

Request for bill title: DMV outsourcing proposal

1. Many states have entered into cooperative agreements with non-governmental organizations to provide limited DMV services.
2. In the past few years Utah, Arizona, Nevada, California, Texas, Connecticut, Rhode Island, Maine and Nevada are among those states. In these states, private sector offices are under contract to provide services ranging from titles and registration to renewal of driver's licenses and everything in between. I have a chart and will pass it around for review.
3. The purpose for doing this is to relieve some pressure on State budget and resources, but more important to provide more and better access for our constituents and customers across the State of Colorado. These states with the help of their partners are reducing wait times and expanding hours for basic DMV services. AAA Colorado has more than 625,000 members statewide so there is clearly a large, built-in customer base for this service.
4. In most of the states I have listed AAA motor clubs have stepped up to offer their offices. The process for compensating these clubs varies and is subject to negotiation, but often there is an added service fee.
5. I would like to see a bill title for the TLRC to review to provide the DMV latitude to consider this approach in Colorado. I do not want to mandate that the DMV outsource or contract their services, but instead want to make sure Colorado law allows them to do so when and if they believe this is a worthy undertaking.
6. We talk a lot about public private partnerships and, frankly, this strikes me as the purest of such PPP undertakings – the private sector stepping up to add services which improve state services.
7. Thank you for your consideration of this request.

DMV Services at AAA

	Arizona	California	Connecticut	Maine	Nevada	Rhode Island	Texas	Utah
Initial Title and Registration	X							
Renew Registration	X	X			X	X	X	X
Duplicate registration	X	X				X		
Replacement registration stickers		X				X		
Order personalized plates	X	X					X	
Issue Disability Plate/Placard	X							
Reinstate registrations suspended due to lapse in insurance		X				X		
Get duplicate title	X	X						
Transfer ownership	X	X						
Renew driver's license and state ID			X	X	X		X	
Print out driver history reports	X						X	