



# **DMV Transition Proposals**

**Alaska Department of Administration**

**Commissioner Kelly Tshibaka**

**March 4, 2021 | Senate Transportation Committee**

# Transition Overview

## Public-Private Partnerships Will Provide Stability, Efficiency for Local DMVs Across Alaska

- The State of Alaska has a long history of successful partnership with private-sector businesses to improve service offerings to Alaskans
- Public-private partnerships for DMVs will allow the state to share cost burdens with a private-sector partner, create more local jobs, improve access, and provide faster service for Alaskans who must visit a DMV in-person
- DMV will be able to reduce leasing and overhead expenses and also give more back to the General Fund, addressing budget concerns and allowing for private businesses to develop and grow in communities
- No state revenues will be diminished under this plan, as most transactions are done online and processed by DMV employees
- No jobs will be lost during this transition; only vacant PCNs will be eliminated



# In-Person DMV Transactions

**Alaska's Division of Motor Vehicles is required by statute to process certain transactions in-person:**

- Original driver license/ID issuance (every 15-16 years)
- Second driver license renewal (every 15-16 years)
- Senior citizen driver license renewal (every 8 years after one turns 69)

**The DMV does not yet have an online solution for these items that are currently performed in-person at a DMV location:**

- Driver license reinstatement
- Knowledge testing

**Did you know? 95% of DMV transactions are or can be completed entirely online.**

# Status of Transitions

The following DMV offices have begun the transition to public-private partnership:

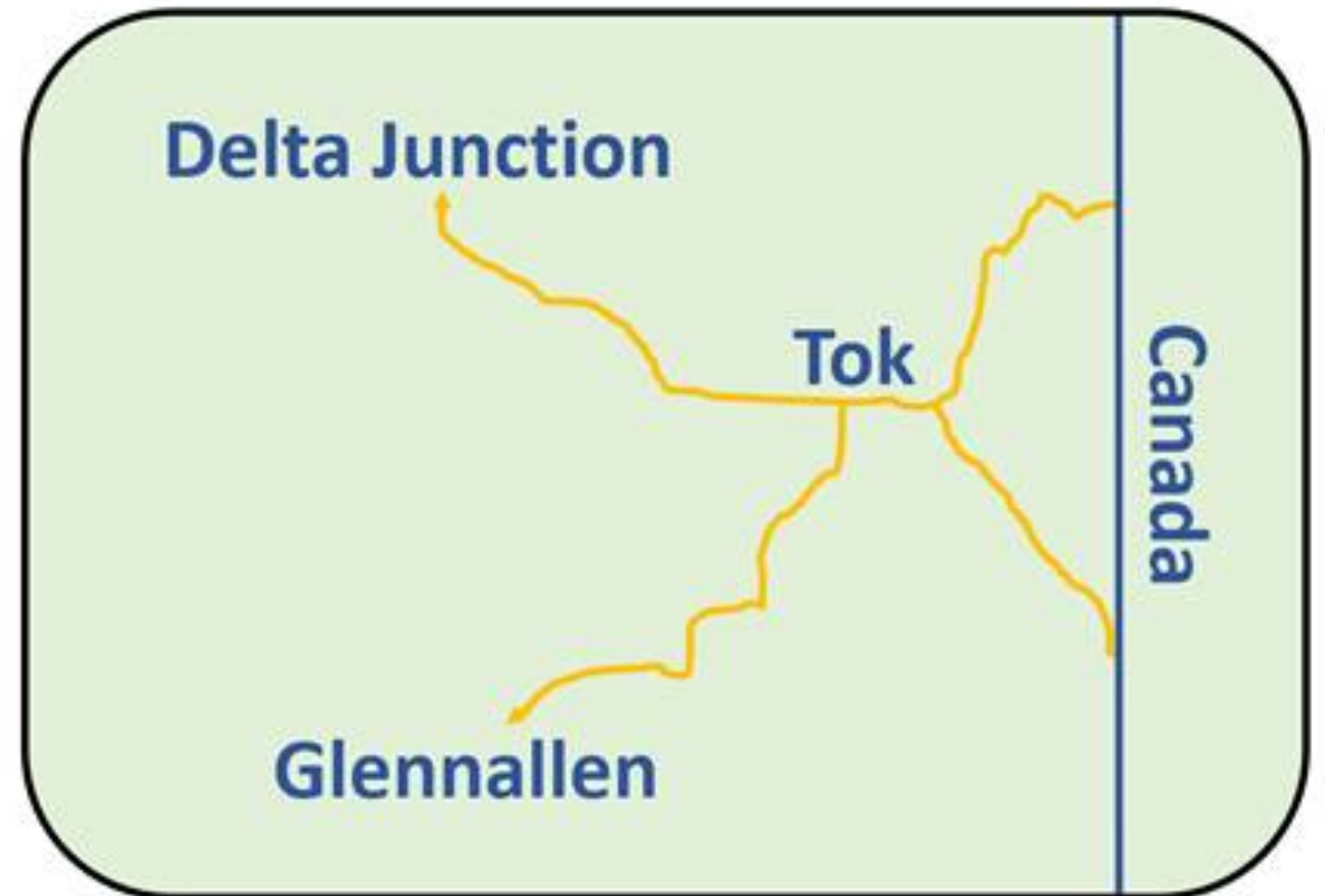
- **Delta Junction** | Private Partner Already in Operation with DMV
- **Tok** | Private Partner in Delta Junction Willing to Operate DMV
- **Homer** | In Active Discussions with Qualified Private Partners
- **Eagle River** | In Active Discussions with Qualified Private Partners
- **Valdez** | In Active Discussions with Qualified Private Partners
- **Haines** | Actively Recruiting Qualified Private Partners



