closely with legislators during the Virginia General Assembly sessions each year to keep those interested up-to-date on current developments.

ABnote North America

Lily J Chou • L.chou@abnotena.com • 617-363-4201
Rola Hamandi • r.hamandi@abnote.com • 954-993-5476
www.abnotena.com

ABnote provides design, engineering, and production of secure ID cards to government clients all over the world. Composite and polycarbonate cards shipped out of ABnote’s security manufacturing facilities satisfy the most stringent requirements for security and quality. Our portfolio includes hundreds of millions of vehicle registration titles, US State, Federal, and non-US national driver’s license and government ID cards. In 2015, ABnote accepted the ICMA Élan Award for “Best ID and Access Card”. Our ICMA ACE-M certified and award-winning team leads the industry by consistently providing ABnote clients with innovative solutions to enhance card security and performance.
ACF Technologies, Inc.

Josh Gravley • josh.gravley@acftechnologies.com
828-398-0040
www.customerflow.com

ACF Technologies offers Customer Xperience Management (CXM) solutions for the motor vehicle and other government markets. We currently provide solutions that encompass the entire customer experience including: Mobile Applications, Cloud Hosting, Appointment Scheduling, Queuing, Lobby Management, and Customer Feedback. We specialize in enterprise scale agencies who need accurate reporting and analytics to improve their organization. Through the combination of our cutting-edge software and non-proprietary hardware devices, ACF has redefined the customer service process.

American Association of Motor Vehicle Administrators (AAMVA)

Dianne Graham • dgraham@aamva.org
703-522-4200
www.aamva.org

Founded in 1933, AAMVA serves North American motor vehicle and law enforcement agencies to accomplish their missions. The association’s vision—Safe Drivers, Safe Vehicles, Secure Identities, Saving Lives—guides AAMVA’s activities, resources, and programs in driver licensing, vehicle titling/registration, motor carrier services, identity management, and technology solutions. Please visit our website at www.aamva.org to find out about our specific programs and technology services and for information and best practices.

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Applus Technologies, Inc. is a full-spectrum provider of vehicle inspection and emissions testing solutions and electronic driver examination systems worldwide. With certification testing the common denominator, Applus develops hardware and software solutions, provides robust networks and databases, and dashboard management and reporting suites for efficient program administration. We have an outstanding reputation for delivering quality solutions on-time, as promised, to motor vehicle and environmental agencies at all levels—local, state and national. Our comprehensive solutions and services help jurisdictions achieve their program goals of increased customer satisfaction, better air quality, and safer roads for the citizens they serve.
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**Judith Voll**  •  Judith.Voll@atsol.com  
908-406-5350  
www.ATSFleetServices.com

Auto Tag America partners with the top Fleet Companies in North America providing services to 150+ fleets. Auto Tag America works with government to provide electronic registration and is a full service license and title provider for fleet management companies, corporate fleets, rental car companies, and IRP services for truck fleets. American Traffic Solutions provides toll and violation management to 2+ million rental vehicles and is the parent company of Auto Tag America.

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**AutoPoint**

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**Bob Priselac**  •  sales@autopoint.com  
888-503-8040  
www.autopoint.com

At AutoPoint, we exist to create mutually-beneficial relationships between our customers and their motorists. Everything we do is about creating empowering connections that just work for both parties. We have combined titling, marketing, and service solutions into one technology platform with value-focused tools that deliver peerless experiences and promote remarkable retention and revenue for our customers. Through our comprehensive, integrated platform, AutoPoint customers have exclusive access to innovative, cutting-edge tools that work to engage and retain motorists throughout the vehicle lifecycle and into the next vehicle purchase. Thriving relationships. Lifelong loyalty. It’s what AutoPoint is all about.
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BerryDunn is an independent information technology (IT) and management consulting and certified public accounting firm serving clients nationally for 41 years. Our government consulting group helps state and municipal agencies achieve their business goals by providing high-quality consulting services, including project oversight and governance, business process modeling and reengineering, system modernization, planning and procurement, systems integration, information security, and independent verification and validation (IV&V). Our independence from software and hardware vendors provides objectivity to our analysis and recommendations in the best interest of our clients.

CA Technologies

Beth Dendis  •  beth.dendis@ca.com
609-583-9032
www.ca.com/publicsector

CA Technologies is the leading provider of application development, management, and security solutions, providing software that fuels transformation for agencies and corporations alike and enabling them to seize the opportunities of the application economy. Software is at the heart of every agency and every business across every industry. From planning to development to management and security; and working with agencies and companies worldwide to change the way we live, transact and communicate—CA Technologies, where business is rewritten by software.

Canadian Council of Motor Transport Administrators (CCMTA)

Martin Rochon  •  mrochon@ccmta.ca
613-736-1003
www.ccmta.ca/roadsafetystrategy.ca

The Canadian Council of Motor Transport Administrators (CCMTA) is the official organization in Canada for coordinating matters dealing with the administration, regulation, and control of motor vehicle transportation and highway safety. For more than 75 years, CCMTA members have helped to advance safe and efficient road travel in Canada. Road Safety Strategy (RSS) 2025 is a priority for the organization, and supports its vision of having the safest and most efficient movement of people and goods by road in the world. The organization’s flagship event—the CCMTA annual meeting, represents the largest gathering of road safety administrators in Canada. The 2017 meeting is slated for June 4-7 in Yellowknife, Northwest Territories.
CBN Secure Technologies, Inc.

