2016 WorkShop & Law Institute

Cincinnati, OH • March 9-10

Program

American Association of Motor Vehicle Administrators
AAMVA intends to take photographs during the Workshop & Law Institute and publish them in educational, news, or promotional material appearing in print, electronic, or other media, including publication on the AAMVA website. All photographs are the exclusive property of AAMVA.
Pre-Conference Meetings

TUESDAY, MARCH 8

10:00 am – 5:00 pm  Combined Committees Meeting  Regency Ballroom EFG, 3rd Floor
Standing Committee Members Only

CONCURRENT MEETINGS  Regency Ballroom ABC, 3rd Floor
Standing Committee Members Only

Driver Standing Committee  Buckeye AB, 3rd Floor
Law Enforcement Standing Committee  Bluegrass AB, 3rd Floor
Vehicle Standing Committee  Hoosier AB, 4th Floor

12:00 pm – 5:00 pm  Exhibitor Move-In

1:00 pm – 5:00 pm  Registration

Ballroom Foyer, 3rd Floor
Workshop-at-a-Glance

TUESDAY, MARCH 8

10:00 am – 5:00 pm
- **Combined Committees Meeting**
  - Regency Ballroom EFG, 3rd Floor
- **Driver Standing Committee**
  - Buckeye AB, 3rd Floor
- **Law Enforcement Standing Committee**
  - Bluegrass AB, 3rd Floor
- **Vehicle Standing Committee**
  - Hoosier AB, 4th Floor

12:00 pm – 5:00 pm
- **Exhibitor Move-In**
  - Regency Ballroom ABC, 3rd Floor

1:00 pm – 5:00 pm
- **Registration**
  - Ballroom Foyer, 3rd Floor

WEDNESDAY, MARCH 9

7:30 am – 3:30 pm
- **Registration**
  - Ballroom Foyer, 3rd Floor

7:30 am – 8:30 am
- **Yeah! We Do That**
  - Buckeye AB, 3rd Floor

9:00 am – 10:15 am
- **GENERAL SESSION**
  - Opening Session
  - Regency Ballroom DEFG, 3rd Floor

10:00 am – 4:00 pm and 5:30 pm – 7:30 pm
- **Exhibit Hall Open**
  - Regency Ballroom ABC, 3rd Floor

10:15 am – 10:30 am
- **Networking Break**
  - Regency Ballroom ABC, 3rd Floor

10:30 am – 12:00 pm
- **CONCURRENT SESSIONS**
  - **Drug Impaired Driving**
    - Buckeye AB, 3rd Floor
  - **Salvaged, Damaged, and Junk Vehicles**
    - Bluegrass AB, 3rd Floor
  - **Verification Services**
    - Findlays, 2nd Floor

12:00 pm – 1:00 pm
- **Lunch**
  - Regency Ballroom ABC, 3rd Floor
### WEDNESDAY, MARCH 9 (continued)

<table>
<thead>
<tr>
<th>TIME</th>
<th>SESSION/MEETING</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:00 pm – 2:15 pm</td>
<td><strong>GENERAL SESSION</strong></td>
<td>Regency Ballroom DEFG, 3rd Floor</td>
</tr>
<tr>
<td></td>
<td>Automated &amp; Connected Vehicles</td>
<td></td>
</tr>
<tr>
<td>2:15 pm – 2:30 pm</td>
<td><strong>Transition Break</strong></td>
<td></td>
</tr>
<tr>
<td>2:30 pm – 3:30 pm</td>
<td><strong>CONCURRENT SESSIONS</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Legal Implications of Increased Automation</td>
<td>Buckeye AB, 3rd Floor</td>
</tr>
<tr>
<td></td>
<td>Mobile DL</td>
<td>Bluegrass AB, 3rd Floor</td>
</tr>
<tr>
<td></td>
<td>Insurance Verification at the Counter &amp; Roadside</td>
<td>Findlays, 2nd Floor</td>
</tr>
<tr>
<td>3:30 pm – 4:00 pm</td>
<td><strong>Networking Break</strong></td>
<td>Regency Ballroom ABC, 3rd Floor</td>
</tr>
<tr>
<td>4:00 pm – 5:00 pm</td>
<td><strong>CONCURRENT SESSIONS</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>AAMVA DMV Investigators Integration Working Group</td>
<td>Buckeye AB, 3rd Floor</td>
</tr>
<tr>
<td></td>
<td>Work Session</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CDL Rules &amp; Compliance</td>
<td>Bluegrass AB, 3rd Floor</td>
</tr>
<tr>
<td></td>
<td>Temporary Plates</td>
<td>Findlays, 2nd Floor</td>
</tr>
<tr>
<td>5:30 pm – 7:30 pm</td>
<td><strong>Networking Reception</strong></td>
<td>Regency Ballroom ABC, 3rd Floor</td>
</tr>
</tbody>
</table>

