

August 28, 2024

Dear Members of the Interim Committee of Growth and Infrastructure,

I am writing to you on behalf NBH Professional Services, LLC, a small, locally owned third-party registration services company that has proudly served the Nevada community for 9 years. Our business, like over 140 others in the Reno/Carson and Las Vegas areas, plays a crucial role in helping Nevadans navigate their DMV transactions efficiently and conveniently. I urge you to support the initiative allowing third-party registration services to process DMV transactions in-house, similar to the existing partnership with AAA of California.

Our industry is composed predominantly of minority and women-owned businesses that have nearly doubled in size since 2019. We are already highly regulated, holding multiple licenses and bonds, and undergoing rigorous background checks. Despite these efforts, our ability to serve the community has been increasingly hampered by limited access to DMV windows and restricted processing capabilities. Allowing us to process transactions in-house would greatly benefit the communities we serve. We provide essential services to working families, individuals with language barriers, single parents, and military personnel, among others. Many of our clients rely on us because they cannot afford to take time off work to visit the DMV or are concerned about their immigration status in government buildings etc. By processing transactions in-house, we can offer even more convenient, accessible, and timely services, reducing the burden on both our clients and the DMV.

We are committed to covering the costs associated with this partnership, including training, equipment, and licensing, which would result in limited additional financial burden on the state. In fact, with an estimated 200,000 transactions processed annually at a \$6 fee per transaction, this could generate over \$1.2 million in revenue for Nevada, further justifying this initiative.

The current DMV infrastructure is struggling to keep up with the demands of our rapidly growing population. With only four non-commercial service branches in Clark County, the system is overburdened, leading to long wait times and frustration for Nevadans. By partnering with third-party services to process transactions in-house, the state can significantly reduce this strain, allowing DMV resources to be allocated more efficiently.

This proposal is not without precedent. States like California and Arizona have successfully implemented similar programs, providing voluntary alternatives for residents to process their DMV transactions, which have saved their states millions of dollars and reduced the need for new DMV facilities.

In conclusion, allowing third-party registration services to process DMV transactions in-house represents a win-win solution for the state of Nevada, its residents, and its small businesses. We can help alleviate the workload of the DMV, improve access to essential services for our communities, and contribute positively to the state's economy. I strongly urge the committee to consider this proposal and take the necessary steps to make it a reality.

Thank you for your time and consideration.

Sincerely,

Nora B. Hernandez

Owner

NBH Professional Services, LLC