

Hello Members of the Committee, my name is Troy Arias, owner of Arias LLC dba AA DMV Services. My family has been in business for over 23 years in North Las Vegas.

The Registration Services industry has over 80 small businesses in the Reno/Carson and Las Vegas areas. This is a group of mostly minority/women owned businesses that has almost doubled in size since 2019. We are currently licensed as Document Preparers by NV SOS which requires a \$100 Document Preparation license fee, a background check that requires fingerprints, a \$50k bond, a state business License from NVSOS and a local jurisdictional license meaning a city/county license. We process DMV transactions on behalf of customers. Think of it as DoorDash, but for DMV instead of food.

The industry has been in constant struggle with DMV since October of last year. The DMV tried to completely change how they work with the industry with only 2 weeks notice. These changes were going to completely destroy the majority of industry members. Through back channel communications and help from the Latin Chamber of Commerce, we were able to push back that change and several other deadlines on new procedures that the DMV proposed over the last 6 months.

The issue in question is one of supply and demand. The demand for the industry's services is extremely high. We help Nevada working families with their DMV transactions, we help Nevadans with language barriers, single mothers who can't take a day off to go to DMV and even Nevadans who are concerned with their immigration status in a government building etc. While the DMV has only 6 employees in their call center answering DMV questions for the entire state, the industry has over 170 people per day answering DMV questions, not including the in person customer service we provide for free, for Nevadans coming into our offices asking about their transactions at no cost to the state. The industry provides millions of dollars in value to the state for very little cost.

The supply problem in this case is the access to DMV to process transactions is limited. In 2019 we were able to pass AB288 which put into law the two designated windows at each DMV metro office for Industry members to process transactions. AB288 was almost killed with a \$4.5 million-dollar fiscal note put on it by DMV but we were able to salvage the bill through a compromise made possible by Assemblywoman Monroe -Moreno (the committee chair at the time) and then Assemblywoman Ellen Spiegel (the bill sponsor). We are very grateful for their help to this day. This bill saved a lot of small businesses and actually allowed these small minority owned businesses to grow over the last 5 years. This growth has led to the new businesses entering the industry, to be faced with limited access as the two windows filled up.

After negotiations with DMV a new system was implemented last Monday May 20th, to try to help these newer businesses get more access, because no new resources were actually provided, the end result was that long standing businesses had their access cut and the access that was cut out, was given to newer businesses. We do appreciate the DMV's willingness to work with the industry as they are faced with a difficult problem of having limited resources. The industry is actively working on getting those issues resolved with DMV.

The industry understands the DMV's stated goal of taking everything online for their Department Transformation Effort. However the industry believes that it can play a role in helping solve the problem of DMV access for Nevada working families. It is very clear that the consumer demand for in person service will be there in the future as evidenced by the new DMV building in the Silverado Ranch area. The industry's goal is to work together with DMV and the legislature to pass legislation to become licensed community partners in the same way that driving schools, auto dealerships and even AAA of

California are currently offered. The costs associated with this proposal would be paid by the industry members and would come at no cost to the Nevada tax payer.

Many states including California and Arizona license 3rd party registration services and allow them to process transactions in house. This creates a voluntary, alternative solution for people to process their DMV transactions. It has been an extremely successful program and saved the state of Arizona hundreds of millions of dollars. They haven't had the need to build a new DMV building in 30 years in the Phoenix metro area.

There is a Bipartisan effort that includes elected officials, as well as the Latin Chamber of Commerce to work with DMV on this legislation for the upcoming session. We believe with a path to process transactions in house in the future, the industry can play a major part in helping solve the DMV issues for Nevadans. Thank you for your time.

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