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Dan Sanchez • dsanchez@cbnsti.com
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 seven leading AAMVA jurisdictions, including New York State, the Commonwealth of Virginia, State of Wisconsin, and Province of Alberta.

Coalition of Ignition Interlock Manufacturers

Booth 41

David Kelly • david@stormkingstrategies.com
703-786-0980
www.ignitioninterlocksite.com

The Coalition of Ignition Interlock Manufacturers (CIIM) is a trade association of the nation’s leading ignition interlock manufacturers to combine member expertise and experience and speak with one voice to reduce the damage caused by alcohol impaired drivers. With its “one-voice,” CIIM strives to bring the most credible, factual information on ignition interlock devices to public policy discussions. CIIM currently is comprised of the nation’s leading manufacturers and remains open to any ignition interlock manufacturer certified for use in and operating in one or more states.
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317-557-7307
www.copart.com

Copart, founded in 1982, provides vehicle sellers with a full range of remarketing services to process and sell salvage and clean title vehicles to dealers, dismantlers, rebuilders, exporters and, in some states, end users. Copart remarkets vehicles through Internet sales utilizing VB3 technology. Copart sells vehicles on behalf of insurance companies, banks, finance companies, fleet operators, dealers, dealerships and others and cars sourced from the general public. Copart currently operates in the United States, Canada, the United Kingdom, Brazil, Germany, United Arab Emirates, Sultanate of Oman, and Spain. Copart links sellers to more than 750,000 members in over 150 countries.

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Patti Garofalo • pgarofalo@csgdelivers.com
312-444-2760
www.csgdelivers.com

CSG Government Solutions is a national leader in planning, managing, and supporting complex projects that modernize the information technology and business processes of large government programs. CSG’s Motor Vehicle program expertise helps you streamline processes and implement new technologies to modernize licensing and registration, highway safety, enforcement, and other functions. Since 1997, we have applied our expertise, innovation, and results-oriented mindset to the most complex program modernization projects of over 150 government and other organizations. We work with our clients in a spirit of partnership and collaboration to deliver the right results at the right time, for the right price.
CVR – Computerized Vehicle Registration

The Daily Drive E-Newsletter Cosponsor

Ken Mehall • kmehall@cvrreg.com
248-219-5032
www.cvrconnect.com

Computerized Vehicle Registration (CVR) is a General Partnership between CDK Global and the Reynolds and Reynolds Company. Formed in 1992, CVR is the leading provider of Electronic Vehicle Registration and Titling programs in partnership with motor vehicle agencies across the US. CVR currently has value added programs operational in 23 states and over 16,000 clients. CVR pioneered dramatic improvements in the speed, accuracy, efficiency, and security of the vehicle registration and title process while extending this capability to the point of purchase. CVR processes over 15 million vehicle transactions and over 4 million secure DMV inquiries annually. CVR is dedicated to partnering with motor vehicle agencies and key dealer associations to deliver process improvement, financial and operational benefits that translate to alternative delivery services, and high value options offered to the driving public.

Dealertrack Technologies, Inc., a Cox Automotive Company

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Beverly DeVine • beverly.devine@dealertrack.com
916-854-5444
www.dealertrack.com

Dealertrack Technologies (Dealertrack), a Cox Automotive company, is dedicated to helping jurisdictions increase the efficiency of their title and registration processes by providing software solutions that seamlessly integrate the jurisdiction with industry workflows. Our innovative web-based software solutions result in reduced jurisdictional costs, improved customer satisfaction, and increased staff productivity, all at no cost to the jurisdiction. The Collateral Management Services team pioneered Electronic Lien and Title, which Dealertrack today offers in all participating jurisdictions. The Registration and Titling Solutions team provides electronic registration and titling services in 15 states. In addition, Dealertrack delivers specialty state solutions including Electronic Temporary Tags, ELT Gateway, and Motor Vehicle Inquiry.
DMV 2 Go

Christina Meade  •  christina.meade@dmv.virginia.gov
757-746-2152
www.dmvnow.com/dmv2go

DMV 2 Go is a fleet of five mobile customer service centers that take DMV services to Virginians at convenient locations. The full-service offices on wheels offer all DMV services. They visit military installations, government centers, corporate campuses, universities, retirement communities and more.

DMV Connect

Jonathan Butner  •  jonathan.butner@dmv.virginia.gov
804-370-4636
www.dmvNOW.com

DMV Connect is DMV’s newest service outreach program. Connections teams carry portable equipment to Virginians who may not be able to travel to a DMV office. Whether visiting the elderly in assisted living facilities or preparing offenders for successful reentry to public life, DMV is connecting Virginians with services they need.

Donate Life America

Hilary Czarda  •  hczarda@donatelife.net
804-377-3584
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Donate Life America is a 501(c)3 not-for-profit alliance of national organizations and state teams across the United States committed to increasing organ, eye, and tissue donation. Donate Life America manages and promotes the national brand for donation, Donate Life, and assists Donate Life State Teams and national partners in facilitating high-performing donor registries; developing and executing effective multi-media donor education programs; and motivating the American public to register as organ, eye, and tissue donors.
Entrust Datacard

**Attendee Padfolio Insert**

**Tim Klabunde**  •  tim.klabunde@entrustdatcard.com
952-988-1248
www.entrustdatacard.com

Entrust Datacard connects citizens and their governments by providing trusted identity and secure transaction technologies for a wide range of applications—ranging from border crossing and driver licensing to national ID programs and e-gov portals. Our solutions empower government agencies to enhance service levels while strengthening security, mitigating risk, and controlling costs.

