



## Memorandum

From  
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To: Chair Harris and Interim Growth & Infrastructure Committee Members

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Subject: Registration Service Companies

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We are aware that the registration service companies (document preparation licensees) are testifying at the Growth and Infrastructure meeting next week. They desire to become partners of the agency and access Department Motor Vehicle (DMV) systems and records to perform transactions as State of Nevada employed staff would today. They walk the documents in on behalf of a customer, and state staff process the actual transaction in our secure systems.

Through conversations and public workshops with this group, we have found that they would not want the same structure as our existing partners, in where they perform the services at no to low cost. They also do not wish to have a cap placed upon them for the fees they charge for their services.

We have several partners now, and they provide their services at no cost to constituents, and you do not need to be a member to use this service. (AAA, kiosks, county assessors & Boulder City Police Department). Locations here: [Nevada DMV Office Locations \(nv.gov\)](https://www.nv.gov/dmv/locations).

At the most, the existing partners are allowed to charge a \$10 service fee, as outlined in statute (emission stations). A link to those service partners can be found here: [Registration Renewal Official Page \(nv.gov\)](https://www.nv.gov/dmv/registration-renewal).

eDS (Electronic Dealer and Title Services for dealerships) charge a \$4 fee that goes to the dealership. This new program went live Monday, August 5, and we're rolling it out to all Nevada dealerships in phases through August and September.

Our understanding, based on customer feedback, is these services charge upwards of \$150 as a service fee, on top of the cost to do the transaction, and it can go up from there if "same day" service is used.

Our biggest concern, as discussed at length previously, is the customer knowing/understanding what services are available to them, at no cost, so they are not paying for services unnecessarily, if that is not their intent.

We do know a certain percentage of the population will pay for these services as they value their time at more than the cost to do so.

I would like to point out that the bulk of the services offered are already services available online, for customers today, at no charge. (Registration Renewals) [Registration Renewal \(nv.gov\)](#).

There is a kiosk option that allows immediate decal printing. (\$4 charge for registration renewals and \$1.25 for any other transactions). Locations here: [Home | Nevada DMV Now — Vehicle Registration Renewal \(nvdmvnowkiosk.com\)](#).

Through our DTE (Department Transformation Effort), as of yesterday, August 19, private party vehicle sales, and new to Nevada registration transactions are now offered online. A link to the new services can be found here: [Rapid Registration \(nv.gov\)](#)

This transaction allows a same day visit to pay, pick up plates/decals if the transaction is approved. Future iterations will be the entire end-to-end process including payment and mailing of plates and decals. We are taking a crawl, walk, run approach to make sure customers and staff alike are comfortable on this transformative journey.

New and Used Vehicles purchased from a NV dealership can already be registered online as well, at no charge. Here is that link: [Online Vehicle Registration \(nv.gov\)](#).

We wanted to do our part as a State of Nevada Department to make sure this committee was equipped with the full knowledge of the services offered by the DMV to our constituents today.

We are happy to provide this information as written testimony that can be shared with the entire committee and constituents.

Please let us know if you have any questions. Thank you.