### THURSDAY, MARCH 10

<table>
<thead>
<tr>
<th>TIME</th>
<th>SESSION/MEETING</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 am – 12:00 pm</td>
<td><strong>Registration</strong></td>
<td>Ballroom Foyer, 3rd Floor</td>
</tr>
<tr>
<td>8:30 am – 10:00 am</td>
<td><strong>GENERAL SESSION</strong></td>
<td>Regency Ballroom DEFG, 3rd Floor</td>
</tr>
<tr>
<td></td>
<td>How to Recruit &amp; Retain Staff</td>
<td></td>
</tr>
<tr>
<td>10:00 am – 1:00 pm</td>
<td><strong>Exhibit Hall Open</strong></td>
<td>Regency Ballroom ABC, 3rd Floor</td>
</tr>
</tbody>
</table>
THURSDAY, MARCH 10 (continued)

10:00 am – 10:30 am  Networking Break  Regency Ballroom ABC, 3rd Floor

10:30 am – 12:00 pm  CONCURRENT SESSIONS

OMG! We’ve Been Hacked  Buckeye AB, 3rd Floor
Motor Carrier Topics  Bluegrass AB, 3rd Floor
Are Legal Status and Legal Presence the Same?  Findlays, 2nd Floor

12:00 pm – 1:00 pm  Lunch  Regency Ballroom ABC, 3rd Floor

12:30 pm – 2:30 pm  Legal Ethics Training  Hoosier AB, 3rd Floor

1:00 pm – 2:30 pm  CONCURRENT SESSIONS

All Things Title  Regency Ballroom DEFG, 3rd Floor
Graduated Driver Licenses (GDL)  Bluegrass AB, 3rd Floor
System Modernization  Findlays, 2nd Floor

2:30 pm – 2:45 pm  Networking Break  Ballroom Foyer, 3rd Floor

2:45 pm – 4:15 pm  CONCURRENT SESSIONS

Driver Town Hall  Bluegrass AB, 3rd Floor
Law Enforcement Town Hall  Findlays, 2nd Floor
Legal Services Town Hall  Hoosier AB, 4th Floor
Vehicle Town Hall  Buckeye AB, 3rd Floor

4:15 pm – 4:45 pm  GENERAL SESSION

Closing Session  Regency Ballroom DEFG, 3rd Floor
Program

WEDNESDAY, MARCH 9

<table>
<thead>
<tr>
<th>TIME</th>
<th>SESSION/MEETING</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 am – 3:30 pm</td>
<td>Registration</td>
<td>Ballroom Foyer, 3rd Floor</td>
</tr>
<tr>
<td>10:00 am – 4:00 pm and 5:30 pm – 7:30 pm</td>
<td>Exhibit Hall Open</td>
<td>Regency Ballroom ABC, 3rd Floor</td>
</tr>
<tr>
<td>7:30 am – 8:30 am</td>
<td>Yeah! We Do That</td>
<td>Buckeye AB, 3rd Floor</td>
</tr>
<tr>
<td>9:00 am – 10:15 am</td>
<td>GENERAL SESSION</td>
<td>Regency Ballroom DEFG, 3rd Floor</td>
</tr>
<tr>
<td></td>
<td>Opening Session</td>
<td></td>
</tr>
</tbody>
</table>

This informative session will cover all the programs, services, and products that AAMVA offers to members—including best practices and solutions, conferences and events, educational opportunities, information access, legislative support, technology systems, and much more. New attendees are especially encouraged to attend this session to become oriented to the association. Breakfast will be served.

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

9:00 am – 10:15 am
GENERAL SESSION
Opening Session
Join AAMVA Chair of the Board Richard D. Holcomb and AAMVA President & CEO Anne Ferro and their guests, Ohio Department of Public Safety Director John Born and Ohio Registrar Don Petit, in opening our 2016 Workshop & Law Institute. Hear what the three standing committees—driver, law enforcement, and vehicle—have been working on and what they will undertake during the coming year.

OPENING REMARKS
Richard D. Holcomb, Commissioner, Virginia Department of Motor Vehicles and Chair of the Board
Anne S. Ferro, President & CEO, AAMVA

REMARKS
Director John Born, Ohio Department of Public Safety
Don Petit, Registrar, Ohio Bureau of Motor Vehicles
STANDING COMMITTEE UPDATES

Julie Knittle, Assistant Director, Programs & Services Division, Washington Department of Licensing and Chair, Driver Standing Committee

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

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

Courtesy of Copart and Insurance Information Exchange (iiX), a unit of ISO Claims Services, Inc.

