Program

Registration Hours
Atrium
Tuesday, March 19  1:00 pm – 5:00 pm
Wednesday, March 20  8:00 am – 4:00 pm
Thursday, March 21  8:00 am – 12:00 pm

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

Pre-Workshop Meetings

Tuesday, March 19, 2019

1:00 pm – 5:00 pm
Registration
Atrium

9:00 am – 5:00 pm
Combined Standing Committees Meeting (Committee Members Only)
Constellation CDEF

Concurrent Meetings (Committee Members Only)
Driver Standing Committee
Frederick

Law Enforcement Standing Committee
Annapolis

Vehicle Standing Committee
Columbia
Wednesday, March 20, 2019

8:00 am – 4:00 pm
Registration
Atrium

8:00 am - 9:00 am
Breakfast
Harborview

9:00 am – 10:30 am
GENERAL SESSION
Opening Session
Constellation AB
Join AAMVA Chair of the Board Rhonda Lahm and AAMVA President & CEO Anne Ferro and their guests in opening the 2019 Workshop & Law Institute. Hear what the three Standing Committees—Driver, Vehicle, and Law Enforcement—have accomplished and what they will undertake during the coming year.

Opening Remarks
Rhonda Lahm, Director, Nebraska Department of Motor Vehicles and Chair, AAMVA Board
Anne S. Ferro, President and CEO, AAMVA

Remarks
Christine Nizer, Administrator, Maryland Motor Vehicle Administration, Member at Large, AAMVA Board, and Board Advisor, Law Enforcement Standing Committee
Colonel William M. Pallozzi, Superintendent, Maryland Department of State Police

Standing Committees Updates
Mimzie Herklotz-Dennis, Senior Manager, Driver License Regional Operations, Texas Department of Public Safety and Chair, Driver Standing Committee
Assistant Chief Jason Berry, Commercial Vehicle Enforcement Bureau, Washington State Patrol and Chair, Law Enforcement Standing Committee
Tony Hall, Assistant Chief of Regional Services, Texas Department of Motor Vehicles, Chair, Vehicle Standing Committee, and Chair, NMVTIS Business Rules Working Group

10:30 am – 10:45 am
Transition Break
Atrium
10:45 am – 12:00 pm
CONCURRENT SESSIONS

What's New in the Fight Against Impaired Driving?
Constellation C
In this session you will hear the latest on marijuana legalization in Canada and the newest research from the Governors Highway Safety Association (GHSA) on marijuana's effect on traffic safety. We will also view AAMVA's new ignition interlock law enforcement training video and share what AAMVA is doing to improve reciprocity.

Facilitator: Brian Ursino, Director, Law Enforcement Programs, AAMVA

Presenters: Russ Martin, Director of Policy and Government Relations, Governor’s Highway Safety Association
Inspector Steve Burke, Royal Canadian Mounted Police and Member, Law Enforcement Standing Committee

Best Practices for Regulating the Advertising, Buying, and Selling of Vehicles Online
Constellation D
Join this session to hear about the soon-to-be published AAMVA Best Practice for the Regulation of Internet Vehicle Sales. We will also discuss some of the new vehicle sales business models that use the internet as the primary tool for advertising, buying, and selling vehicles.

Facilitator: Cathie Curtis, Director, Vehicle Programs, AAMVA

Presenters: William Childress, Executive Director, Virginia Motor Vehicle Dealer Board and Member, Internet Vehicle Sales Working Group
Teri Baltisberger, Services Manager III, Management Services and Programs Division, Nevada Department of Motor Vehicles, Member, Vehicle Standing Committee, and Member, Internet Vehicle Sales Working Group
Paula J. Shaw, Executive Director, Tennessee Motor Vehicle Commission, Member, Vehicle Standing Committee, and Member, Internet Vehicle Sales Working Group

Medically-at-Risk Drivers
Constellation E
This session will cover the Toolkit for state driver licensing agencies (SDLAs) which helps identify the various techniques and screening tools available to assist jurisdictions in assessing visual, physical, and cognitive abilities in drivers.