Envision Payment Solutions

**Chuck Hobbs**  •  Chuck.hobbs@envisionpayments.com
770-709-3004
www.envisionpayments.com

Envision Payment Solutions offers a unique No-Cost NSF Check and ACH Guarantee Program that transforms returned DMV payments into guaranteed revenue. Our service removes the collection work from the DMV’s daily work, so your staff can concentrate on more important tasks. Envision handles all the calls, the notices, and follow-ups with your customers. We customize daily reporting back to your department to meet your state’s needs. Regardless of whether we collect on the returned items, Envision funds your department for all qualified returns—guaranteed! Join thousands of locations across the USA that no longer waste valuable time processing bounced payments. Envision does the work and funds your DMV office—guaranteed!

Evolis Inc.

**Jean Charles Pichon**  •  jcpichon@evolis.com
954-777-9262
www.evolis.com

Evolis designs, manufactures, and markets a comprehensive range of printing systems and plastic card personalization solutions. The Evolis systems enable decentralized printing of driver’s licenses and/or government ID’s using our new laser engraving solution and our laminated PVC card printing options, directly within your administrative offices. Evolis is now ranked as the industry leader worldwide. Our expertise is recognized by systems integrators, key accounts, and end users for a wide variety of projects. You too can benefit from our leadership, our proven solutions and our international expertise.
**Experian Automotive**  
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John Drewke  •  john.drewke@experian.com  
224-698-3077  
www.autocheck.com

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 DatabaseSM houses data on over 750 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.

**Experian Data Quality**  
*Booth 9*

Anthony Murdoch  •  dataquality.info@experian.com  
617-385-6700  
www.edq.com

Experian Data Quality is a global leader in providing data quality software and services. We help our clients to proactively manage the quality of their data through world class validation, matching, enrichment, and profiling capabilities. With flexible SaaS and on-premise deployment models, Experian Data Quality software allows organizations around the world to truly connect with their customers by delivering intelligent interactions, every time.

**Explore Information Services, LLC**  
*Commonwealth of Virginia Reception Cosponsor*

Heidi Holst  •  heidi.holst@exploredata.com  •  651-295-1516  
Scott Slick  •  scott.slick@exploredata.com  •  952-843-3183  
www.exploredata.com

Explore Information Services, LLC and the US 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 IRP/IFTA is a next-generation IRP/IFTA solution that combines optimized workflows with web-based service delivery and electronic communications to drive efficiencies to critical IRP and IFTA processes.
Fast Enterprises, LLC
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Booths 26 & 35

James G. Harrison • JHarrison@FastEnterprises.com
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Fast Enterprises is the premier provider of solutions for DMV system modernization. Our commercial off-the-shelf (COTS) solution, FastDS-VS, has been implemented in five motor vehicle agencies and three more states will come into production in the next several months. Our software is configured, rather than programmed, to meet any agency’s specific business and technical objectives, as proven by the diversity of our current user states. The solution is browser-based, platform-independent, and SOA-compliant. It runs on industry-standard hardware, database management systems, and operating systems. Our unblemished track record of on-time on-budget projects is unmatched in the industry. Ask our customers how FAST can help your modernization effort succeed!

GET Group North America
Booth 28

Joel Perez • jperez@getgroupna.com
781-890-6700
www.getgroup.na.com

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HELP Inc.
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Karen Rasmussen • Karen@helpinc.us
602-412-2240
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Innovative trucking companies, enforcement agencies and state DOTs founded HELP Inc. in 1993 to improve highway safety and efficiency. HELP is North America’s most successful non-profit public/private partnership serving the commercial trucking industry. HELP currently has over 300 PrePass-equipped sites in 32 states nationwide. More than 550,000 trucks from over 48,000 fleets are currently enrolled in PrePass, saving time, fuel, and money. Since 1997, PrePass has provided over 700 million actual bypasses, saving carriers more than 58 million hours in time and over 281 million gallons of fuel, resulting in over $5 billion in operational cost savings.

HID Global
Booth 31
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952-457-1972
www.hidglobal.com

HID Global is the trusted leader in products, services, and solutions related to the creation, management, and use of secure identities for millions of customers worldwide. Recognized for robust quality and innovation, HID Global is the supplier of choice for OEMs, integrators, and developers serving a variety of markets that include government ID; physical access control; IT security, including strong authentication and credential management; card personalization; visitor management; and identification technologies for animal ID and industry and logistics applications. Headquartered in Austin, Texas, HID Global has over 2,200 employees worldwide and operates international offices that support more than 100 countries.

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302-588-4002
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IBM Mobile Identity is an emerging technology that has embraced the challenge to re-think the current card-based approach for identity documents. It is a cloud-based cryptographic framework for issuing, managing, and challenging digital identification documents. IBM Mobile Identity isn’t just putting an image of a driver’s license on a mobile device—it allows institutions to easily issue digital identity documents, and creates an easy-to-use system for securely storing/managing documents on mobile devices. IBM Mobile Identity provides an end-to-end mechanism for ensuring that identity information is secure and private, as well as provides means for verifying.

