




American Association of Motor Vehicle Administrators

CONFIDENTIAL and URGENT

To: Chief Administrators and NDR Teleconference Participants
From: Neil D. Schuster, President & CEO 
Date: Tuesday, November 13, 2007
Subject: NDR Update

Plans to Cancel Future NDR Teleconferences

On Friday evening, we were informed that a reporter learned about our weekly NDR teleconferences and obtained the dial-in information. The reporter listened in on at least one of our weekly teleconferences and possibly more. Due to NHTSA policies regarding communications with the media, NDR staff cannot participate in future teleconferences. They have offered to provide us with a written PDPS status report to share with AAMVA jurisdiction members each week.

With the opportunity to have an open discussion about NDR issues compromised and without NHTSA participation, there is little value in our getting together each week by teleconference. As a result, we will **not** hold an NDR teleconference this Wednesday, and we do not contemplate holding weekly calls going forward.

Executive Committee to Consider Strategic Next Steps

I briefed the Executive Committee over the weekend about these developments, and have asked them to approve creation of a working group of jurisdiction officials to develop strategies available to us to address ongoing NDR issues.

These could include outreach to senior NHTSA officials, approaching FMCSA about the possibility of relaxing MCSIA compliance deadlines.

An International Safety Association of Motor Vehicle and Law Enforcement Administrators

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Recent AAMVA Activities

We met with NHTSA's Deputy Administrator (the agency's number two appointed official) during our Fall Workshop in Phoenix. He is fully aware of the problems and has expressed an interest in working with us to solve the problem.

Our IT team is analyzing the traffic associated with specific NDR slowdowns to identify the cause of interruptions and to provide a solution. Philippe Guiot and his staff also initiated several actions this past weekend to explore other avenues:

- Request NDR staff engage an external capacity planning expert at SunGard to analyze the problem and offer solutions. We remain concerned that SunGard has not devoted the technical resources necessary to solve NDR problems. Philippe will ask NDR to approve engaging an expert to work on the problem.
- At our expense, we engaged an EDS resource last week to review system performance. That analysis is underway.
- We will write a program to generate high-volume messages directly within the NDR system, so that we can better identify the source or sources of the PDPS problem.

We will continue to treat this issue as a high priority at AAMVA. Unfortunately, it has taken resources away from other IT projects and may have an impact on our budget. However, we understand how important the issue is to DMV operations, and that it is worth an investment of AAMVA resources to resolve it as soon as possible.

I will keep you informed of our efforts and updates we receive from NHTSA. Please contact me at your convenience if you have any questions or suggestions.

NDS/mdf