Facilitator: Denise Hanchulak, Program Director, Standards & Certification, Driver Programs, AAMVA

Presenters: Vanya Jones, PhD, Assistant Professor, Johns Hopkins Bloomberg School of Public Health Nanette Schieke, Chief, Driver Safety Division, Maryland Motor Vehicle Administration
Debra Carney, Compliance Officer, Driver Fitness, Iowa Department of Transportation

12:00 pm – 1:00 pm
Lunch
Harborview
1:00 pm – 2:00 pm
GENERAL SESSION
What is Leadership Today?
Constellation AB
Leadership requires agility. This is accomplished through effective communications and leadership skills to promote creative problem solving and effective teamwork. Hear from innovative leader Bob Kulhan, author of *Getting to “Yes And,”* about his unique approach to leadership by combining the science of communication, cognitive psychology, social psychology, and behavioral economics. His insights are sure to leave attendees with a new view on fostering a collaborative culture, active listening, and collaboration.
Presenter: Bob Kulhan, Founder and CEO, Business Improv

2:00 pm – 2:15 pm
Transition Break
Atrium

2:15 pm – 3:30 pm
CONCURRENT SESSIONS

Reducing Suspended Drivers and Alternative Reinstatement Best Practices
Constellation C
Hear about AAMVA's updated Reducing Suspended Drivers and Alternative Reinstatement Best Practices addressing alternatives to traditional or established license reinstatement practices including a particular focus on the younger driver. The session will also include discussion about the suspended driver related lawsuits that many jurisdictions are facing.
Facilitator/Presenter: Brian Ursino, Director, Law Enforcement Programs, AAMVA
Presenters: Marcy Coleman, Assistant Administrator for Safety & Regulations, Rhode Island Division of Motor Vehicles
Julie Knittle, Director, Member Services, Regions 3 & 4, AAMVA

ELT vs. E-Title
Constellation D
Join us for an interactive session where together we will cover the difference between ELT and E-Title. You will learn how much you know about each topic and how jurisdictions are using both technologies to gain efficiencies and customer service.
Facilitator: Casey Garber, Manager, Vehicle Programs, AAMVA
Presenters: Tony Hall, Assistant Chief of Regional Services, Texas Department of Motor Vehicles, Chair, Vehicle Standing Committee, and Chair, NMVTIS Business Rules Working Group
Andrew Conway, Deputy Director, Registration Operations Division, California Department of Motor Vehicles
Sarah Hunsicker, Director of Government Affairs, DealerTrack
Ralene Whitmer, Title and Registration Specialist, Motor Vehicle Division, Arizona Department of Transportation
Law Enforcement Interaction with Electronic Credentials at Roadside
Constellation E
This session will address what the future of roadside enforcement looks like with the advent of more electronic credentialing. From mobile driver licenses, to electronic registration, insurance, log books, and commercial vehicle permits, law enforcement needs to be prepared for this evolving environment.

Facilitator: Paul Steier, Manager, Law Enforcement Programs, AAMVA

Presenters: Captain Thomas J. Foster, Commercial Vehicle Division, Washington State Patrol Tim Adams, CEO, IRP, Inc. Major Melissa Zebley, Delaware State Police and Member, Law Enforcement Standing Committee Jeff Hood, Special Tax Manager, Enforcement Division, Indiana Department of Revenue Amy Anthony, Chief of Driver Services, Delaware Division of Motor Vehicles

3:30 pm – 3:45 pm
Transition Break
Atrium

3:45 pm – 5:00 pm
CONCURRENT SESSIONS

Contact Center Centricity
Constellation C
From traditional call centers to online chats, learn how jurisdictions are managing first point-of-customer contact in their agencies. The session will also cover new technologies, managing metrics, employee training, IT impacts, and more.

Facilitator: Patrice Aasmo, Director, Member Services, Regions 1 & 2, AAMVA

Presenters: Justin Davis, Director of Contact Center Operations, Indiana Bureau of Motor Vehicles Nancy Schmid, Director of Operations and Marketing, NIC Maryland

Salvage and Junk Vehicles
Constellation D
This session will provide an overview and discussion of the new AAMVA Salvage and Junk Vehicle Best Practice.

Facilitator: Casey Garber, Manager, Vehicle Programs, AAMVA

Presenters: Tony Hall, Assistant Chief of Regional Services, Texas Department of Motor Vehicles, Chair, Vehicle Standing Committee, and Chair, NMVTIS Business Rules Working Group Priscilla Vaughan, Bureau Chief, Division of Motor Vehicles, New Hampshire Department of Safety, Vice Chair, Vehicle Standing Committee, and Member, NMVTIS Business Rules Working Group Kevin Park, Government Affairs/Industry Relations Manager, Insurance Auto Auctions Inc.
Motorcycle Licensing and Safety
Constellation E
This session will include an examination of current national motorcycle safety initiatives including collaboration, partnerships, research, and program evaluation and enhancements.

