

AAMVA's Fall Workshops

- ◆ **Registration, Title, Vehicle Dealers
& Manufacturers
Motor Vehicle Information Systems**
- ◆ **Driver Licensing & Control
Financial Responsibility
Customer Service Enhancement**
- ◆ **Motor Carrier Services
International Registration Plan, Inc.
Police Traffic Services
Engineering & Vehicle Inspection
Public Affairs & Consumer Education**



1997



Dear Colleague:

What challenges are you facing today? What tools are you using to solve them? Could you benefit from new perspectives or insights? The American Association of Motor Vehicle Administrators (AAMVA) is committed to providing avenues for you to learn from other members, from industry representatives and from experts in the motor vehicle and highway safety fields.

The AAMVA annual workshops offer members the unique opportunity to meet with peers from similar program areas in other jurisdictions throughout the U.S. and Canada. Through this experience, members share ideas, projects and innovations and return to their agencies with the knowledge to implement changes in technology, customer service, quality assurance and program administration.

In this packet, you will find information about each of the following workshops:

- ◆ **Registration, Title, Vehicle Dealers & Manufacturers/
Motor Vehicle Information Systems**
- ◆ **Driver Licensing & Control/Financial Responsibility/
Customer Service Enhancement**
- ◆ **Motor Carrier Services/International Registration Plan, Inc./
Police Traffic Services/Engineering & Vehicle Inspection/
Public Affairs & Consumer Education**



We have also enclosed a Pre-registration Form for the workshops. Please note registration deadlines and refer to hotel information and shuttle schedules when making your travel arrangements.

These workshops are an opportunity to develop new solutions to the problems challenging motor vehicle administration, law enforcement and highway safety; attendance is open to anyone interested in issues related to the above program areas.

I look forward to welcoming you to one or more of our fall workshops.

Sincerely,

John H. Strandquist, CAE
President & CEO



Registration, Title, Vehicle Dealers & Manufacturers (RTVDM) Motor Vehicle Information Systems (MVIS)

October 19 - 21, 1997

RTVDM session topics will include:

National Motor Vehicle Title Information System
Salvage Vehicle Legislation
Electronic Lien & Title
Business Partner Electronic Vehicle Registration

MVIS session topics will include:

Electronic Vehicle Registration
Transaction-based Applications on the Internet
Privacy and Security of MVA Data on the Internet
CVISN — Bigger than You Think?

<p>Location Regal Riverfront Hotel 200 South 4th Street St. Louis, MO 63102 Phone: (314) 241-9500; Fax: (314) 241-6171 Make reservations by: September 23, 1997 Room Rate = \$85 single; \$105 double</p>	<p>Contacts Larry Greenberg — RTVDM: (703) 522-4200; Rich Carter — MVIS: (703) 522-1300</p> <p>Travel Lambert St. Louis International Airport is located approximately 30 minutes from the Regal Riverfront Hotel. The airport shuttle costs \$10 one way and \$15 round-trip.</p>
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Driver License & Control (DL&C) / Financial Responsibility (FR) Customer Service Enhancement (CSE)

October 31 - November 2, 1997*



DL&C/FR session topics will include:

Militia and Licensing
Parent Taught Driver Education
DMV's and the Internet
Non-Traffic Safety Withdrawals
Habitual Offender Programs
Marketing Mandatory Insurance
Defusing Threats of Violence
Fighting the Uninsured Motorist Problem
Graduated Driver Licensing Programs
FR Verification Programs

CSE session topics will include:

Model Program: Employee Recruitment
Communicating Change Internally
Teambuilding with Third Party Providers
Model Program: Customer Service Recognition
Award Winner! Customer Service Jeopardy
Teams Take Time
Agency Benchmarking: Telephone Service
"Max and Max" — Covey Training Session
Model Program: Facility Design
Award Winner! Nevada Title Team

*The DL&C/NRVC Membership Meeting will be held Monday, November 3, 1997, in Incline Village.

<p>Location Hyatt Regency Incline Village Country Club Drive at Lakeshore PO Box 3239 Incline Village, NV 89450-3239 Phone: (702) 832-1234; Fax: (702) 831-7508 Room Rate = \$74 single; \$94 double Make reservations by: October 9, 1997</p>	<p>Contacts Sheila Prior — DL&C/FR, Linda Lewis — CSE: (703) 522-4200</p> <p>Travel The Reno International Airport is located approximately 30 miles from the Hyatt Regency Incline Village. From the airport — Tahoe Experience Shuttle: Included in room rate; schedule on page 4. Cab: approximately \$50 one way. No Stress Express/Budget Chauffeur: \$26 per person. Reservations are required. Call (800) 426-5644.</p>
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Motor Carrier Services (MCS) / International Registration Plan, Inc. (IRP, Inc.)
Police Traffic Services (PTS) / Engineering & Vehicle Inspection (EVI)
Public Affairs & Consumer Education (PACE)

November 16 - 19, 1997



MCS session topics will include:

CVISN
PRISM (Performance and Registration Information
Systems Management — Formerly CVIS)
NAFTA
Smart Card Status for MCS
Midwest One-Stop
Single State Registration System
NEXTEA

IRP, Inc. session topics will include:

IRP, Inc. NAFTA Task Force/CCMTA Task Force
Converting to Staggered Registration
Self-Issued IRP Credentials
Washington/California Audit Program
Survey Results
Cab Card Quality Improvement
Definition of City Pick up and Delivery Vehicles
Combining IFTA and IRP Audit Programs
Apprehended Commercial Vehicles
IRP Proposed Amendments
IRP, Inc. Committee Reports
IRP/IRS Project
Clearinghouse Project Update
Uniform Motor Carrier Information Manual



PTS session topics will include:

Aggressive Driver Enforcement Tactics
Highway Work Zone Safety
Traffic Safety Implications of Higher Speed Limits
Police Pursuit Issues



EVI session topics will include:

The Vehicle Inspection Handbook
Justifying the Value of Periodic Motor
Vehicle Inspections
Emissions Implementation Standards
Vehicle Equipment Issues



PACE session topics will include:

Publicizing Privatization Efforts
Media Training
Internal Communications
Privacy Act
Future of the Media
Managing the Freeman/Constitutionalists
Conducting Focus Groups
Speakers Bureaus
Understanding the Older Driver

Location

Hyatt Regency Incline Village
Country Club Drive at Lakeshore
PO Box 3239
Incline Village, NV 89450-3239
Phone: (702) 832-1234; Fax: (702) 831-7508
Room Rates = \$74 single; \$94 double

Contacts

Jim Nance — MCS, Melissa Clague — PACE, Lori Cohen — EVI: (703) 522-4200;
Joelle Becker — IRP, Inc.: (703) 522-1905; Harold Hammond — PTS: (334) 365-4274

Travel

The Reno International Airport is located approximately 30 miles from the Hyatt Regency Incline Village. From the airport — Tahoe Experience Shuttle: Included in room rate; schedule on page 4. Cab: approximately \$50 one way. No Stress Express/Budget Chauffeur: \$26 per person. Reservations are required. Call (800) 426-5644.

Sites to See . . .

After a full day of workshop sessions, take in some of the sights in the exciting cities chosen for AAMVA's Fall Workshops!

St. Louis

The Gateway Arch

The 630-ft. arch is the nation's tallest manmade monument! Take a tram ride to the top — inside the legs of the Arch! Windows give you a spectacular 30-mile view east and west so bring your camera! The Arch Odyssey Theatre, The Museum of Westward Expansion and the Museum Store also are inside the Arch. Open daily 9 a.m. - 6 p.m.

Missouri Botanical Gardens

Missouri is proud to claim their Japanese garden as the largest in North America! In addition, see the new Chinese garden — the beauty of the trees and flowers is breathtaking! Open daily 9 a.m. - 5 p.m. \$3 admission.

Anheuser-Busch Brewery

Visit the place where the beers are made! Tours of Anheuser-Busch offers a behind-the-scenes look at the world's largest brewer including the recently renovated Brewhouse, Clydesdale stables, lager cellar, packaging plant, hospitality room and gift shop. Open Monday through Saturday 9 a.m. - 4 p.m. Admission is free.

The President Casino on the Admiral

Enjoy over 1,000 slot machines and video poker, blackjack, craps, roulette, live poker, Caribbean stud and big six. Head to the President's Buffet on the top deck for lunch, dinner or Sunday brunch. Park free by the Arch or take the free shuttle. Open daily 8 a.m. - 4 a.m., \$2 admission.

Incline Village

Squaw Valley/Heavenly Valley Tram Ride

From the North Shore of Lake Tahoe, guests will enjoy the aerial tram ride at Squaw Valley USA, home of the 1960 Winter Olympics. At the top, guests may enjoy a fine luncheon at High Camp Restaurant. The peaks and lake views are breathtaking from this vista point. Ice-skating, swimming, bungee jumping and skiing also are available at the top of the tram. Reservations are required.

Ms. Dixie

Enjoy daytime or evening cruises to Emerald Bay. You'll hear about the formation of the lake, old legends of the area and its settlers, and the history behind Vikingsholm Castle and the Tea House on Fannet Island. Reservations are required.

Games

Enjoy Tahoe's many leisure activities: 24-hour casino; Gaming Clinic: learn about casino games from the experts; Tennis: two courts available for free play and instruction; Golf: six convenient championship and executive courses; Bowling: local fun at Bowl Incline; Miniature Golf: visit Kings Beach and Carnelian Bay from late spring until first snow ... indoor mini-golf also is available at the Hyatt!



Complimentary shuttle service is available to the Hyatt Regency Incline Village. Reservations *must* be made no later than 5 days prior to arrival by calling Tahoe Experience at (702) 832-0713 between 9 a.m. - 1 p.m. PST. Shuttle times listed below without reservations will be canceled 72 hours prior to arrival.

