



DMV Transition Proposals

Alaska Department of Administration

Commissioner Kelly Tshibaka

DMV Director Jeffrey Schmitz

March 11, 2021 | House Finance Subcommittee

Transition Overview

Public-Private Partnerships Will Provide Stability and Efficiency for DMV Processes 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 (one-time)
- 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:

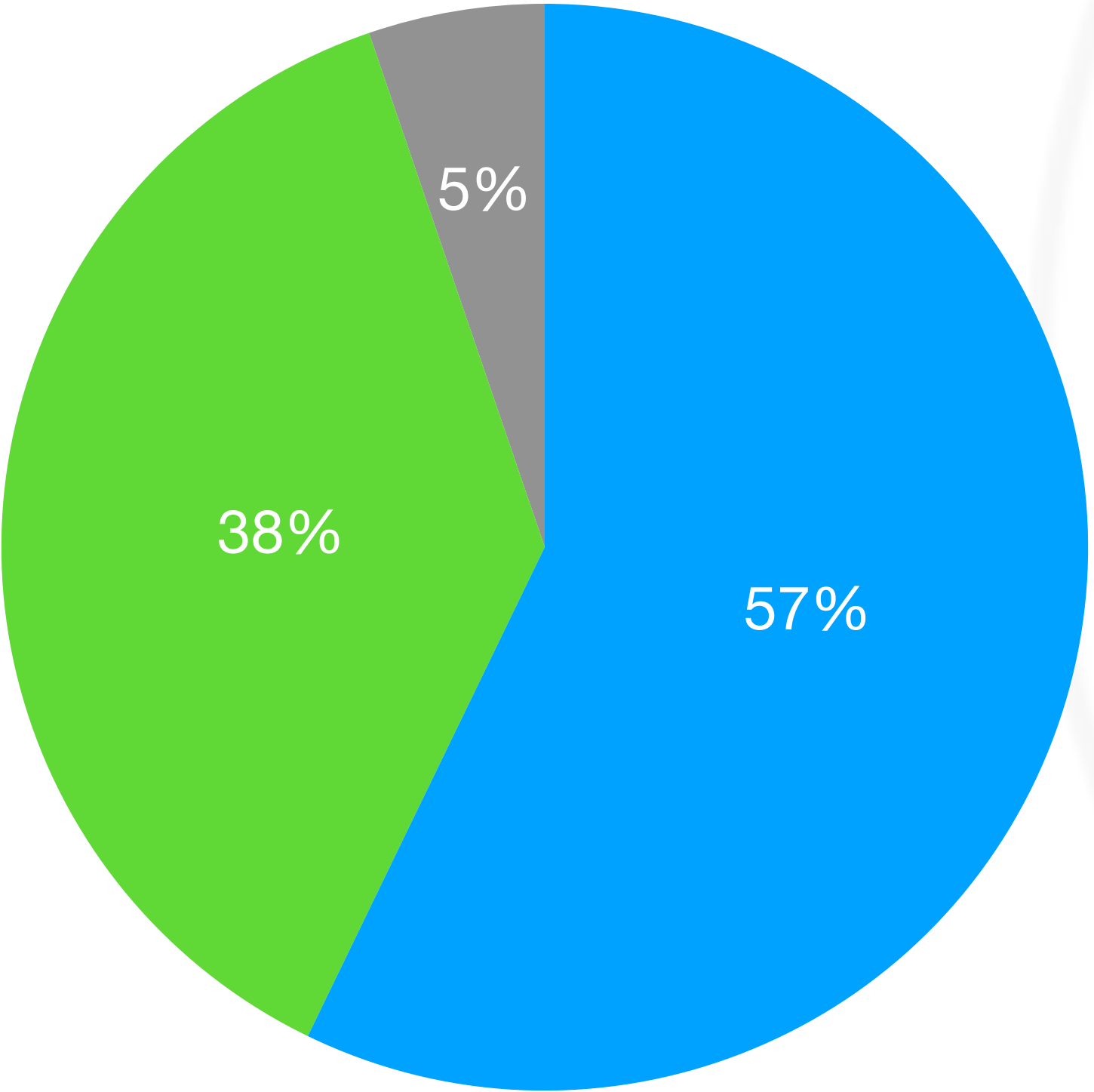
- Driver license reinstatement
- Knowledge testing

Did you know?