Networking Break

Regency Ballroom ABC, 3rd Floor

Drug Impaired Driving

Drug-impaired driving is a growing cause of traffic-related incidents. This session will cover the new Governors Highway Safety Association (GHSA) report on what states can do to address drug-impaired driving. Attendees will also get an update from a national drug recognition expert and learn about Washington’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

Erin Holmes, Director, Traffic Safety Programs, Foundation for Advancing Alcohol Responsibility

Chuck Hayes, DEC Program Regional Coordinator, International Association of Chiefs of Police

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

Salvaged, Damaged, and Junk Vehicles

This session will cover the latest developments in states that are working with salvaged, damaged, and junk vehicles. Attendees will also learn about the critical role that the National Motor Vehicle Titling Information System (NMVTIS) plays in keeping unsafe vehicles off of America’s roads.
WEDNESDAY, MARCH 9 (continued)

**FACILITATOR/PRESENTER**

Paul Steier, Director, Bureau of Investigation & Identity Protection, Iowa Department of Transportation and Member, Vehicle Standing Committee

**PRESENTERS**

William Childress, Executive Director, Virginia Motor Vehicle Dealer Board and Member, Vehicle Standing Committee

Mark Francis, Manager, Provincial Vehicle Registration & Licensing, Insurance Corporation of British Columbia and Member, Driver Standing Committee

Steve Levetan, Executive Vice President, Pull-A-Part, LLC

**Verification Services**

Findlays, 2nd Floor

This session will provide the latest information on how member jurisdictions are benefiting from use of AAMVA’s verification services to protect the identity of their customers and improve the integrity of the state-issued identity credential. Programs include the Driver License Data Verification Service (DLDV), the State-to-State Verification Service (DIVS S2S), Verification of Lawful Status (VLS), and the U.S. Passport Verification Service (USPVS).

**FACILITATOR/PRESENTER**

Philip Quinlan, Vice President, Business Solutions, AAMVA

**PRESENTERS**

Helen Myers, Division Manager, Driver Services Division, Maryland Motor Vehicle Administration

Ann Perry, Director, Bureau of Driver Services, Wisconsin Division of Motor Vehicles and Member, Driver Standing Committee

Scott Moran, IT Business Analyst, North Dakota Department of Transportation

Stephen Leak, Executive Director, Credential Programs, Indiana Bureau of Motor Vehicles

Clay Johnston, MIS Director, Mississippi Department of Public Safety

Nalini Rangaraju, Project Director, Verification Systems, AAMVA

12:00 pm – 1:00 pm **Lunch**

Regency Ballroom ABC, 3rd Floor
1:00 pm – 2:15 pm

**GENERAL SESSION**

**Automated & Connected Vehicles**

In the not-too-distant future, automated and connected vehicles will become a reality. What can your jurisdiction do to prepare? Attend this session and learn about the issues surrounding these technologies. AAMVA’s Autonomous Vehicle Working Group is developing guidelines and will give a progress update on the guidelines and discuss the automation in vehicles currently on the road as well as automation in vehicles that are in development and are being tested on the roads today.

**FACILITATOR/PRESENTER**

Jude F. Hurin, Administrator, Management Services & Programs Division, Nevada Department of Motor Vehicles

**PRESENTERS**

Nat Beuse, Associate Administrator for Vehicle Safety Research, National Highway Traffic Safety Administration

Matthew Schwall, PhD, Director Field Performance Engineering, Tesla Motors, Inc.

Brian Soublet, Chief Counsel/Deputy Director, California Department of Motor Vehicles and Member, Vehicle Standing Committee

2:15 pm – 2:30 pm

**Transition Break**

2:30 pm – 3:30 pm

**CONCURRENT SESSIONS**

**Legal Implications of Increased Automation**

Beyond the technology and rules of the road, increased automation comes with legal and liability impacts that have implications for members and their constituencies. This session will cover the safety benefits and the ways that it complicates how we generally think about “drivers” as the technology becomes more prevalent and intersects with larger sections of the population.

**FACILITATOR/PRESENTER**

Brian Soublet, Chief Counsel/Deputy Director, California Department of Motor Vehicles and Member, Vehicle Standing Committee

**PRESENTERS**

Jude F. Hurin, Administrator, Management Services & Programs Division, Nevada Department of Motor Vehicles

Charles Haake, Director and Assistant General Counsel, Global Automakers
### Mobile DL  
**Bluegrass AB, 3rd Floor**

The AAMVA Card Design Standard Committee along with the e-ID Working Group are developing new guidelines for members who want to explore the mobile driver license (DL) concept. Get an update on those efforts, the Iowa pilot, and insight from a standardization perspective and what industry is doing to develop these technologies.