Facilitator: Denise Hanchulak, Program Director, Standards & Certification, Driver Programs, AAMVA

Presenters: Sunshine Beer, Director, Idaho STAR
Chanyoung Lee, PhD, AICP, Center for Urban Transportation Research, University of South Florida
Brett Robinson, President, Highway Safety Services and Director, State Motorcycle Safety Administrators

Legal and Legislative Town Hall
Annapolis

Come learn from your peers about common legal and legislative issues facing the motor vehicle community. This interactive session will provide attendees with the opportunity to share and learn about unique and emerging trends that may cross jurisdictional lines.
Facilitator: Cian Cashin, Director, Government Affairs, AAMVA

5:30 pm – 6:30 pm
Welcome Reception
Harborview
Thursday, March 21, 2019

8:00 am – 12:00 pm
Registration
Atrium

8:00 am - 9:00 am
Breakfast
Harborview

7:30 am – 8:45 am
GENERAL SESSION
AAMVA: Yeah, We Do That!
Constellation F
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. A light breakfast will be served.

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

9:00 am – 10:15 am
CONCURRENT SESSIONS

Driver Town Hall
Constellation C
This is an open discussion on all things related to drivers that jurisdictions are facing. This is your chance to collaborate with your peers across jurisdictional lines on the issues and solutions that are shaping drivers and driver licenses for motor vehicle and law enforcement agencies.

Facilitators: Mimzie Herklotz-Dennis, Senior Manager, Driver License Regional Operations, Texas Department of Public Safety and Chair, Driver Standing Committee
Angelique McClendon, General Counsel, Georgia Department of Driver Services and Vice Chair, Driver Standing Committee

Law Enforcement Town Hall
Constellation D
This is an open discussion on all things related to law enforcement that jurisdictions are facing. This is your chance to collaborate with your peers across jurisdictional lines on the issues and solutions that are shaping vehicles for motor vehicle and law enforcement agencies.

Facilitators: Assistant Chief Jason Berry, Commercial Vehicle Enforcement Bureau, Washington State Patrol and Chair, Law Enforcement Standing Committee
Brian Ursino, Director, Law Enforcement Programs, AAMVA
Vehicle Town Hall
Constellation E
This is an open discussion on all things related to vehicles that jurisdictions are facing. This is your chance to collaborate with your peers across jurisdictional lines on the issues and solutions that are shaping vehicles for motor vehicle and law enforcement agencies.

Facilitators: Tony Hall, Assistant Chief of Regional Services, Texas Department of Motor Vehicles, Chair, Vehicle Standing Committee, and Chair, NMVTIS Business Rules Working Group
Priscilla Vaughan, Bureau Chief, Division of Motor Vehicles, New Hampshire Department of Safety, Vice Chair, Vehicle Standing Committee and Member, NMVTIS Business Rules Working Group

10:15 am – 10:30 am
Transition Break
Atrium

10:30 am – 12:00 pm
CONCURRENT SESSIONS

Human Trafficking: How Stings and Partnerships Help Rescue and Assist Victims
Constellation C
From prevention and detection to assisting victims restore their identities, DMVs and law enforcement play a critical role in the fight against human trafficking. This session will explore specific partnerships and task force strategies that have made a difference in assisting victims.

Facilitator: Julie Knittle, Director, Member Services, Regions 3 & 4, AAMVA
Presenters: Assistant Chief Jason Berry, Commercial Vehicle Enforcement Bureau, Washington State Patrol and Chair, Law Enforcement Standing Committee
Thomas Harlan, Senior Information Security Officer, Nevada Department of Motor Vehicles, and Member, Driver Standing Committee
Captain Todd Hartline, Nevada Highway Patrol

The Latest on License Plates
Constellation D
Join this discussion as we explore the many issues related to license plates, such as the importance of plate design, legal precedent for specialty plates, and the potential for electronic plates.

Facilitator: Cathie Curtis, Director, Vehicle Programs, AAMVA
Presenters: Andrew Conway, Deputy Director, Registration Operations Division, California Department of Motor Vehicles
Captain Thomas J. Foster, Commercial Vehicle Division, Washington State Patrol
Sarah Swanson, Interim General Counsel, Texas Department of Motor Vehicles
Brandy Duncan, Assistant General Counsel, South Carolina Department of Motor Vehicles and Member, Vehicle Standing Committee

12:00 pm – 1:00 pm
Lunch
Harborview
12:30 pm – 2:30 pm

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

Facilitator: Cian Cashin, Director, Government Affairs, AAMVA
Presenters: Craig S. Brodsky, Esq., Partner, Goodell DeVries
Christopher M. Corchiarino, Partner, Goodell DeVries

1:00 pm – 2:30 pm

**CONCURRENT SESSIONS**

**Updates from Data Privacy and Third-Party Agents Working Groups**
Constellation C
Managing data privacy and auditing third parties is critical to protecting the public and conducting business. Join us for an interactive session to brainstorm with your colleagues on the topics and areas that these new working groups should tackle.

