



**REGION 1  
CONFERENCE**  
CAMBRIDGE, MD  
MAY 14-16

## CONFERENCE AT A GLANCE

Monday, May 13	
8:00 am - 12:00pm	General Service Contractor Move-in
12:00 pm – 5:00 pm	Exhibitor Move-in
1:00 pm - 5:00 pm	Registration
2:00 pm – 5:00 pm	<b>Board of Directors Meeting</b>
3:00 pm – 5:00 pm	<b>Program Session Leads Meeting</b>
4:00 pm – 6:00 pm	<p><b>AAMVA: Yeah, We Do That!</b> Come meet your peers, have a refreshments and learn about all the programs, services, and products that AAMVA offers to members—including best practices and solutions, conferences and events, educational opportunities, information access, legislative support, technology systems, and much more. New attendees are especially encouraged to attend this session to become oriented to the association.</p>
6:00 pm – 8:30 pm	<b>Administrators Dinner</b> - Blue Point Provision Company <i>(Invitation Only)</i>
8:30 pm – 10:00pm	<p><b>S'mores Networking Event</b> Join us for a fun evening around the fire pit and catch up with your colleagues and friends over hot chocolate and s'mores.</p>
Tuesday, May 14	
7:30 am – 8:30 am	Breakfast – Exhibit Hall
7:30 am – 5:00 pm	Registration
8:30 am – 10:30 am	<p><b>GENERAL SESSION: Opening Ceremonies, Membership Meeting &amp; Keynote Presentation</b> Join Region 1 President Christine Nizer, Chair of the Board Rhonda Lahm of Nebraska and President &amp; CEO Anne Ferro in opening the 2019 Region 1 Conference.</p> <p><b>Keynote Presentation: What I Wish I Knew Before I Became an Executive</b> Hear from the Honorable Pete Rahn, Secretary of the Maryland Department of Transportation (MDOT), as he provides insights about what he learned in becoming an executive.</p>
10:30 am – 11:00 am	Refreshment Break – Exhibit Hall

11:00 am – 12:00 pm	<b>GENERAL SESSION: Workplace Impairment - Where to Begin?</b> What tools are available to promote and enforce a drug & alcohol-free workplace? Due to the legalization of marijuana in some jurisdictions and the opioid crisis across the U.S. and Canada, how can jurisdictions support workplace health and safety and enforce a drug-free workplace policy and program.
12:00 pm – 1:00 pm	Lunch (exhibit hall)
1:00 pm – 2:00 pm	<b>CONCURRENT SESSION: eCredentials</b> The use of electronic credentials is fast growing with motor carriers having the option to carry International Registration Plan (IRP) cab cards and International Fuel Tax Agreement (IFTA) licenses as an electronic image, to states permitting use of an electronic copy of insurance card during a traffic stop and others implementing or introducing legislation to implement mobile drivers licensing. In this session we will discuss; roadside enforcement of electronic credentials, experiences, update on pilots and legislation processes.
1:00 pm – 2:00 pm	<b>CONCURRENT SESSION: Buying and Selling Vehicles Online</b> Join this panel session to hear about the soon-to-be published AAMVA Best Practice for the Regulation of Internet Vehicle Sales. In this session you will also hear about some of the Internet vehicle sales business models for the buying and selling of vehicles, and an alternative to owning, leasing or renting a vehicle.
2:00 pm – 2:10 pm	Transition Break
2:10 pm – 3:10 pm	<b>CONCURRENT SESSION: Reducing Suspended Drivers and Alternative Reinstatement Best Practices</b> Across North America, at any given time, approximately 7% of all drivers are suspended. This session will provide an update on the November 2018 Best Practices document for Reducing Suspended Drivers and Alternative Reinstatement by the AAMVA Suspended Driver Alternative Reinstatement Working Group and a panel discussion on the impacts of suspending driving privileges for non-highway safety reasons and best practices for addressing the results.
2:10 pm – 3:10 pm	<b>CONCURRENT SESSION: Electronic Title Transactions: From ELT to E-Title</b> In this session we will cover the difference between ELT and E-Title. You will also hear the different approaches and timing jurisdictions use to issue titles are.
3:10 pm – 3:30 pm	Refreshment Break – Exhibit Hall
3:30 pm – 5:00 pm	<b>GENERAL SESSION: Industry Emerging Trends and Technology</b> Hear from industry what they are anticipating in future years, what trends they are seeing that may impact DMVs, their strategies to stay ahead of the needs and their ideas for servicing the DMVs of the future.
5:30 pm – 6:30 pm	<b>President's Reception</b> - Exhibit Hall
6:30 pm	FREE EVENING