**FACILITATOR/PRESENTER**

Geoff Slagle, Director, Identity Management, AAMVA

**PRESENTERS**

Paul Steier, Director, Bureau of Investigation & Identity Protection, Iowa Department of Transportation and Member, Vehicle Standing Committee

Loffie Jordaan, Senior Project Manager, AAMVA

### Insurance Verification at the Counter & Roadside  
**Findlays, 2nd Floor**

This session will cover what jurisdictions are currently doing to offer real-time insurance verification at the counter and roadside and how to mitigate any potential issues.

**FACILITATOR**

Julie Maaske, Deputy Director, Nebraska Department of Motor Vehicles

**PRESENTERS**

Sharee Webb, Assistant Director, Utah Division of Motor Vehicles

Sherry Helms, Revenue Manager, Alabama Department of Revenue

### Networking Break  
**Regency Ballroom ABC, 3rd Floor**

3:30 pm – 4:00 pm

### CONCURRENT SESSIONS

#### AAMVA DMV Investigators Integration Working Group Work Session  
**Buckeye AB, 3rd Floor**

Attend this session and participate in a working session to provide feedback on the early efforts of AAMVA’s DMV Investigators Integration Working Group.

**FACILITATOR/PRESENTER**

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

**PRESENTER**

Brian Ursino, Director, Law Enforcement, AAMVA
**WEDNESDAY, MARCH 9 (continued)**

**4:00 pm – 5:00 pm**

**CDL Rules & Compliance**

This session will be an open discussion on CDL issues of importance to jurisdictions. Topics will include updates on current rules, compliance, and upcoming issues such as State Compliance Plans, National Registry II, Entry Level Driver Training, and others.

**FACILITATOR/PRESENTER**

Julie Knittle, Assistant Director, Programs & Services Division, Washington Department of Licensing and Chair, Driver Standing Committee

**PRESENTERS**

Selden Fritschner, Senior Transportation Specialist, Federal Motor Carrier Safety Administration

Kevin Lewis, Director, Driver Programs, AAMVA

**Temporary Plates**

From pre-printed stock to print on demand, jurisdictions are tackling temporary plates in different and innovative ways. We'll discuss what is working and what isn’t across North America.

**FACILITATOR**

Tammi L. Popp, Division Chief, Bureau of Motor Vehicles Customer Services Division, Pennsylvania Department of Transportation and Member, Vehicle Standing Committee

**PRESENTERS**

Terri Albertson, Director, Nevada Department of Motor Vehicles and Member, Vehicle Standing Committee

W. Michael Cady, Attorney, Enforcement Division, Texas Department of Motor Vehicles

Bev Devine, Director of State Government Affairs, DealerTrack Technologies

**5:30 pm – 7:30 pm**

**Networking Reception**

Take time to network with colleagues, make new connections, and visit the exhibitors and sponsors in the Exhibit Hall.

*Courtesy of AutoPoint and PDP Group, Inc.*
## THURSDAY, MARCH 10

<table>
<thead>
<tr>
<th>TIME</th>
<th>SESSION/MEETING</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 am – 12:00 pm</td>
<td>Registration</td>
<td>Ballroom Foyer, 3rd Floor</td>
</tr>
<tr>
<td>10:00 am – 1:00 pm</td>
<td>Exhibit Hall Open</td>
<td>Regency Ballroom ABC, 3rd Floor</td>
</tr>
</tbody>
</table>

### 8:30 am – 10:00 am

**GENERAL SESSION**

**How to Recruit & Retain Staff**

Learn about challenges in recruiting, hiring, and retaining staff from widely varied generational groups such as millennials, Gen-Xers, boomers, and veterans. What appeals to each group and how does an agency leverage talents from across generations? Discover techniques and solutions for obtaining and holding on to top talent.

**PRESENTER**

Bob Nelson, *PhD, President, Nelson Motivation, Inc.*

### 10:00 am – 10:30 am

**Networking Break**

**CONCURRENT SESSIONS**

**OMG! We’ve Been Hacked**

This session will include a dynamic panel discussion on the increasing demands of cyber-security and how jurisdictions and industry are tackling the challenge.

