

June 25, 2020



American Association of Motor Vehicle Administrators

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AAMVA Conference Session Series Webinars

Due to COVID-19 and travel restrictions, AAMVA has canceled its 2020 conferences. For the AAMVA community, these events are opportunities to come together to network, learn, share, and exchange ideas. As part of AAMVA's ongoing efforts to keep members connected and informed, a new member-only online education series will deliver the relevant and timely topics: the AAMVA Conference Session Series webinars. The same great content of a conference session on a different platform. Once a week over the next 14 weeks, these hour-long webinars will be an opportunity to learn, share, and connect with one another. Mark your calendars for the dates below and register for the first two webinars in the series.

CONFERENCE SESSION SERIES

Lining up and Serving Customers in a COVID-19 Era

July 1, 2020, 2:45 pm - 3:45 pm

This webinar explores the practices of virtual queuing and virtual waiting rooms in DMVs. Four of AAMVA's associate members, ACF Technologies, Fast Enterprises, Nemo-Q, and Qmatic, present solutions they have implemented in jurisdiction agencies and share the challenges and successes of providing these technologies for jurisdictions to serve a backlog of citizens in the new COVID-19 environment.

Facilitator:

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

Presenters:

- Frank Dean, Business Development, Fast Enterprises
- Eric Deffenbaugh, Director, Fast Enterprises
- Kirk Lyle, Enterprise Sales Executive, Qmatic
- Ben Smith, Sales Director, Qmatic
- Michael Bruner, Vice President of Sales North America, Nemo-Q
- Angela Lausell, Business Development Manager, ACF Technologies, Inc.
- Mike Pelz, Vice President of Sales, ACF Technologies, Inc.

[Click here](#) to register.

Communicating With Customers During COVID

July 8, 2020, 2:45 pm - 3:45 pm

In light of COVID-19 and the many operational changes that agencies are making in real time with continued adjustments, agencies must work even harder to stay connected and communicate with the public. In this webinar, jurisdiction members will discuss how they have handled this challenge and what they are learning in the process.

Facilitator:

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

[Click here](#) to register.

REGISTER FOR THESE UPCOMING TOPICS!

Best Practices for Regulating Internet Vehicle Sales
July 16, 2020

NHTSA Odometer Disclosure Requirements
July 22, 2020

People First: Assisting Customers with Special Needs
July 29, 2020

Impacts of Hemp and CBD Legalization
August 5, 2020

Digital Service Delivery
August 12, 2020

Analytical Tools for Investigating Internal and External Fraud
August 19, 2020

Strengthening Every Link in the Chain from Ticket to License Action
August 26, 2020

Jurisdictional Guidance for Regulating Automated Vehicles, Edition 2
September 2, 2020

Update on REAL ID
September 9, 2020

mDL: A Reliable Electronic Identity for Our New Reality
September 16, 2020

Data Privacy in a Digital Era
September 23, 2020

[Click here](#) to see all upcoming topics and register.

Each week we will send out an email with the upcoming webinars and registration link. You can also find updated information [on our website](#). For questions, please contact [Dianne Graham](#) (571.265.5573).



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