Wednesday, May 15	
7:30 am – 8:30 am	Breakfast- Exhibit Hall
8:00 am – 5:00 pm	Registration
8:30 am – 9:50 am	<b>GENERAL SESSION: Jurisdiction Roundtable</b> We'll hear from the Region 1 jurisdictions about their vision of the future including topics such as REAL ID, State-to-State, compacts and foreign reciprocity, ignition interlock, impaired driving, and verification systems.
9:50 am – 10:00 am	Transition to QuickConnect
10:00 am – 12:00 pm	<b>QuickConnect</b>
12:00 pm – 1:00 pm	Lunch
1:00 pm – 2:00 pm	<b>CONCURRENT SESSION: Not-So-Conventional Vehicles</b> Join this interactive session to discuss the issues jurisdictions are facing when it comes to non-traditional vehicles, such as scooters/personal mobility devices and modified vehicles. We'll also hear about the the e-scooter white paper.
1:00 pm – 2:00 pm	<b>CONCURRENT SESSION: Interacting with the Aging Driver and Those Medically at Risk</b> Hear from jurisdictions on how they manage the aging driver and medically at risk customer populations. Discuss the relationship between customer lifespan and drivability measurements. etc.
2:00 pm – 2:10 pm	Transition Break
2:10 pm – 3:10 pm	<b>CONCURRENT SESSION: Employee Recruitment and Retention: Adapting Best Practices for Your Needs</b> Join the conversation to discuss best practices for recruiting and retaining talented, engaged, and loyal employees within a multigenerational workplace.
2:10 pm – 3:10 pm	<b>CONCURRENT SESSION: Salvage, Junk and Auto Theft Trends</b> This session will provide a facilitated discussion on AAMVA's Salvage and Junk Vehicle Best Practice document and latest auto theft trends that jurisdictions are experiencing.
3:10 pm – 3:40 pm	Refreshment Break - Exhibit Hall
3:40 pm – 4:30 pm	<b>CONCURRENT SESSION: Law Enforcement Roundtable</b> Join this open discussion on issues impacting law enforcement and take advantage of the opportunity to collaborate with your peers to find solutions to challenges affecting your department.
3:40 pm – 4:30 pm	<b>CONCURRENT SESSION: Contact Center Evolution</b> Join the discussion of new applications and strategies to communicating with customers and how to apply these in your workplace. Hear from other agencies on best practices and lessons learned from the utilization of these different contact mediums and applications.
3:40 pm – 5:00 pm	Exhibitor Move-out
4:30 pm – 5:30 pm	<b>Administrators Reception</b> ( <i>Invitation Only</i> ) Jurisdiction chief administrators are invited for an open round-table discussion of topics on interest and concern.
4:30 pm – 5:30 pm	<b>Jurisdiction Staff Reception</b> ( <i>Invitation only</i> ) Jurisdiction representations are invited to exchange ideas with their peers in an informal setting.
6:00 pm – 9:00 pm	<b>Night of Networking</b> – Harriet Tubman Museum & Educational Center

Thursday, May 16	
7:30 am – 8:30 am	<b>Traditional Past Presidents' Breakfast</b>
8:30 am – 9:30 am	<b>GENERAL SESSION: Region 1 Administrators Leadership Insights</b> Let's "get personal" and hear more about the challenges and opportunities that lead to our administrators' career paths. Learn about their motivators and the choices that enabled them to succeed.
9:30 am – 9:40 am	Transition Break
9:40 am – 10:50 am	<b>GENERAL SESSION: Customer Management, Security and Office Design</b> Is your office designed for maximum efficiency and flow, as well as the security of your customers and staff? Learn how to design your office for minimum wait times and premium customer satisfaction, without sacrificing safety and security.
10:50 am – 11:00 am	Refreshment Break
11:00 am – 12:00 pm	<b>CONCURRENT SESSION: Building Relationships: Creating a Partnership with the Courts</b> What steps can we take to build relationships with the Judiciary that facilitate information sharing, understanding of each other's processes, and shared goals? This session will include perspectives from the courts and jurisdictions on how to effectively build these relationships.
11:00 am – 12:00 pm	<b>CONCURRENT SESSION: Adapting to Driver-Assistance Technology</b> Explore what jurisdictions are doing to adapt to the new driver-assist technology and identify impacts on training both younger and older drivers and vehicle registration.
12:00 pm – 1:30 pm	<b>Awards Luncheon</b>
1:30 pm – 3:00 pm	<b>FRAUD</b> Join subject matter experts in small group discussions related to fraud. <ul style="list-style-type: none"> <li>• Facial Recognition</li> <li>• Human Trafficking</li> <li>• Multi-State Initiatives</li> </ul>
3:00 pm – 3:15 pm	Transition Break
3:15 pm – 5:00 pm	<b>GENERAL SESSION: Data Sharing, Privacy and Compliance</b> In this session you will hear about the Driver Privacy Protection Act (DPPA). Learn how jurisdictions are managing data sharing, protecting access to confidential customer information and ensuring compliance of approved third parties with access to jurisdiction data.
6:00 pm – 9:30 pm	<b>Maryland State Reception and Banquet</b>