**FACILITATOR**

Geoff Slagle, *Director, Identity Management, AAMVA*

**PRESENTERS**

Dave Burhop, *Chief Information Officer, Virginia Department of Motor Vehicles*

Andre Edmond, *Senior Security Engineer, LexisNexis*

Pierre Yves Boyer, *Chief Information Security Officer, AAMVA*

**Motor Carrier Topics**

This session will explore motor carrier topics that impact jurisdictions beyond licensing the commercial driver, such as the new Unified Registration System, collecting registration fees and taxes, cross-border movement, weigh station technology, and vehicle credentials.
**THURSDAY, MARCH 10 (continued)**

10:30 am – 12:00 pm  
**Are Legal Status and Legal Presence the Same?**  
Findlays, 2nd Floor

This session will include a discussion on how the DMV business has been impacted by the changing immigration landscape. Recent executive orders and court decisions continue to shape the terms agencies use—such as status or presence—and the documents required for transactions.

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

**PRESENTERS**
Terri Coombes, Director, Bureau of Programs and Policies, Illinois Secretary of State and Member, Board of Directors
Brian Soublet, Chief Counsel/Deputy Director, California Department of Motor Vehicles and Member, Vehicle Standing Committee
Ann Perry, Director, Bureau of Driver Services, Wisconsin Department of Transportation and Member, Driver Standing Committee

12:00 pm – 1:00 pm  
**Lunch**  
Regency Ballroom ABC, 3rd Floor

12:30 pm – 2:30 pm  
**Legal Ethics Training**  
Hoosier AB, 4th Floor

This session will provide legal services attendees with the opportunity to fulfill the ethics component of their Continuing Legal Education (CLE) credits.

**PRESENTER**
George D. Jonson, Managing Partner, Montgomery, Rennie & Jonson
THURSDAY, MARCH 10 (continued)

1:00 pm – 2:30 pm  
**CONCURRENT SESSIONS**

**All Things Title**  
Regency Ballroom DEFG, 3rd Floor

Participate in a dynamic round-robin of top vehicle title issues facing AAMVA members including electronic odometer disclosure, electronic lien/title, mechanic’s liens, lien sales, and the National Motor Vehicle Titling Information System (NMVTIS) Best Practices.

**FACILITATOR**  
Cathie Curtis, Director, Vehicle Programs, AAMVA

**PRESENTERS**  
Betty Johnson, Driver and Vehicle Records Administrator, Nebraska Department of Motor Vehicles and Chair, Vehicle Standing Committee

Sharon Madison, Deputy Director, Customer Service Delivery, South Carolina Department of Motor Vehicles and Member, Vehicle Standing Committee

Brian Soublet, Chief Counsel/Deputy Director, California Department of Motor Vehicles and Member, Vehicle Standing Committee

Casey Garber, Manager, Vehicle Programs, AAMVA

**Graduated Driver Licenses (GDL)**  
Bluegrass AB, 3rd Floor

This session will explore what’s new and what’s working across different jurisdictions to prepare young novice drivers to take the wheel. Come hear about Ontario’s results in enhancing young and novice driver safety and Washington’s research around young drivers and the different strategies required when dealing with different age groups. Also hear about how GDL is an integral part of the National Highway Traffic Safety Administration’s (NHTSA) Driver Education Standards.

**FACILITATOR/PRESENTER**  
Chris Caras, Director, Utah Department of Public Safety and Vice Chair, Driver Standing Committee

**PRESENTERS**  
Logan Purdy, Manager, Road Safety Policy Office, Road User Safety Division, Ontario Ministry of Transportation

Julie Knittle, Assistant Director, Programs & Services Division, Washington Department of Licensing and Chair, Driver Standing Committee

Kevin Lewis, Director, Driver Programs, AAMVA
THURSDAY, MARCH 10 (continued)

1:00 pm – 2:30 pm
(continued)

**System Modernization**

Findlays, 2nd Floor

In this session you will hear from System Modernization Working Group Technical Advisors on best practices in modernization projects. Take the opportunity to ask questions and learn from the experts during this open and free flowing discussion.

**FACILITATORS**

Patrice Aasmo, Director, Member Services, Regions I & II, AAMVA
Sheila Prior, Director, Member Services, Regions III & IV, AAMVA

**PRESENTERS**

Matt Zeltwanger, Project Manager, FAST Enterprises
Benjamin Hammel, Senior Director of Enterprise Architecture, MorphoTrust, USA
Steven Young, Senior Vice President, Mathtech, Inc.

2:30 pm – 2:45 pm

**Networking Break**

Ballroom Foyer, 3rd Floor

2:45 pm – 4:15 pm

**CONCURRENT SESSIONS**

**Driver Town Hall**

Bluegrass AB, 3rd Floor

An open discussion and dialogue on all things related to drivers, driver licensing, and identity management. Bring the issues you are facing and find out how others are handling the same problems. This is a great opportunity to interact with your peers and establish new contacts in other jurisdictions.