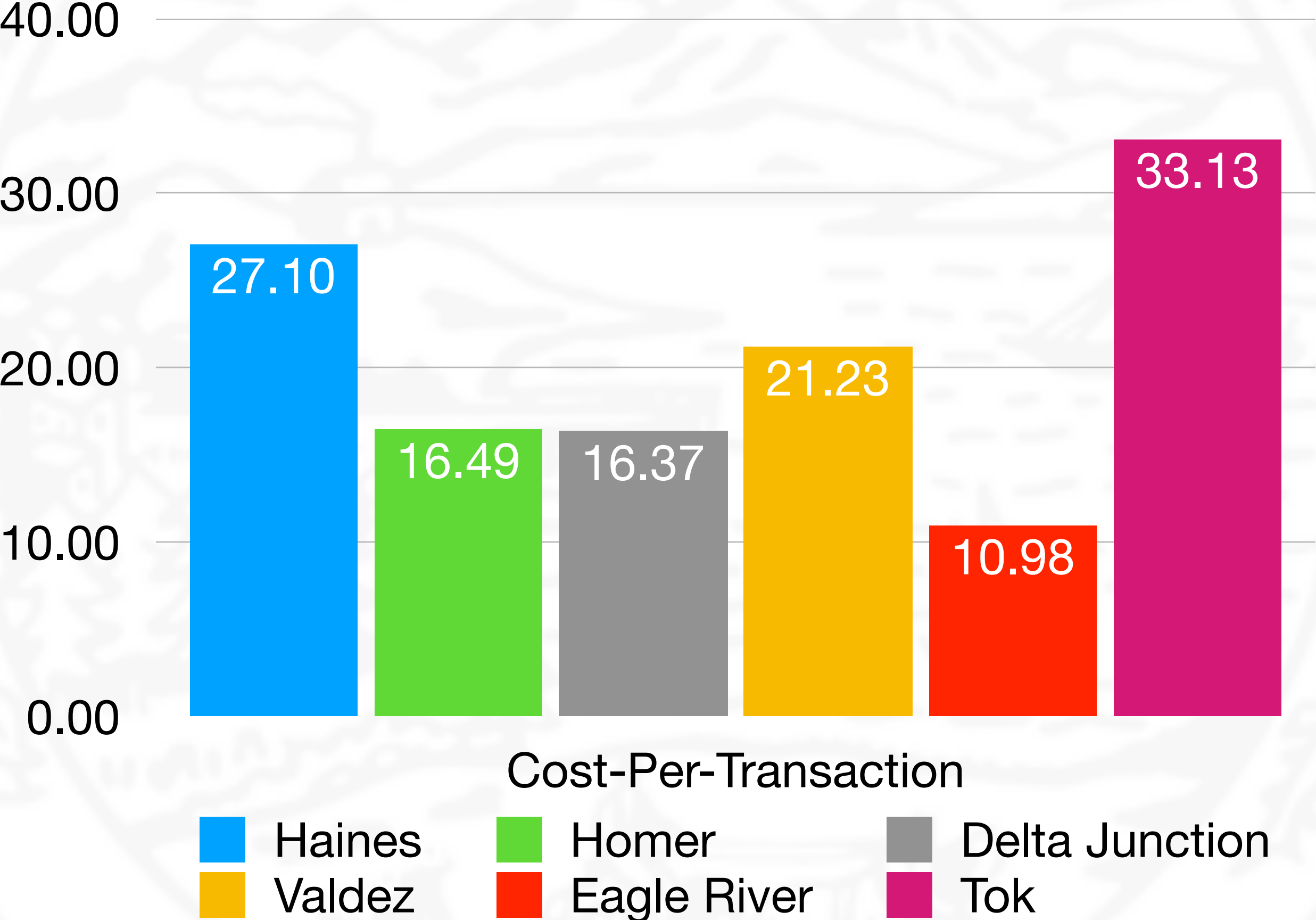
Up to 95% of DMV transactions can be completed entirely online.

DMV Service Types Provided FY18-FY20

● Always Online ● Sometimes Online ● In-Person Only



Cost Per Transaction by Transitioning Office



Cost of Common DMV Transactions

<u>Transaction Type</u>	<u>State-Run DMV</u>	<u>In-Person at UMV*</u>
Registration Renewal	\$110 + taxes	\$132 + taxes
Registration Duplicates	\$2	\$22
Parking Placard Renewal	\$0	\$12
Report Vehicle Sale	\$0	\$2
Drivers License/ID	\$20	\$45
REAL ID	\$40	\$80
Obtain Driving Record	\$10	\$22
Practice Knowledge Test	\$0	\$10