Facilitators: Casey Garber, Manager, Vehicle Programs, AAMVA
Julie Knittle, Director, Member Services, Regions 3 & 4, AAMVA

Presenters: Robert J. Smith, Program Administrator, Motor Vehicle Division, Arizona Department of Transportation and Vice Chair, Third Party Agents Working Group
Michael Domke, Section Chief, Dealer and Agent Section, Bureau of Vehicle Services, Wisconsin Department of Transportation and Member, Third Party Agents Working Group
Bradford Booth, Chief of Legal Services, Rhode Island Division of Motor Vehicles and Member, Managing Data Privacy & External Access Working Group
Minty Patel, Manager, Driver and Vehicle Information Program, Driver and Vehicle Services, Pennsylvania Department of Transportation

**Driver Testing: Adapting to Driver Assistance Systems Technology**
Constellation D
Advanced Driver Assistance Systems (ADAS) technologies are becoming increasingly common and are designed to help drivers with certain driving tasks, such as staying in the lane, parking, avoiding collisions, reducing blind spots, and maintaining a safe space cushion. Join us in a lively discussion about the technology and how it will impact the future of driver testing.

Facilitator: Cathie Curtis, Director, Vehicle Programs, AAMVA

Presenters: Robert Rowland, CDL/Motor Carrier Coordinator, Massachusetts Registry of Motor Vehicles and Member, Autonomous Vehicles Best Practices Working Group
Karen Morton, Program Director, Driver Licensing, Driver Programs, AAMVA

2:30 pm – 2:45 pm

**Transition Break**
Atrium
2:45 pm – 4:00 pm
CONCURRENT SESSIONS

**DMV Partnerships with the Courts**
Constellation C
Attend this session to hear jurisdiction and judiciary perspectives on how effective partnerships between the DMV and the courts are built and maintained.

Facilitator: Jessica Ross, Program Director, Driver License Compact & Reciprocity, AAMVA

Presenters: Christine Nizer, Administrator, Maryland Motor Vehicle Administration, Member at Large, AAMVA Board, and Board Advisor, Law Enforcement Standing Committee
Justice Gary Graber, Town of Darien, New York
Janelle Robinson, Driver Services Manager, Kansas Division of Vehicles
Lacey Black, Driver Services Manager, Kansas Division of Vehicles

**Motor Vehicle and Personal Identity Fraud Fighting Techniques and Trends**
Join these small-group discussions to learn from experts in the field about the impact and implications of fraud and hear about resources to develop or enhance fraud enforcement and prevention programs in your jurisdiction.

- **Tools to Detect, Deter, and Investigate Motor Vehicle and Identity Fraud**
  Baltimore
  Facilitator/Presenters:
  Steven Sebestyen, Principal, Apex Consulting
  Chris McDonald, Executive Director, Maryland Vehicle Theft Prevention Council, Maryland State Police and Member, NMVTIS Law Enforcement Working Group

- **Disability Placard/Plate Fraud Enforcement Programs and Best Practices**
  Annapolis
  Facilitator/Presenter:
  Mary Bienko, Deputy Chief, Investigations Unit, California Division of Motor Vehicles

- **Emerging Trends in the Battle Against Fraud**
  Frederick
  Facilitator/Presenters:
  Richard Trinkwalder, Special Agent, Motor Vehicle Division, Georgia Department of Revenue, Chair, Abandoned Vehicle & Mechanic Lien Fraud Prevention Working Group, and Vice Chair, Law Enforcement Standing Committee
  Julie Kluytman, Administrative Manager, Investigative Analytics Section, Michigan Department of State

4:00 pm – 4:30 pm
Constellation AB
GENERAL SESSION

**Closing Session and Reception**
Take one last opportunity to network with colleagues as the 2019 Workshop & Law Institute comes to a close.
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GET Group North America combats identification fraud with cutting-edge, end-to-end solutions and personalization capabilities enabling the most secure ID credentials possible. We have over 20 years of experience in identity management and are a leading-edge systems integrator of high-assurance security solutions that enhance Identity, Credential and Access Management (ICAM) operations. From photo ID cards to driver’s licenses to passports, we deliver advanced personalization capabilities that prevent identification fraud and accommodate diversified customer needs. We design, manufacture, and integrate end-to-end solutions for secure credentials that enable motor vehicle departments to implement the latest in identity management technologies. We are certified CMMI Level 3 and ISO 27001.

HID Global powers the trusted identities of the world’s people, places and things. We make it possible for people to transact safely, work productively and travel freely. Our trusted identity solutions give people convenient access to physical and digital places and connect things that can be identified, verified and tracked digitally. Millions of people around the world use HID products and services to navigate their everyday lives, and over 2 billion things are connected through HID technology. We work with governments, educational institutions, hospitals, financial institutions, industrial businesses and some of the most innovative companies on the planet.

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; enhance communication and understanding between the private sector and AAMVA members; promote the adoption of industry best practices that align with AAMVA's mission; and 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 impactful change.
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