**FACILITATORS**

Julie Knittle, Assistant Director, Programs & Services Division, Washington Department of Licensing and Chair, Driver Standing Committee
Chris Caras, Director, Utah Department of Public Safety and Vice Chair, Driver Standing Committee

**Law Enforcement Town Hall**

Findlays, 2nd Floor

An open discussion and dialogue on all things related to the collaboration among law enforcement, driver, and vehicle administrators to improve highway and public safety. Bring the issues you are facing and find out how others are handling the same problems. This is a great opportunity to interact with your peers and establish new contacts in other jurisdictions.

**FACILITATOR**

Darrin Grondel, Director, Washington Traffic Safety Commission and Chair, Law Enforcement Standing Committee
THURSDAY, MARCH 10 (continued)

Legal Services Town Hall  Hoosier AB, 4th Floor
An open discussion and dialogue on all things related to the legal issues jurisdictions are facing on a daily basis. This is your chance to collaborate on the issues and solutions that are shaping the legal environment for motor vehicle and law enforcement agencies.

FACILITATOR
Cian Cashin, Director, Government Affairs, AAMVA

Vehicle Town Hall  Buckeye AB, 3rd Floor
An open discussion and dialogue on all things related to vehicles, registration, titling, and more. Bring the issues you are facing and find out how others are handling the same problems. This is a great opportunity to interact with your peers and establish new contacts in other jurisdictions.

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

4:15 pm – 4:45 pm

GENERAL SESSION

Closing Session  Regency Ballroom DEFG, 3rd Floor
Anne S. Ferro, President & CEO, AAMVA
Ian Grossman, Vice President, Member Services & Public Affairs, AAMVA
ACF Technologies, Inc.

Josh Gravley • josh.gravley@acftechnologies.com
P: 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
P: 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.
Applus Technologies, Inc.

**Workshop Badge Holder Sponsor**

**Dennis Palmer** • dpalmer@applustech.com  
P: 847-687-8499 • www.applustech.com

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.

AudaExplore

**Private-Label Water Sponsor**

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

Explore Information Services, LLC and the U.S. operations of Audatex North America, Inc. have joined forces to become AudaExplore, a leading provider of underwriting and claims solutions to the insurance carrier, repair shop, and government agency markets. For more than 20 years, Explore has been a trusted partner of government entities in providing violation monitoring and driver record information to the insurance industry. Explore 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.
AutoPoint

Reception Cosponsor

Bob Priselac  •  sales@autopoint.com
P: 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 and 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.

CBN Secure Technologies, Inc.

Wednesday Morning Networking Break Sponsor

Dan Sanchez  •  dsanchez@cbnsti.com
P: 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 208

David Kelly  •  david@stormkingstrategies.com
P: 703-786-0980  •  www.ignitioninterlocks.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.
Copart
Opening Session Cosponsor

Jerry Sullivan • Jerry.Sullivan@Copart.com  
P: 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.

Entrust Datacard

Kathleen Synstegaard • Kathleen.synstegaard@entrustdatacard.com  
P: 952-988-1836 • 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.

Fast Enterprises, LLC

USB Flash Drive & Download Center Sponsor

James G. Harrison • JHarrison@FastEnterprises.com  
P: 877-275-3278 • www.fastenterprises.com

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!
Foster & Freeman  
Booth 308

David Tobin  • david.tobin@fosterfreeman.com
P: 888-445-5048  • www.fosterfreeman.com

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

HID Global  
Booth 200

Rob Wolak  • rwolak@hidglobal.com
P: 952-946-6327  • 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.

IBM  
Booth 100

Richard Redpath  • redpath@us.ibm.com
P: 302-588-4002  • www.mi.ibmjstart.com

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 a means for verification.
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.

Insurance Information Exchange (iiX)
Opening Session Cosponsor
Katie James  •  kjames@verisk.com
P: 979-393-9182  •  www.iix.com

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 101
Von Swalley  •  vswalley@iti4dmv.com
P: 260-459-8800, C: 317-408-8064  •  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.
**LexisNexis Payment Solutions**

**Booth 206**

**Kelly Tralongo** • kelly.tralongo@lexisnexis.com  
P: 800-669-8313 ext. 86853 • 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**

**Elevator Cling Sponsor**

**Dale Brown** • dale.brown@lexisnexis.com  
P: 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.

**LTAS Technologies Inc.**

**Booth 300**

**Allen Atamer** • info@harmari.com  
P: 877-352-3277 • www.harmari.com

LTAS Technologies provides Harmari Search to eight state and three provincial motor vehicle dealer enforcement units to help combat odometer/title fraud, curbstoning, and unlicensed business activity. Harmari Search is an archive of 625 million live and historic Craigslist, Backpage, and AutoTrader ads providing the investigator with powerful capabilities not available on those websites themselves. Harmari Odometer Drip report red-flags any vehicles advertised with a known odometer discrepancy based on Carfax data, which is delivered weekly to investigators. Harmari Curbfinder report is a comprehensive spreadsheet of all unregistered vehicle dealers that have sold more than X vehicles per year.
Marquis ID, a Gemalto company  
_Booth 306_