DL&C/FR/CSE Shuttle Schedule

Arrival: Tuesday, October 28

Depart Airport: 1 p.m. ETA Hotel: 2 p.m.

Arrival: Wednesday, October 29

Depart Airport: 1 p.m. ETA Hotel: 2 p.m.
6 p.m. 7 p.m.

Arrival: Thursday, October 30

Depart Airport: 11 a.m. ETA Hotel: 12 p.m.
3 p.m. 4 p.m.
6 p.m. 7 p.m.
10 p.m. 11 p.m.

Departure: Sunday, November 2

Depart Hotel: 2 p.m. ETA Airport: 3 p.m.

Departure: Monday, November 3

Depart Hotel: 6 a.m. ETA Airport: 7 a.m.
10 a.m. 11 a.m.

Departure: Tuesday, November 4

Depart Hotel: 6:15 a.m. ETA Airport: 7:15 a.m.

MCS/IRP/IRP, Inc./PTS/EVI/PACE Airport Schedule

Arrival: Tuesday, November 14

Depart Airport: 1 p.m. ETA Hotel: 2 p.m.
6 p.m. 7 p.m.

Arrival: Wednesday, November 15

Depart Airport: 9 a.m. ETA Hotel: 10 a.m.
11 a.m. 12 p.m.
1 p.m. 2 p.m.
5 p.m. 6 p.m.
8 p.m. 9 p.m.

Departure: Tuesday, November 18

Depart Hotel: 6 a.m. ETA Airport: 7 a.m.
9 a.m. 10 a.m.
12 p.m. 1 p.m.
3 p.m. 4 p.m.

Departure: Wednesday, November 19

Depart Hotel: 6 a.m. ETA Airport: 7 a.m.
9 a.m. 10 a.m.
12 p.m. 1 p.m.
3 p.m. 4 p.m.



1997 Fall Workshop Registration Form

Please return your registration by the indicated deadline to: Angie Peguese, Membership Services, AAMVA, PO Box 79702, Baltimore, MD 21279-0702; Phone: (703) 522-4200; Fax: (703) 522-1553; E-mail: angiep@aamva.org

RTVDM/MVIS Workshop

Regal Riverfront Hotel
St. Louis, Missouri
October 19-21, 1997

Registration deadline: September 21, 1997

My primary interest is in: (please check one)

RTVDM issues MVIS issues

I plan to attend the Newcomers' Meeting on Sunday, October 19.

DL&C/FR/CSE Workshop

Hyatt Regency Incline Village
Lake Tahoe, Nevada
October 31 - November 2, 1997

Registration Deadline: September 30, 1997

My primary interest is in: (please check one)

DL&C issues FR issues CSE issues

I plan to attend the Newcomers' Meeting on Friday, October 31.

I plan to attend the DLC/NRVC membership meeting on Monday, November 3.

MCS/IRP, Inc./PTS/EVI & PACE Workshop

Hyatt Regency Incline Village
Incline Village, Nevada
November 16-18, 1997

Registration deadline: October 20, 1997

My primary interest is in: (please check one)

MCS issues IRP issues PTS issues

EVI issues PACE issues

I plan to attend the IRP New Administrator Training on Saturday, November 15.

I plan to attend the Newcomers' Meeting on Sunday, November 16.

Workshop Registration Fee

___ \$290 for members (jurisdictional, federal, associate, IAB)
___ \$475 for nonmembers
___ \$350 for nonmembers *participating ONLY in IRP, Inc. portion of MCS/IRP, Inc./PTS/EVI/PACE Workshop*
___ Amount Enclosed

AAMVA Federal ID # 53-0172317

Registrant Information

Name _____

Badge Nickname _____

Title _____

Company/Agency _____

Address _____

City _____

Jurisdiction _____ Zip _____

Phone _____ Fax _____

E-mail _____

Payment Method

Check enclosed (payable to AAMVA, US funds, drawn on US bank)

Charge to:

VISA MasterCard

Card number: _____

Expiration date: _____

Amount: \$ _____

Name on card: _____

Signature: _____

OFFICE USE

MCS/IRP, Inc./PTS/EVI/PACE 01-73-140-0201

RTVDM/MVIS 01-71-140-0201

DL&C/FR/CSE 01-30-140-0201

Date _____ Initials _____

Entered _____ Amt Rcvd _____

CK VISA MC CSH SV COMP Record # _____



RTVDM/MVIS Workshop — October 19 - 22, 1997
DLC/FR/CSE Workshop — October 31 - November 2, 1997
MCS/IRP, Inc./PTS/EVI/PACE Workshop — November 16 - 19, 1997

Join AAMVA for ...



American Association of
Motor Vehicle Administrators
4301 Wilson Blvd, Suite 400
Arlington, Virginia 22203

Bulk Rate
U.S. Postage PAID
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Permit No. 986



Fall Workshop Information Enclosed!