

Nevada DMV Update

Joint Interim Standing Committee on Growth and Infrastructure
March 13, 2024

Introduction

- Julie Butler retired March 1, and Tonya Laney was named director, effective March 2.
- Tonya was most recently the deputy director and before that, the administrator for the DMV Field Services Division, which oversees 18 offices around the state.
- Tonya has 11 years of DMV experience.
- Her goal is to improve accessibility of government services for the DMV's customers.

Mission and Vision

- Mission: Provide efficient motor vehicle solutions for the identification, licensure, and protection of all we serve.
- Vision: A national leader in DMV services.
- DMV Transformation Effort (DTE): Most services will be available online which will transform the DMV allowing customers to complete their transactions from anywhere. This will free up our offices for those who prefer in-person transactions.

Staffing Levels

- The DMV currently has more than 100 positions open statewide.
- The COLA raises, quarterly bonuses, and longevity pay restoration have helped the DMV to attract/retain employees. Thank you!
- Executive Order 11 has helped with positions grade 29 and under for extensions of MQ suspensions, auto-progressions, and no selective hiring criteria until June 30, 2024.
- Field Services is at a 4% vacancy rate and vacancies in Central Services have reduced from 27% to 16%, which are DMV's two largest divisions.
- DMV's remaining challenge is retaining technicians, who consist of our largest group of employees and some of our lowest paid.

DTE Update

- DTE is a multiyear project with implementation currently through 2026. The program has identified 839 products and 90+ integrations that need to be delivered.
- DTE is currently on track and within the approved budget, with 10 of 15 contract deliverables completed.
- Project work between the DTE teams has been positive, productive, and collaborative.
- The DMV will never stop transforming our services.

DTE Progress

- Released new case management system for Compliance Enforcement Division (CED) and two dealer title programs.
- Completed design and began development of new online registration application process.
- Approved content services platform (Box).
- Completed point of contact for future state portal payment design which includes service fees, refinement, and automation work.
- Began Motor Vehicle Solutions implementation for insurance verification.

CED Case Management System

- Customers can file complaints online and DMV officers can better track investigations.

Customer Portal

- This is a taste of what it will look like.

Payment Record

- Customer can view all fees and other important information when reviewing their payment record.

Insurance Verification System

- Insurance companies can verify their customer's insurance online.

DTE Progress

- Technical team's collaborative efforts:
 - Identity management architecture, design, and implementation for DMV staff and customers to securely authenticate when accessing Salesforce.
 - Data model refinement, website navigation screens for customers.
 - Implementation of ABBYY software and EDRS integrations for dealer titles.
 - Automated VIN and customer address verification.
 - AWS and Salesforce data sharing confirmed.
 - Cloud mobilization initiated.
 - Proof of concept for product screen integration.

DTE Added Features Since Launch

- Driver License/ID Card Tracking – Customers can track shipment.
- Chatbot – Automated chat on all website pages.
- Compliance Enforcement Case Management.
- Dealer Title Pilot Program – Dealers upload documents online and software assists staff in digitally approving.
- Online Title Fee Payment – Dealers can pay title fees online.
- MyDMV Login – Now uses verification code and accounts don't expire.
- Online Movement Permits and Online Written Driver License Testing.

Dealer Title Pilot Program

- Allows dealers to submit title documents electronically and get real-time notification of title inaccuracies.
- First version was launched February 2023 with one dealer participating. It allowed dealer to submit documents electronically for review before mailing in original documents and fees for processing. Turnaround time for titles to be processed was about one week.
- Second version started November 2023 with 21 dealerships taking part. This version allowed dealers to submit documents electronically with no mailing in of the original documents. Fees were collected through EDRS portal and turnaround time was 1-2 days.

Online Written Testing

- Applicants for instruction permits or non-commercial Class C driver licenses can take their written test for driving privileges online.
- 60-minute test can be taken once a day for \$6.75 and is available in Spanish, but not on tablets or cell phones.
- Since October launch, more than 33,000 tests have been taken online thereby eliminating that many in-person visits to a DMV office.
- This is a good example of what DTE will do for the DMV and our customers.

Customer Service

- A new WaitWell system is being pilot tested in our Reno and Fallon offices and will be offered in all DMV offices soon.
- Customers can check in from their mobile devices instead of having to visit an information counter.
- Text message reminders are sent to customers for their appointments and messages to return to an office when their appointment is near. It offers online, real-time wait estimates.
- Customers who need more time may request a one-hour deferment. If they haven't check in after that, their time slot is forfeited.
- Rural customers can scan a QR code to join the walk-in queue at any time and can leave an office to take care of other errands.

Third Party Drive Exams

- Allows third party drive schools to conduct drive exams and certify drivers, which will alleviate some of the load on our examiners and offer a great alternative to the public.
- Drive school instructors wanting to be certified must be employed by a driving school in good standing with the DMV. They will be required to attend and pass our training certification class, which requires a refresher course every four years.
- A pilot program will begin in the coming months. We have nine schools interested in Southern Nevada and one in Northern Nevada.

Classic Car Insurance

- Owners of classic vehicles are required to carry classic vehicle insurance after the passage of AB 349 from the 2021 legislative session.
- Classic vehicle owners who drive more than 5,000 miles a year are not eligible for classic vehicle license plates and must obtain a smog check in Clark and Washoe Counties.
- The DMV fielded quite a few complaints at first about this change and saw an increase in appointments but that has settled down.
- The number of classic car license plates has dropped from 35,627 to 25,072 in the past year.

Legislative Bill Implementation

- All DMV-related legislative bills from the 2023 session have been implemented including AB 135/AB 195 (no DL/ID fees for homeless youth/recently released inmates), AB 151 (UNR 150th anniversary license plate), SB 164 (Divine 9 license plate), and SB 362/AB 161 (medical indicator on DL/ID).
- Thank you to all the legislators who were patient with us and delayed the implementation of their bills until after DTE is complete.
- The DMV may be asking you to do the same again in 2025 because we are still in the middle of our transformation.

Thank You

- DMV Contacts:
 - Tonya Laney, Director, 775-684-4549
 - Molly Lennon, RPM Administrator, 775-684-4960
 - Sean Sever, Legislative Liaison, 775-684-4562