*Example of a Private Partner; costs vary

Status of Transitions

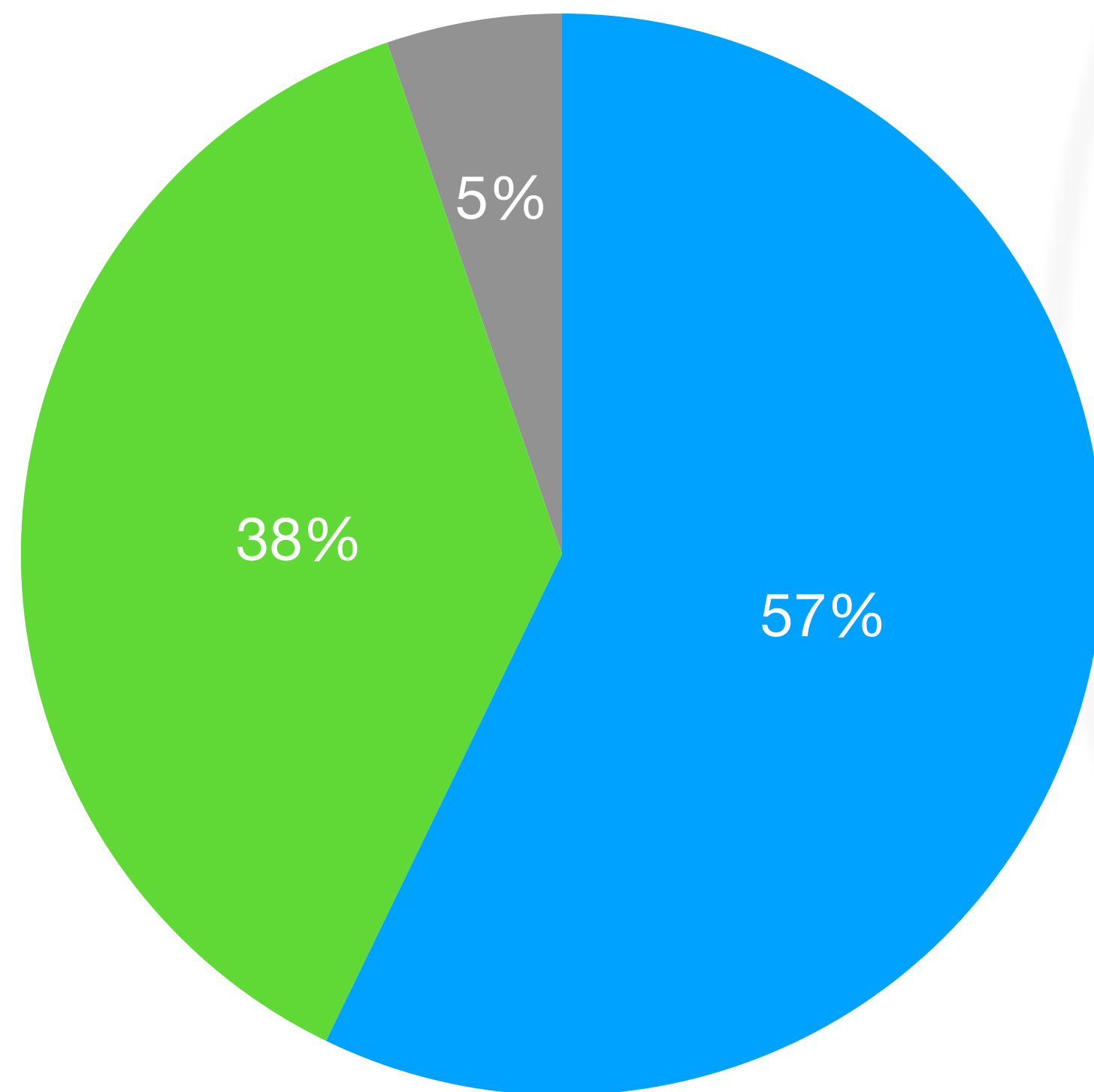
The following DMV offices have begun the transition to public-private partnership:

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

DMV Service Types Provided FY18-FY20

How are most transactions completed?

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



- The vast majority of transactions are completed online and 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 Borough	Homer	Tok	Valdez
Population*	3,915**	10,613	2,520	5,513	1,187	3,855
% of Alaska Population Served	0.54%	1.46%	0.35%	0.76%	0.16%	0.53%
Total In-Person Transactions, 2020	5,194	31,412	2,448	11,490	2,823	4,036
In-Person Transactions Per Business Hour, 2020	2.2	13.4	1.0	4.9	1.2	1.7
	% of transactions that could have been done online or by mail = 83%-95%					

*DoLWD 2020 Population Estimates by Cities and Census Designated Places(CDPs), 2010 to 2020

**Combines Delta Junction, Deltana and Big Delta

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



For additional information, please contact Kelly Hanke at Kelly.hanke@alaska.gov.