Industry Advisory Board

Commonwealth of Virginia Banquet Cosponsor & Travel Assistance Sponsor

Betty Serian • bettyserianassociates@comcast.net
717-919-3919

The Industry Advisory Board (IAB) supports its mission by serving as trusted advisors to AAMVA and its members. As a long standing organization with diverse industry member representation, the IAB works with AAMVA to add value to the association, to enhance communication and understanding between the private sector and AAMVA members; to promote the adoption of industry best practices that align with AAMVA’s mission and to assist AAMVA in advancing programs and policies that jointly benefit industry and AAMVA members. Through its sponsorship and scholarship efforts, the IAB helps AAMVA, its regions and its members meet to bring about positive and impacting change.

Infra-red Inspection System (IRIS)

Michael Baxter • michael.baxter@dmv.virginia.gov
804-367-0062
www.dmvNOW.com

The infra-red inspection system, or IRIS, is a vehicle that is equipped with an infra-red camera used to detect faulty brakes and exhaust systems on trucks. The vehicle also has a license plate reader and a DOT reader to identify motor carriers that may be out of compliance with state and/or federal regulations. Virginia has four IRIS units that are deployed statewide. In the period of January to April 2016, 10,569 trucks were screened and 106 trucks were taken out of service due to faulty equipment.
Infosys Public Services
John L. McDonald • John_mcdonald01@infosys.com
860-818-4764
www.infosyspublicservices.com

Infosys Public Services, a US-based subsidiary of Infosys (NYSE: INFY), is a leader in business consulting, technology solutions, and next-generation services. We partner with transportation agencies to implement solutions that are scalable, upgradeable—allowing them to stay ahead of the innovation curve. Our solutions are based on commercial off the shelf (COTS) software components. IPS solutions, execution excellence, and proven best practices allow clients to renew themselves while also creating new avenues to generate value. Visit www.infosyspublicservices.com to learn more.

Insurance Information Exchange (iiX)
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979-393-9182
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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.
Booth 42
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www.iti4dmv.com

ITI is a leading technology and turn-key solution provider for motor vehicle agencies. ITI solutions run on proprietary “DMV on Demand” software that securely issues vehicle registrations, license plates, and other official documents. Our software provides real time reporting, comprehensive auditing, transaction tracking, and complete inventory management. ITI’s solutions include Self-Service Kiosks, Print-on-Demand, License Plate Manufacturing, and Centralized Mail Fulfillment. All ITI solutions include integration services, customized software, call center support, on-site service, intelligent printers, documents and supplies. ITI solutions are proven to lower costs, increase revenue, shorten wait times, and reduce fraud.
Intelligent Imaging Systems
Brian Taylor • btaylor@drivewyze.com
306-683-9553
www.intelligentimagingsystems.com

Intelligent Imaging Systems Inc. (IIS), along with its sister company, Drivewyze Inc., is on a mission to revolutionize commercial vehicle safety and efficiency through world class products, systems, and services. IIS provides transportation and law enforcement agencies with the industry’s most technologically-advanced solutions, with a focus on improving the efficiency and effectiveness of agency field operations in environments that demand reliability and performance against the constraints of limited time and resources. Drivewyze, the leader in connected truck services, serves commercial drivers and fleets with innovative trucking apps such as Drivewyze PreClear, the nation’s largest state-run weigh station bypass service.

International Registration Plan, Inc.
(International Registration Plan, Inc.)
Tim Adams • tadams@irpinc.org
502-845-0398
www.irponline.org

IRP, Inc., serves as the repository for the International Registration Plan (IRP). The core purpose of IRP, Inc. is to facilitate the effective registration and safe movement of interstate commercial motor vehicles by supporting jurisdictions and industry with the administration of and compliance with the IRP. IRP, Inc. supports its membership with efforts to improve procedures for a more efficient and effective registration process.

John R. Wald Co., Inc.
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www.jrwald.com

Since 1924 the John R. Wald Co. has specialized in providing license plate production and distribution systems to manufacturers worldwide. Taking our expertise to the next level, we’re excited to bring you our DigiTag™ Direct Mail System. Alleviate wait times and congestion in your branches, reduce costs, and increase customer satisfaction. License plates, documents, and decals are delivered directly to your customer’s mailbox. Wald—this time we’re thinking “inside the box”.

LexisNexis Payment Solutions

Kelly Tralongo • kelly.tralongo@lexisnexis.com
800-669-8313, ext. 86853
http://paymentsolutions.lexisnexis.com

LexisNexis® Payment Solutions is a division of LexisNexis® Risk Solutions (risk.lexisnexis.com) the leader in providing essential information that helps advance industry and society, serving commercial organizations and government agencies. LexisNexis Payment Solutions helps automate payments for government agencies including 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.

LexisNexis Risk Solutions Inc., Insurance Data Solutions

Attendee Padfolio Cosponsor

Dale Brown • dale.brown@lexisnexis.com
678-694-3861
www.lexisnexis.com/risk

LexisNexis Risk Solutions Inc. is a leader in providing essential information, including driving records that helps customers across all industries and government predict, assess, and manage risk. Combining cutting-edge technology, unique data, and advanced scoring analytics, we provide products and services that address evolving client needs in the risk sector while upholding the highest standards of security and privacy.

