

Nevada Department of Motor Vehicles

DriveNV: Paving the Digital Highway for the DMV

State: Nevada

Category: Digital Services - Government to Citizens

Project Start: 2021

Project End: 2029

Project Links: dmv.nv.gov/transformation

[DriveNV Portal](#)

[MyDMV Portal](#)



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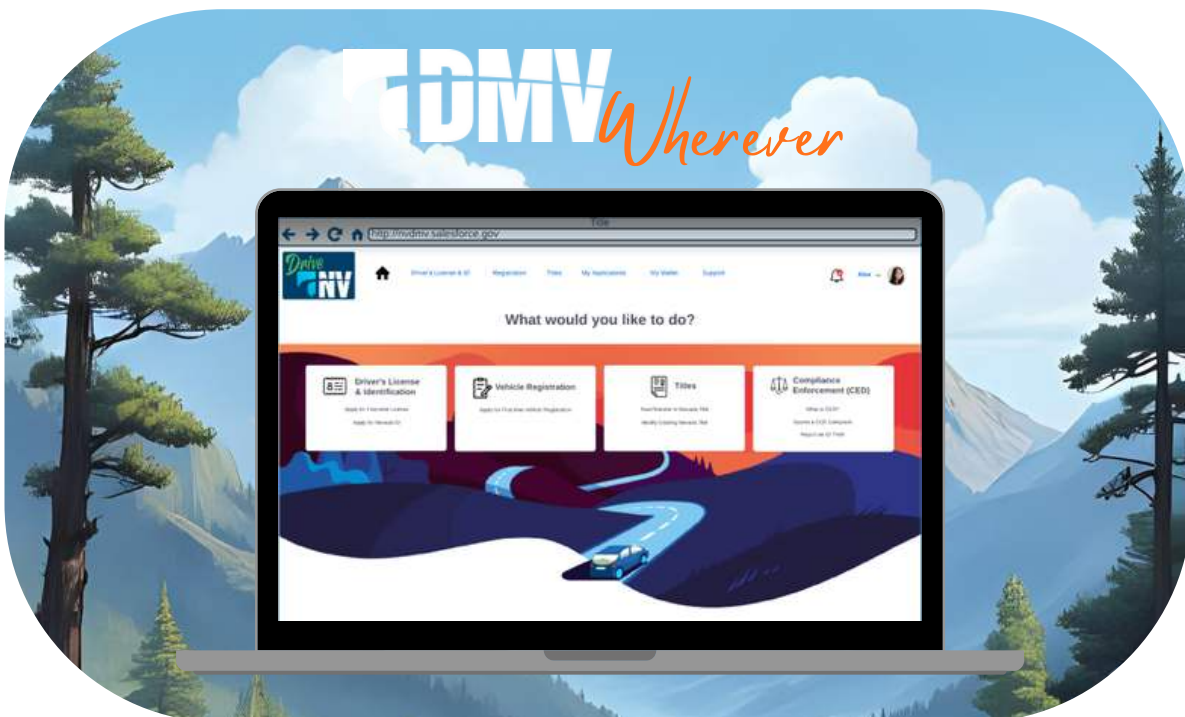
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EXECUTIVE SUMMARY

Nevada is among one of the fastest-growing states in the country with over 3.2 million residents, mostly all who need services from the Department of Motor Vehicles (DMV). We are challenged to efficiently meet the needs of our customers and employees, especially now with the emergence of technology and the demand for online transactional convenience. We are currently operating on an outdated business model that is costly, inefficient and makes interactions difficult for most, if not all. It is no longer possible to meet growing demand with outdated technology and brick-and-mortar facilities alone. The leads us to invest in public dollars to modernize our operations and meet the evolving needs for Nevadans.

The solution? We have strategized a roadmap over the course of a couple years to completely revolutionize our department and bring modern technologies to customers. This initiative is better known as the DMV Transformation Effort (DTE) and will gradually make most services available online and change the way Nevadans conduct business with the DMV. The goal is less office trips and more freedom to complete services anywhere at any time; this is the future of the Nevada DMV.

Specifically created for DTE purposes is DriveNV, our new web portal, where all current and future online products and communications will be housed. With our two largest DTE products to date, Rapid Registration and Turbo Titles, we have seen over 77k portal account creations in less than a year since implementation, which resulted in significantly reduced in-office foot traffic. DriveNV is more than just a portal, as it represents our commitment to accessibility, modernization and innovation for all.