**Hotel Key Card Sponsor**

Steve Purdy  •  steve.purdy@gemalto.com  
P: 215-367-4361  •  www.marquis-id.com

Marquis ID Systems (MIDS), a Gemalto company, is the fastest growing provider of driver’s license solutions in North America, now serving more than ten jurisdictions and still growing! Our field-proven, flexible solutions are supported by the resources and technology of Gemalto - one of the world's largest software companies and the world leader in digital security. MIDS delivers the solutions you need today and provides a bridge to the solutions you’ll need tomorrow, including digital driver licenses for mobile devices, multi-program smart cards, and advanced capture and biometric matching systems.

Mathtech Inc.  
_Booth 302_

Steve Young  •  syoung@mathtechinc.com  
P: 609-689-8520  •  www.mathtechinc.com

System Modernization—Clear Direction for Project Success. Mathtech has a 50-year tradition of successfully completing projects and working collaboratively with our clients. Mathtech has significant experience working with jurisdictions to plan and implement system modernizations. Our consultants help agencies define goals and create a vision for new business processes and technology. We help define requirements, prepare RFPs, design enterprise architectures, develop Business and IT Strategic plans, implement databases and systems, and manage large projects. Our PMO/Oversight/IV&V team has helped many agencies successfully complete complex projects. Contact us and we can share many lessons learned from other projects.

Matica Technologies, Inc.  
_Booth 207_

Bill Potwin  •  b.potwin@maticatech.com  
P: 864-272-1199 ext. 131  •  www.maticatech.com

Matica manufactures equipment for central and over-the-counter (OTC) issuance of driver licenses and ID cards. Our DL-specific products include our very popular XID line of desktop card printers; desktop laser engravers; and printers, lasers, and mailing equipment for central issuance. Six U.S. states have chosen Matica for their DL/ID issuance and each state that has reached the end of its initial contract term using Matica equipment has chosen to continue using Matica products for their next contract term. We think this speaks volumes about our product reliability, post-sale support, and overall commitment to customer satisfaction.
**MorphoTrust USA**

**Attendee Bag Sponsor**

**Julie Zomar** • jzomar@morphotrust.com
P: 978-799-1720 • [www.morphotrust.com](http://www.morphotrust.com)

MorphoTrust USA – The Identity Company™ – is THE expert in simplifying, protecting, and securing the lives of American people everywhere that identity matters. The Identity Company is leading industry efforts to define and architect the next generation of credential and authentication solutions. Visit [www.morphotrust.com/mDL](http://www.morphotrust.com/mDL) to watch the Iowa mDL pilot video or stop by MorphoTrust’s booth to find out more about our MVA solutions.

---

**Motor Vehicle Network (MVN)**

**Brad Savage** • bsavage@mvnetwork.com
P: 800-922-9933 • [www.mvnetwork.com](http://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.

---

**MV VeriSol**

**Charlie Pecchio** • cpecchio@mvverisol.com
P: 888-837-4765 ext. 121 • [www.mvverisol.com](http://www.mvverisol.com)

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

Conference Mobile App Sponsor

Kellie Benoit Kerstetter • kellie@egov.com
P: 615-424-7839 • www.egov.com

NIC is the nation’s leading provider of digital government services, mobile applications, and secure payment processing solutions. We manage more than 250 motor vehicle- and driver-related online services in 28 states that make it easy for constituents to interact with DMV agencies at any time of day or night from any device. We use technology to simplify complex processes, reduce agency costs, and deliver high driver satisfaction. Our proven self-funded solution also provides user-friendly services at no cost to DMV agencies.

OpSec Security, Inc.

Alex Lewis • alewis@opsecsecurity.com
P: 803-230-5114; 717-293-4110 • www.opsecsecurity.com

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

_Reception Cosponsor_

**John Yarbrough**  •  jcyarbrough@pdpgroupinc.com
P: 443-799-7783  •  [www.pdpgroupinc.com](http://www.pdpgroupinc.com)

PDP Group offers tailored automotive risk solutions for dealers and lenders. PDP Group’s services include retail and lease insurance tracking, comprehensive nationwide paper title administration, and electronic lien and title (ELT) processing. PDP Group’s Simply ELT® program is a web-based electronic title solution enabling financial institutions of all sizes to participate in state programs. In addition, PDP Group is nationally known for providing insurance products for service rental programs, floor plan inventory, and dealer property and casualty coverage. These programs allow clients to retain and strengthen relationships with their customers.