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**Mobile Weigh Unit**  
Michael Baxter • michael.baxter@dmv.virginia.gov  
804-367-0062  
www.dmvNOW.com

The mobile weigh unit is one of twelve vehicles that patrol the state to detect overweight vehicles on primary and secondary roads. Each mobile unit has portable weigh scales, a barcode scanner, and PC equipment for the issuance of citations for violations. In 2015, the mobile weigh units weighed 34,433 vehicles, issued 38,221 citations, and assessed $2,755,899.00 in liquidated damages.
MorphoTrust USA
Booth 6

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Booth 22

The Motorcycle Safety Foundation® is the internationally-recognized developer of the comprehensive, research-based, Rider Education and Training System (RETS). RETS curricula promotes lifelong-learning for motorcyclists and continuous professional development for certified RiderCoaches(SM) and other trainers. MSF also actively participates in government relations, safety research, public awareness campaigns and the provision of technical assistance to state training and licensing programs. The Motorcycle Safety Foundation is a national, not-for-profit organization sponsored by BMW, BRP, Harley-Davidson, Honda, Kawasaki, KTM, Piaggio, Polaris Motorcycles, Suzuki, Triumph and Yamaha.
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Brad Savage • bsavage@mvnetwork.com
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www.mvnetwork.com

Motor Vehicle Network (MVN) installs high-definition flat screen TVs in DMV offices which broadcast information to customers in the waiting area without the use of audio. MVN is used as a communications tool between DMV headquarters and their customers to update current events, promote safety initiatives, changes to regulations, emergency messages and office procedure information. In addition, MVN can integrate with your queuing provider, partitioning the screen to show the current queuing numbers. Through sponsorship underwriting, MVN installs, updates and maintains the system at no cost to the jurisdiction. Our established longevity and customer service commitment has resulted in MVN’s outstanding reputation across the country.

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NOMAD

Michael Baxter • michael.baxter@dmv.virginia.gov
804-367-0062
www.dmvNOW.com

The NOMAD unit is a portable weigh-in-motion (WIM) vehicle that also has a license plate reader. WIM devices are deployed at various areas around the state to detect heavy truck traffic. The WIM system logs the weights of trucks along with the speed and time of day of occurrence. Potential areas of concern are passed on to the mobile weigh crews for enforcement. The NOMAD unit also works with the various mobile weigh crews to set up a temporary weigh station at roadside turnouts. Trucks are screened by the WIMs and allowed to bypass the weighing operation if their weights are within tolerance.

North Carolina Division of Motor Vehicles (NCDMV)

919-861-3015
www.ncdot.gov/dmv

The North Carolina Division of Motor Vehicles performs vehicle titling and registration for 9.2 million vehicles annually and issues 2.4 million driver licenses yearly. NCDMV is piloting many new ways to help its customers throughout the state with updated technology and efficiencies, including online and mobile services.

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Olivia Wilson • vafinest@vdacs.virginia.gov
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In Memoriam

John H. Strandquist

Former President and CEO of AAMVA, Lt. Col John H. Strandquist finished his life journey surrounded by the love of his wife and some of his eight children by his side on June 19, 2016. Born to John Herbert Strandquist and Mary Van Calligan Strandquist in Menominee, MI, the family resided in Marinette, WI. Orphaned before his fourth birthday, John was raised by his maternal grandparents, Charles and Mary Van Calligan in Marinette. While his grandmother instilled in him the sense of integrity and accountability he exhibited all his life, he understood at an early age he would have to seek his own destiny. John enlisted in the USMC, went through Boot Camp at Parris Island, SC., and was promoted to PFC upon completion. Rising quickly in enlisted rank, he was recommended for Officer Candidates School, Quantico, VA, where he was commissioned a 2nd Lt and assigned to The Basic School.

Strandquist’s Marine Corps career spanned 25 years, with overseas deployments to war zones in Korea and in Vietnam, where he was awarded the Legion of Merit with Combat “V”. In March of 1973, he retired from the Marine Corps to take a position at The George Washington University from which he graduated in 1968. Initially hired as the Director of Manpower, he was given ever-expanding assignments earning him the title Assistant Vice President for Administration.

Under Strandquist’s leadership, AAMVA enjoyed 9 years in growth and increasing influence. He left the association in excellent shape when he retired from his professional life in 1998. He and his wife moved to Tucson, AZ where they lived until 2008, before moving to Annapolis to be close to their children and grandchildren.

John is survived by his wife of 63 ½ years, Mary Gabrielle, and children: John Herbert III (Claire), Mark (Pam), Michael (Karen), Julie Headland (John), Bridget Mills, Blaise (Deborah), Skye Westcott and Peter (Gemini), 25 grandchildren, and six great-grandchildren.

