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Senate Bill 384
Senate Committee on Transportation
April 1, 2003

Good afternoon Mr. Chairman and members of the Committee. For the record my name is Ginny Lewis, Director of the Department of Motor Vehicles. Senate Bill 384 allows the Department to develop a "public/private partnership" with a "Contracted Agent" to assist the Department in providing registration services to the Nevada motoring population.

Through very defined regulations and a request for proposal, DMV would enter into an agreement with a private business to act as a "contracted agent". Registration services would be provided to the public with an expedited wait time. For such a service the customer will be expected to pay a "transaction fee" for this expedited service. Since the Department is responsible for all transactions completed by such an outside entity, we are very sensitive to ensure appropriate training, internal controls and accountability of decals, license plates and all secured forms are in place.

The Department currently has the authority to contract with various agents for the purpose of providing services to the motoring public. However, there is no equity in those charges. For example:

- Emission stations may renew a vehicle registration and, by regulation, may charge the customer up to \$10.
- New and used vehicle dealers may perform registration services on behalf of the Department, but are precluded from charging for their services.

There is specific language in SB 384 that states that a Contracted Agent is not entitled to receive compensation from the State, however they may charge and collect a fee for the services provided. Based on what has been indicated as a necessary fee to

cover overhead costs, there may be a large disparity in the fees collected from the customer for services rendered.

Certainly this concept of a "Contracted Agent" represents another alternative for customers needing to transact business with the department. The expectations of the Department for this proposal include an obligation to train their staff on the registration processes, ongoing daily monitoring of completed transactions to ensure compliance with state laws, accurate collection of revenues due the state and appropriate completion of each transaction.

A fiscal note in the amount of \$8,605 has been submitted on this bill to address the development of regulations and the need for an additional server to accommodate additional locations for the DMV computer application.

I'd be happy to answer any questions the committee may have.