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12/15/2020

As the end of the year 2020 approaches, I think we will all have a big sigh of relief with the hope of a new year and new promises of brighter days ahead.

Despite the challenges we have all faced this year, I continue to be amazed at our membership and the team at IFTA, Inc. for their ability to adapt and change with the evolving challenges that we face every day.

Over the past few months, we at IFTA, Inc. have started some new projects and are at the end of completion for some major strategic plan initiatives.

We are extremely excited about our new website which will be launched on January 2<sup>nd</sup>, 2021. Tom has worked very hard on this for more than a year and we think all of you will love the new design, appearance, and functionality of our new website. As we get closer to the launch date, look for announcements on our website about changing your password and information about a short period of time in which our website will not be functional while we upload the new website.

We are also very excited to start on a new adventure with IRP, Inc. for a joint Learning Management System (LMS). The vendor contract has been signed and a MOU between IFTA and IRP has also been signed. The implementation and planning for this project has begun. A huge thank you to Monica (IFTA) and Claudia (IRP) for all the work they have done and continue to do in planning for this major project. We are excited at the prospect of having an advanced LMS system that will allow our members and other stakeholders to complete training online that will be engaging, comprehensive, interactive and lead to a certificate recognizing the achievement. Stay tuned and watch our website for more information on the LMS.

Also, over the past year we have made more of an effort to provide forums to obtain membership feedback and provide valuable information on current issues to our IFTA community. Debbie at IFTA, Inc. has been instrumental in coordinating all aspects of our communication efforts and we will continue to find new ways in which we can keep you abreast of changes and obtain your feedback so we can improve our services. Please look for our schedule of roundtable discussion conference calls and the Board regional update conference calls so you can participate. In addition, I have been participating in a regular SiriusXM Radio Show interview once every couple of months on Road Dog station to provide information to listeners and answer questions. I invited Mr. Tim Adams from IRP to join me on the next call in February and that show was expanded to two hours so we can have time to answer questions from both the IFTA and IRP side for their listeners.

We have also embarked on a mission to develop some standards for data integrity within our Clearinghouse. The importance of having a jurisdiction data integrity review before submitting the data to the Clearinghouse is extremely important because of the effect bad carrier data can have on other jurisdictions reported netted amounts due or owed. The Clearinghouse Advisory Committee is working on developing thresholds where data received that falls outside of these thresholds (i.e., MPG's under/over a certain amount) will be red flagged or rejected, and the submitting jurisdiction will be contacted to investigate and correct any bad data.

We also continue to find ways to improve our internal workflow processes at IFTA, Inc. We recently purchased a new accounting software program that we think will assist us in integrating and automating certain accounting functions which will result in improved internal controls and freeing up administrative time to work on other projects.

Despite the challenges of 2020, we here at IFTA, Inc. continue to remain extremely busy and progressing forward with our long-term strategic goals. We continue to evaluate our processes and the services we provide our membership and look for ways in which we can improve.

We look forward to the coming 2021 year with the hope that we can once again resume in-person meetings. Some final decisions on the 2021 Audit Workshop and the 2021 Annual IFTA Business Meeting will be coming soon. Hopefully, after the next scheduled Board Meeting in February, we will have a clear direction on these in-person meetings. Please check our website after this February Board meeting for an update.

On a personal note, this has been a busy year full of change for me. I just recently moved from Buffalo NY to Arizona. I am still taking some time to get settled and use to the different climate (no I do not miss the snow) but so far, I am very happy with my move and loving it here in AZ. Of course, ask me again during the hot summer months and I may have a different answer.

I know that most jurisdictions have travel restrictions and for many of you, the idea of travel over the holidays during this pandemic is not something you are willing to risk. Despite the travel and distance restrictions, I sincerely hope that you can enjoy the upcoming holidays with your family and friends in a virtual or other environment and remember everything that we do have and are grateful for. Please do not hesitate to contact me at any time with questions, feedback, or suggestions on how we can better serve you. Happy Holidays!

Sincerely,

A handwritten signature in blue ink, appearing to read "Carmen Martorana".

Carmen Martorana, CPA, MST  
Executive Director