ALABAMA
Renee Cummings
Beverly Ross

ALASKA
Tina Brooks
Jeff Doll

ALBERTA
Constable Dan Woodall
Constable David Wynn

BRITISH COLUMBIA
Constable Sarah Beckett
Officer Toni Kristinsson

CALIFORNIA
Carole Waggoner Bedwell
Officer Nathan Taylor

COLORADO
Trooper Jamie Jursevics
Annette Moore
Trooper Taylor Thyfault

CONNECTICUT
William “Bill” Callahan

DISTRICT OF COLUMBIA
Yvette Harvey

FLORIDA
Auxiliary Captain Elden “Pat” Bradley
Captain Frank Brass
Auxiliary Lieutenant John Dabnor
Auxiliary Major Charles Deal
Chief Dispatcher Jerry Dixon
Anthony “TJ” Freeman
Captain David T. Frith
Captain Jack King
Corporal Donald R. “Bob” Moyer

GEORGIA
Trooper Ross W. Bass
Major Gregory E. Barney
Trooper James Bond
Trooper Timothy Wayne Burtcher
Rena Clark
Trooper Joseph Crabtree
Lieutenant Colonel Greg Dodson
Trooper Henry “Lee” Hutto
Sergeant Michael Jensen
Lieutenant J.J. Kane
Lieutenant Dozier W. Lee
Major Ernie Leggett
Peggy Martin
Trooper Darrell McClendon
Trooper Mark Nevergold
Trooper James E. Nolan
Matthew Ojo
Robert Peck
Trooper Patrick Riley
IN MEMORIAM
Lieutenant Clint C. Rhodes
Trooper Nathan Wayne Stewart
Trooper James “Jim” Vann
Trooper Bobby B. Walker
Sergeant Samuel Wilson
Sergeant Michael Zwirn

ILLINOIS
Bruce Tanner

IOWA
Dorothea Trotter

KENTUCKY
Chris Adams
Trooper Eric K. Chrisman
Titus Morris
Trooper J. Cameron Ponder

LOUISIANA
Senior Trooper Steven Vincent

MAINE
Janice Gould
Rachel Skolfield
George Storer

MARYLAND
Sherri Gardner
Donna Meadows
Delease Ryce
Loretta Talbot
Sally White

MASSACHUSETTS
Trooper Thomas Clardy
Mary “Tootsie” O’Hara

MICHIGAN
Tanja Brandon
Greta Gregory
Nancy McDaniel
Darlene Ross
Dave Smith
Doug Savala
Trooper Chad H. Wolf

MISSISSIPPI
Special Agent Lee Tartt

MISSOURI
Trooper James M. Bava

NEBRASKA
James “Jim” Reicks
Mark William

NEW JERSEY
Charlene Ann Cubelo
Trooper Sean Cullen
Rochelle Singley-Duncan
Gloria Groze
Tricia Kurtanick
Eli McCarson
Trooper Harry “Richard” Moore
Barry D. Seals

NORTH CAROLINA
Inspector Robert James Bowling

OHIO
Deputy Director Richard Baron
Sergeant Jeffrey Dallas
Geno Green
Trooper Daniel L. Keller
Earl Roe
James “Rudy” Rudibaugh
William Walters
Trooper Ryan Wilson

OREGON
Carolyn Stubblefield

TENNESSEE
Vincent Bamba
William Bateman
Mildred Coleman
William Cunningham
Esther Doyle
Robert Etheridge
Leo Green
Tony Hansberry
Joyce Harrell
Irvin Hicks
James Marks
Marvene Monohan
Dickey Pope
Eula Smith
Robert Stoetzel

Sharon Watkins
Micah Whitten
Edward Williams

TEXAS
Sergeant Karl Keese
Trooper Jeffery Nichols

VERMONT
Bruce Chenail
Linda Works

VIRGINIA
Billy Joe Bailey
Patricia “Catherine” Bergstrom
Donald Pearson Blackwell
Walter Core
Dianne Cruise
Trooper Chad Dermyer
Katie Hawk
Samantha Irby
Elmer Letteeer
Lillian Cook Lewis
Doris B. Lynn
Linda Melton
Irvin Powell
Judith G. Selph
Mable O. Shelton
Trooper Nathan-Michael Smith
Carl L. Trinkle
Mahnoor “Maha” Zahid

WASHINGTON
Detective Brent Hanger

WEST VIRGINIA
First Sergeant Joseph G. Portaro

WISCONSIN
Kevin McCulloch
Jackie Mendez

WYOMING
Catherine Jones
2016 Martha Irwin Awards for Lifetime Achievement in Highway Safety

The Martha Irwin Award for Lifetime Achievement in Highway Safety is presented annually to an AAMVA member jurisdiction employee or other individual whose primary function is directly associated with highway and traffic safety efforts and who has had a distinguished career in this arena. The individual can be currently active or retired. One award is presented for achievement in highway safety in Motor Vehicle Administration (MVA) and one for achievement in highway safety in Law Enforcement (LE).

**LAW ENFORCEMENT CATEGORY**
Tracy Trott, Colonel, Tennessee Highway Patrol

**MOTOR VEHICLE ADMINISTRATION CATEGORY**
Jesse White, Illinois Secretary of State

2015 International Driver Examiner Certification (IDEC) Outstanding Examiner of the Year Award

Annually, the International Driver Examiner Certification (IDEC) Board and AAMVA recognizes outstanding examiners through the IDEC Examiner of the Year award. Each member jurisdiction nominates one examiner for outstanding performance as a driver’s license examiner. Examiners are selected for their excellence in adhering to the principles and recommended practices of driver examining (the Examiner’s Code of Ethics) and for their high level of conduct in their profession.