Qmatic Corporation

**John Wordingham**  •  john.wordingham@qmatic.com

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

Chair
Richard D. Holcomb, Commissioner, Virginia Department of Motor Vehicles

Members
Whitney Brewster, Executive Director, Texas Department of Motor Vehicles
Terri Coombes, Deputy Chief of Staff/Director of Programs & Policies, Illinois Office of the Secretary of State
Heidi Francis, Assistant Deputy Minister, Ontario Road User Safety Division
Colonel Scott Hernandez, Colorado State Patrol
Robert Ide, Commissioner, Vermont Department of Motor Vehicles
Lisa Kaspar, Director, Kansas Department of Revenue
Pat Kohler, Director, Washington Department of Licensing
Rhonda Lahm, Director, Nebraska Department of Motor Vehicles
Susan Lucas, Director, Driver & Vehicle Licensing, Insurance Corporation of British Columbia
Raymond Martinez, Chairman and Chief Administrator, New Jersey Motor Vehicle Commission
Tom McClellan, Administrator, Oregon Driver and Motor Vehicle Services
Brad Simpson, Director, Utah Division of Motor Vehicles

Vice Chair
Jean Shiomoto, Director, California Department of Motor Vehicles

Secretary/Treasurer
Kurt Myers, Deputy Secretary, Pennsylvania Driver and Vehicle Services

Immediate Past Chair of the Board
Mark Lowe, Director, Iowa Motor Vehicle Division, Iowa Department of Transportation

Ex-officio Member
Anne S. Ferro, President & CEO, AAMVA
# AAMVA Standing Committee Members

## DRIVER STANDING COMMITTEE

**Chair**  
Julie Knittle, Washington

**Vice Chair**  
Christopher Caras, Utah

**Board Advisors**  
Heidi Francis, Ontario  
Lisa Kaspar, Kansas

**Members**  
Gord Bryant, Alberta  
Mary Ford, Iowa  
Mark Francis, British Columbia  
Captain William Haynes, New Hampshire  
Michael Hogan, Tennessee  
Rick Khanna, Massachusetts  
Katy Lloyd, Virginia  
Owen McShane, New York  
Ann Perry, Wisconsin  
Cynthia Sneed, Georgia  
Frank Valenta, South Carolina  
Deann Williams, Kansas  
Captain Frederick Williams, Kentucky  
Cindy Zuerblis, Connecticut

## LAW ENFORCEMENT STANDING COMMITTEE

**Chair**  
Darrin Grondel, Washington

**Vice Chair**  
Major Christopher Grotton, Maine

**Board Advisor**  
Colonel Scott Hernandez, Colorado

**Members**  
Frank Alvarez, California  
Lieutenant Kevin Andrews, Vermont  
Captain David Earney, Missouri  
Assistant Chief James Epperson, California  
Pamela Goheen, Virginia  
Judy Johnson, Florida  
Inspector Joanne Keeping, Manitoba  
Santiago Palomera, Idaho  
Damaris Reynolds, Florida  
Jessica Ross, Kansas  
Captain Robert Sawyer, North Carolina  
Lieutenant Colonel Derek Stewart, Tennessee  
William Totten, West Virginia  
Captain Christopher Turner, Kansas

## VEHICLE STANDING COMMITTEE

**Chair**  
Betty Johnson, Nebraska

**Board Advisor**  
Jean Shiomoto, California

**Members**  
Terri Albertson, Nevada  
Dawna Attig, Vermont  
William Childress, Virginia  
Kevin Garvey, Indiana  
Chief Timothy Hotaling, New York  
Jeff Hudebine, Ontario  
Christopher Kiyoshi, Idaho  
Sharon Madison, South Carolina  
Tammi Popp, Pennsylvania  
Deborah Roby, Florida  
Mark Silk, Maine  
Robert Smith, Arizona  
Brian Soublet, California  
Paul Steier, Iowa  
Terry Walsh, Wisconsin
Upcoming Meetings

2016 ANNUAL REGION IV CONFERENCE
May 16–19, 2016
Hilton Portland & Executive Tower
Portland, Oregon

2016 ANNUAL REGION II CONFERENCE
June 12–15, 2016
Louisville Marriott Downtown
Louisville, Kentucky

2016 ANNUAL REGION I CONFERENCE
July 17–20, 2016
Sheraton Burlington Hotel & Conference Center
South Burlington, Vermont

2016 ANNUAL INTERNATIONAL CONFERENCE
August 16–18, 2016
Williamsburg Lodge
Williamsburg, Virginia
See you next year!

safe drivers
safe vehicles
secure identities
saving lives!