# Commercial Drivers in Tok

**Tok serves as a commercial permitting hub for commercial drivers entering Alaska from Canada. This proposal provides options for those drivers to obtain proper permits.**

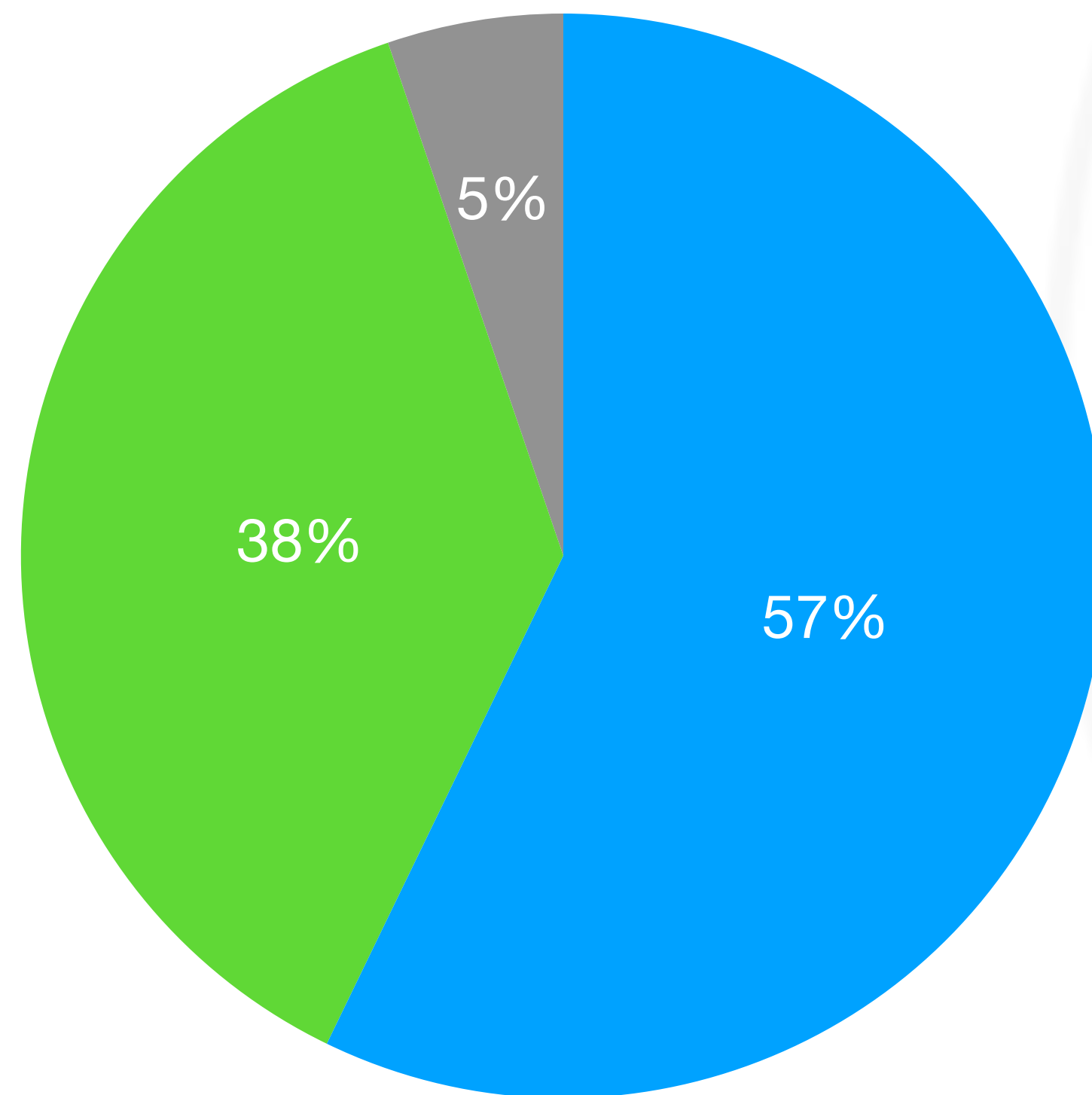
- Drivers who enter Tok and are not able to access the DMV can continue to Delta Junction or Glennallen, or check in at the Tok Weigh Station to obtain permits
  - Tok Weigh Station Hours (insert open hours)
- Commercial truckers can purchase a 30-day temporary registration for \$350 from DOT online



# DMV Service Types Provided FY18-FY20

## How are most transactions completed?

● Can Always Be Done Online ● Sometimes Online ● In-Person Only



- Vast majority of transactions are completed online, processed by DMV in Anchorage
- For transactions that can be done online OR in-person, costs are the same to Alaskans
- DOA is open to legislative proposals to further reduce in-person transactions



# Proportions of Population Served

Examining Population Size and Transaction Volume

	Delta Junction	Eagle River	Haines	Homer	Tok	Valdez
<b>Population</b>	931	10,613	1,713	5,810	1,258	3,834
<b>% of Alaska Population Served</b>	0.13%	1.45%	0.23%	0.79%	0.17%	0.52%
<b>Total In-Person Transactions, 2020</b>	5,194	31,412	2,448	11,490	2,823	4,036
<b>In-Person Transactions Per Business Hour, 2020</b>	2.2	13.4	1.0	4.9	1.2	1.7
	% of transactions that could have been done online or in the mail = 83%-95%					

**DOA is championing improvement in the  
State's performance and results.**



**For additional information, please contact Kelly Hanke at [Kelly.hanke@alaska.gov](mailto:Kelly.hanke@alaska.gov)**