Curtis Berryhill, Examiner I, Florida Highway Safety and Motor Vehicles

**2015 IDEC EXAMINER OF THE YEAR AWARD WINNERS**

**BRITISH COLUMBIA**
Nick Jordan

**FLORIDA**
Curtis Berryhill

**GEORGIA**
Sandra Young

**IOWA**
Bryan Nguyen

**KENTUCKY**
Trina Nugent

**MAINE**
Donald Pelletier

**MINNESOTA**
Chris Rohrer

**MONTANA**
Sandy Haynes

**NEVADA**
Annie Pe

**NEW JERSEY**
Holly Gallardo

**NEW YORK**
Terry Wray

**ONTARIO**
Steve Mortley

**UTAH**
Rich Richins

**VIRGINIA**
Robert Thomas

**WEST VIRGINIA**
Marion Rollins

**WISCONSIN**
Ross Dippel

**Wyoming**
Karmen Warrington

**WYOMING**
Karmen Warrington
2016 Public Affairs and Consumer Education (PACE) Awards

The Public Affairs and Consumer Education (PACE) Awards Program recognizes public relations, public affairs and consumer education excellence among the motor vehicle, law enforcement and traffic safety agencies across North America. They recognize creativity, cost effectiveness and the ability to reach consumers with a well-crafted, measured and executed message.

PACE OVERALL CAMPAIGN: BUDGET OVER $50K

Overall Winner, Manitoba Public Insurance, Who’s Driving? A Distracted Driving Campaign

PACE OVERALL CAMPAIGN: BUDGET UNDER $50K

Overall Winner, Colorado State Patrol, #CSPFightFatals Marketing Campaign

PACE DIVISION I: PRINT AND ELECTRONIC PUBLICATIONS AWARD

Division and Category 1A Winner; Category 1A: Print and Electronic Newsletter, Internal or External, New York Department of Motor Vehicles, On the Road Again

Category 1C Winner: Other Print or Electronic Publications, Texas Department of Public Safety Driver License Division, DL License to Drive Magazine

Category 1C Winner: Other Print or Electronic Publications, New York Department of Motor Vehicles, Security Feature of NY state Driver Licenses, Permits and ID Cards

PACE DIVISION II: VISUAL ARTS AWARD

Division and Category 2A Winner; Category 2A: Logo, Washington State Department of Licensing, WA Drives Logo

Category 2B Winner: Photography, Georgia Department of Driver Services, GA Department of Driver Services Governor’s Day of Service

Category 2C Winner: Display, Pennsylvania Department of Transportation, Live Free Ride Alive Skidbike Display

Category 2D Winner: Digital Graphics, Idaho Transportation Department, Gramma’s House or the Big House

PACE DIVISION III: ADVERTISING AWARD

Category 3A Winner: TV Commercial or PSA, Externally-Produced, Washington State Patrol, Washington State Patrol 2015 TV Recruitment Campaign

Category 3B Winner: TV Commercial or PSA, Internally-Produced, Idaho Transportation Department, Drive Safe, Belts On

Division and Category 3C Winner; Category 3C: Radio Commercial or PSA, Externally-Produced or Internally Produced, Washington State Patrol, Washington State Patrol 2015 Radio and Internet Recruitment Campaign

Category 3D Winner: Indoor or Outdoor Print or Digital Advertising, Alberta Transportation, Speeding Doesn’t Always Kill

PACE DIVISION IV: SPECIAL EVENTS AWARD

Division and Category 4A Winner; Category 4A: Media Event/Press Day, California Department of Motor Vehicles, AB 60: Launch of the Safe and Responsible Driver Act

Division and Category 4B Winner; Category 4B: Non Media Event, Indiana Bureau of Motor Vehicles, BMV State Fair Booth
PACE DIVISION V: VIDEO AWARD

Division and Category 5A Winner: Category 5A: Video Production, Internally-Produced, Minnesota State Patrol, Shattered Dreams, Distracted Driving Changes Lives

Category 5B Winner: Video Production, Externally-Produced, Alberta Transportation, Distractions Can Be Deadly

Category 5B Winner: Video Production, Externally-Produced, New York Department of Motor Vehicles, Do You Have What It Takes?

PACE DIVISION VI: WRITING AWARD

Category 6A Winner: News Release, Texas Department of Motor Vehicles, Two Steps, One Sticker

Division and Category 6C Winner: Category 6C: Feature Story, Virginia Department of Motor Vehicles, Ready for the Road Ahead

Category 6D Winner: Story Placement, California Department of Motor Vehicles, DMV Featured in Self-Driving Vehicle Documentary

Category 6E Winner: Speech, California Department of Motor Vehicles, Celebrating DMV’s 100 Year Milestone

PACE DIVISION VII: WEBSITES/TECHNOLOGY AWARD

Category 7A Winner: Website, Internally-Produced, Ohio Department of Public Safety, New Website

Category 7B Winner: Website, Externally-Produced, North Dakota Department of Transportation, Website

Category 7C Winner: Interactive Presentation, Ohio Department of Public Safety, Self Service Terminal Kiosk Tutorial

Division and Category 7D Winner: Category 7D: Use of Social Media, Wisconsin Department of Transportation, WisDOT #MoveOver 2015 Campaign
2016 Service and Security Awards

AAMVA’s Service and Security Awards recognize achievements in the following areas: excellence in government partnership, innovative use of technology, customer convenience, improvement through efficiencies, and fraud prevention and detection.

