

Dear Senator Giessel,

Thank you for introducing SB127. I have been a DMV partner since 2006 with a store front business open to customers in North Pole. Our service has been valuable to the customers of North Pole, Fairbanks, Salcha, and Delta Junction, even Nenana. We have enhanced hours from the Fairbanks DMV and are open on Saturdays as well as most holidays that the local DMV is closed. We do mail-in registrations and titles for our customers who are overseas in the military or full-time students. We do large batches of titles and registration for a few car dealers in town because they can get a quick turn around with their title work that is not available at the Fairbanks DMV.

We charge a reasonable amount no more than \$15-20 per transaction (depends on if it is registration or title and registration). This charge must cover the cost of building mortgage, liability insurance, general insurance, phone, electricity, fuel, computers, and printer. It must cover the salary of a trained staff (training takes several weeks, and I must cover the cost of sending new staff to Anchorage for three days of training). Previously we were reimbursed by DMV for our weekly mailing of documents processed in the amount of \$10 per week. Now this reimbursement is no longer available; it is close to \$500 a year for us to send these documents. We also have to pay, with no reimbursement, for the expired tabs to be sent back to Anchorage.

The 15% fee to help defray these costs would be so very helpful. It would allow us to have another person trained and available to support our services. The DMV customers in the state of Alaska benefit from quicker transactions (time is money for our customers, they are taking off work to get to the DMV during M-F business hours), they really appreciate the later daily hours and open Saturdays.

I thank you for bringing this bill forward.

Leslie Gustafson, President

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