



# DMV Overview

Joint Senate and Assembly Growth and Infrastructure Committee

March 9, 2022

# Department Overview

- 1,289 authorized positions (FY 21), eight divisions.
- \$1.5 billion (approx.) in revenue collections each fiscal year.
- The DMV conducts 5.7 million transactions annually.
- The DMV is funded through Highway Fund appropriations, fees, transfers from internal budget accounts, cost allocations, reimbursements, and commissions.
- The DMV's goal over the next four years is to move most of our services online, so customers don't have to come into our offices. Offices will still be open for those who prefer to do their business in-person.

## Offices and Partner Locations

- 18 Full-Service Offices
- 8 Rural County Assessors
- 5 AAA Offices
- 34 Kiosk Partner Locations (not shown)





# Transformation



# Transformation

## CURRENT IT SYSTEM

- Common Business Oriented Language (COBOL) mainframe application.
- Current system, CARRS, is 18+ years and at capacity for changes.
- Lacks the integrated and automated systems needed to track and distribute the \$1.5 billion in revenue collected by the DMV.
- Unable to meet growing demands of tech-savvy public.
- Slow speed-to-market response to federal and legislative mandates.

# Transformation

## NEW IT SYSTEM

- Digitize the current IT platform and take the DMV online, improve business processes and reorganize the DMV's enterprise architecture.
- Create a secure application comprised of business functionalities including financial, inventory control and case management systems; correspondence management capability; customer relationship management functionality; and business analytics.
- Deploy an up-to-date technology platform that's easy to improve and maintain in a continuous development environment with automated tools to test, monitor, troubleshoot and manage the system in a real-time environment.
- Enhance information security, disaster recovery and fail-over capability.
- Replace manual processes with virtual transactions allowing customers to access staff, regardless of population growth and public health emergencies.
- Inform reorganization of the DMV's staffing structure, training, retention, and internal/external customer communication.

# Transformation Timeline

July-Sept 2021

Oct-Dec 2021

Jan-Mar 2022

Apr-Jun 2022

DTE is scoped and  
partners selected

Effort begins with a  
detailed alignment  
and discovery phase

Transaction prioritization and  
delivery roadmap is developed,  
outlining the order and timeframe  
for each DTE initiative

Execution on DTE  
delivery roadmap  
begins

# Transformation

## LATEST NEWS

- DTE is underway and at full speed.
- Salesforce and Slalom have completed alignment and discovery.
- One project prioritized and all other active projects moving forward.
- Project tools have been implemented
- Training paths and materials are being finalized, and staff is being onboarded.





# 2021 Legislation Update

# SB 219 & AB 116

## UPDATE ON 2021 LEGISLATIVE PROJECTS

- SB 219 required the DMV to reinstate suspended drivers for non-payment of court fees and waive their reinstatement fees.
- The DMV identified eligible candidates and restored driving privileges for nearly 9,000 individuals in 3½ months. This project is complete.
- AB 116 changes minor traffic violations from criminal to civil offenses starting in January of 2023.
- The DMV is participating in a work group that will help determine what violations get changed from criminal to civil. We'll need to make programming changes once they are identified.

# AB 349 & SB 389

## UPDATE ON 2021 LEGISLATIVE PROJECTS

- AB 349 closes the classic car emissions loophole and requires owners to obtain classic car insurance. It also exempts new motor vehicles from emission tests for their first three years.
- The DMV has submitted regulations to the LCB and changed the emission test requirement to the fourth registration.
- SB 389 establishes the peer-to-peer car sharing program in Nevada.
- The DMV has received feedback from industry, has implemented this program, and we are accepting applications.

# AB 427 & SB 29

## UPDATE ON 2021 DMV LEGISLATIVE PROJECTS

- AB 427 deals with DUIs and ignition interlock devices. It simplifies the DMV administrative hearing processes and clarifies the language in statute to make it easier to understand.
- The DMV changes required from this bill are now complete.
- SB 29 allows third parties to process salvage titles for the DMV, which will alleviate some of the DMV's workload.
- Work is ongoing as the DMV hopes to make participating companies into mini-DMV offices that can only process and print salvage titles.



# AB 188 & SB 60

## UPDATE ON 2021 DMV LEGISLATIVE PROJECTS

- AB 188 abolishes the Legislative Special License Plates Commission and absorbs the duties into the DMV.
- The DMV is mirroring the process that the legislative committee followed, a committee has been formed, and a mock meeting has been conducted.
- SB 60 cleaned up the DMV's special plate process, changed the out-of-state movement permit period from 15 to 30 days, and allowed someone to move a vehicle for three days after they buy it. This project is complete.

# SB 163 & AB 123

## UPDATE ON 2021 DMV LEGISLATIVE PROJECTS

- SB 163 creates a Divine Nine license plate honoring nine Black fraternity and sorority organizations known as the Divine Nine.
- The DMV has created a plate design but is not able to move forward with this project because the organizations have not registered with the State Controller's Office, which prevents the DMV from setting up where the funding is distributed.
- AB 123 creates a charity organization for the Golden Knights specialty license plate. This project is complete.



# 2023 Potential Issues

# Eliminate Tier System for Specialty Plates

- Approval of Vegas Golden Knights plate in 2017 (SB 283) opened the door to bypass the legislature's long-standing commitment to limit the number of specialty plates in Nevada.
- Created a disparity for charities to have their plates approved.
- Abolishment of Legislature's Special Plates Commission in 2021 Session (AB 188) creates an opportunity to restructure the process.
  - Create opportunities for all charities.
  - Take decision off DMV to determine which charities are "worthy" of a specialty plate.



# OHV Program to DCNR

- SB 170 from the 2021 Legislative Session.
- DMV would only title OHVs.
- Existing OHV staff would be transferred to DCNR.
- DCNR would administer an annual OHV decal program, in lieu of OHV registration.
- May require 2/3 majority depending on language.

# Housekeeping

- Drive test refusals
- CDL cleanup provisions
- Transformation may require statutory changes







## New Henderson Office

- The Donovan CDL Office and the Henderson DMV will be replaced with a new building at I-15 and Silverado Ranch.
- Increased capacity for customers.
- Improved access to truckers.
- Design occurring in 22-23 biennium.
- Construction in FY 24, opening Nevada Day 2025.



# Thank you