**TRAILBLAZER AWARD**

International Winner, Texas Department of Motor Vehicles, *webDEALER*

**COMMUNITY SERVICE AWARD**

International Winner, Indiana Bureau of Motor Vehicles, *Indianapolis Public School 44—Riverside Elementary Partnership*

**CUSTOMER CONVENIENCE AWARD**

Regional Winner, Motor Vehicle Administration, Maryland Department of Transportation, *Traffic Citation Payment Kiosk*

Regional and International Winner, Kentucky Department of Vehicle Regulation, *Kentucky Highway Use Tax On-Line E-File/E-Pay System (KYU E-File)*

Regional Winner, Motor Vehicle Division, Iowa Department of Transportation, *Self-Service Kiosks*

Regional Winner, Driver Services Bureau, Montana Motor Vehicle Division, *Driver Services Appointment Scheduling System*

**EXCELLENCE IN GOVERNMENT PARTNERSHIP AWARD**

Regional Winner, Motor Vehicle Administration, Maryland Department of Transportation, *Online Agent/Dealer Program*

Regional Winner, Pennsylvania Department of Transportation, *Online Agent/Dealer Program*

Regional Winner, Texas Department of Motor Vehicles, *Two Steps, One Sticker*

Regional Winner, Motor Vehicle Division, Iowa Department of Transportation, *Online Voter Registration*

Regional and International Winner, Oregon Department of Transportation, Driver & Motor Vehicle Services Division, *Non-Resident Violator Agreement Process Improvement*

Regional and International Winner, Washington Department of Licensing, *Non-Resident Violator Agreement Process Improvement*

**FRAUD PREVENTION AND DETECTION — LAW ENFORCEMENT AGENCY AWARD**

Regional and International Winner, Georgia Department of Driver Services, *Office of Investigative Services State Law Enforcement Certification Project*

**FRAUD PREVENTION AND DETECTION — LAW ENFORCEMENT INDIVIDUAL AWARD**

Regional Winner, *Trooper First Class Josh Whiteside*, Vehicle Fraud Investigation Unit, Troop J - Lancaster, Pennsylvania State Police

Regional and International Winner, *Larry McDuffie*, Criminal Investigator II, Office of Investigative Services, Georgia Department of Driver Services

Regional Winner, *Matt Dingbaum*, Investigator, Bureau of Investigation & Identity Protection, Motor Vehicle Division, Iowa Department of Transportation
2016 Service and Security Awards (continued)

**FRAUD PREVENTION AND DETECTION — MOTOR VEHICLE AGENCY AWARD**
- **Regional and International Winner**, Virginia Department of Motor Vehicles, *Enhanced Odometer Fraud Detection and Enforcement*
- Regional Winner, Division of Motor Vehicles, Wisconsin Department of Transportation, *Facial Recognition Program*
- Regional Winner, Washington Department of Licensing, *Vehicle Fraud Prevention Training*

**FRAUD PREVENTION AND DETECTION — MOTOR VEHICLE INDIVIDUAL AWARD**
- Regional Winner, Agent William F. Banahan, Motor Vehicle Administration, Maryland Department of Transportation
- Regional Winner, Wendy Hill, Investigative Assistant, Georgia Department of Driver Services
- **Regional and International Winner**, Special Agent David Buehrle, Compliance and Investigation Bureau, Missouri Department of Revenue

**IMPROVEMENT THROUGH EFFICIENCIES AWARD**
- **Regional and International Winner**, Pennsylvania Department of Transportation, *PennDOT Field Staff Mobilization*
- Regional Winner, Kentucky Department of Vehicle Regulation, *PODD Project*
- Regional Winner, Bureau of Motor Vehicles, Ohio Department of Public Safety, *OPLATES Web*
- Regional Winner, Montana Motor Vehicle Division, *Vehicle Dealer Licensing Efficiency Project*

**INNOVATIVE USE OF TECHNOLOGY AWARDS**
- Regional Winner, Motor Vehicle Administration, Maryland Department of Transportation, *Self-Service Kiosks for the Vehicle Emissions Inspection Program*
- Regional Winner, Pennsylvania Department of Transportation, *Taking the Pulse of Customer Service at PennDOT*
- Regional Winner, Georgia Department of Driver Services, *Customer Service Chat Feature*
- Regional Winner, Division of Motor Vehicles, Wisconsin Department of Transportation, *Registration Renewal iPad Kiosks*
- **Regional and International Winner**, Idaho Transportation Department, *Online Driver Record Dashboard*
Upcoming Events 2016–2017

2016 Region III Information Exchange
October 25–26, 2016 | Oak Brook, IL
DoubleTree by Hilton Chicago – Oak Brook

2017 Workshop & Law Institute Meeting
March 15–16, 2017 | Minneapolis, MN
Hyatt Regency Minneapolis

2017 Region IV Conference
May 21–24, 2017 | Seattle, WA
Westin Seattle

2017 Region II Conference
June 19–22, 2017 | Chattanooga, TN
Chattanooga Convention Center

2017 Region I Conference
July 9–12, 2017 | Portland, ME
Holiday Inn By the Bay

2017 Annual International Conference
August 21–23, 2017 | San Francisco, CA
Hyatt Regency San Francisco
Dealertrack and Manheim are proud to partner with AAMVA and the jurisdictions to accomplish our shared goals of reducing costs, mitigating risk and creating a truly end-to-end electronic title and registration solution.