IDEA

Connecting Our Beloved Citizens With the DMV Wherever You Are

The DMV shouldn't feel like a traffic jam. The image most people have with the DMV today are crowded offices, long lines, frustrating interactions and operational strain; the Nevada DMV was no exception to this. As the third fastest growing state in the nation, the customer expectation for the Nevada DMV is higher than ever before. People expect fast, digital access to services and seamless, problem-free transactions, all at the palm of their hands. We recognized a critical need for the future success of the agency; to modernize the experience for every customer.



Here lies the main issue: the agency is operating on an outdated legacy system and technology that is costly, inefficient and makes it challenging to meet the growing demand of Nevada's 3.2 million civilians.

In order to address these issues, we started with a bold goal of transforming our agency into a 21st century organization that securely offers its services online.

The DMV Transformation Effort (DTE) was launched, a comprehensive initiative that addresses both issues for the state agency and the community's needs which focused on:

1. Improving services that prioritize a customer-first approach by delivering intuitive, efficient, and optimized online experience.
2. Supporting secure and flexible access with fit-for-purpose systems and tools that support transactions anywhere
3. Replacing outdated legacy system that are costly and inefficient with a scalable system that provides a 360-degree customer view, increased automation, and enhanced security.
4. Equipping employees with modern tools that allows work option flexibility that allows comprehensive support and feedback.

Driving Change With Comprehensive Data

We conducted an in-depth discovery to catalog all 850 DMV service variations – laying the groundwork for a multi-year transformation of our technology, operations, workforce, and service delivery model.



FY25 Q1

Non-Fleet Registration

DriveNV, the DMV's new online portal, is released allowing Nevadans to create an account and apply for new, non-fleet, registration online.

FY25 Q2

Standard Titles

Nevadans can now also apply for the most common title products with the DriveNV portal.

FY25 Q3

Non-Fleet Registration

Individuals can browse and select specialty plates for their vehicle or motorcycle during the registration process on the DriveNV portal.

FY25 Q4

Standard Titles

Expands DriveNV to allow individuals to apply for additional, common, title products, such as rebuilds.

FY26 Q1

Title & Registration

Improvements to the DriveNV portal and addition of new Title & Registration application features.

FY26 Q2

Placards & Stickers

Nevadans can apply for disabled placards or stickers online via the DriveNV portal.

FY26 Q3

Movement Permits & Business Services

Nevadans can now apply for movement permits online and Nevada businesses can create accounts on the DriveNV portal and apply for non-fleet or fleet registration, along with standard and "non-standard" titles, such as lien sales.

FY26 Q4

Additional Vehicle Services

Apply for additional common products, including official use placards & stickers and golf cart permitting, via the DriveNV portal.

FY27

Non-Commercial Drivers License

Nevadans can apply for new Non-Commercial Drivers Licenses via the DriveNV portal.

FY28 Q1 - Q2

NV State ID

Individuals can apply for new Nevada State ID Cards via the DriveNV portal.

FY28 Q3

Commercial Drivers License

Nevadans can apply for new Commercial Drivers Licenses via the DriveNV portal.

FY28 Q4

NCDL Permits

Residents can apply for common Non-Commercial Drivers Licenses permits, such as learner's and restricted permits, online.

FY29 Q1

Driver Authorization Card & NCDL Tests

Individuals can apply for Driver Authorization Cards & manage Non-Commercial Drivers License testing on the DriveNV portal.

FY29 Q2

CDL Permits, Tests, & Special IDs

Residents can apply for common Commercial Drivers Licenses learner's permit & manage associated testing online.

FY29 Q3

Clearance Letters & Business Credentials

Nevada businesses can apply for the most common credentials and individuals can apply for clearance letters via the Drive NV portal.

FY29 Q3 - Q4

AAMVA Account & Product Integrations

DriveNV platform & AAMVA integrations for vehicle service and credentials products.

The DTE Roadmap is Centered in the Following:



More secure ways to do business online



Reduce in office visits and wait times



Provide multiple channels to communicate with DMV

IMPLEMENTATION

Setting the Foundation for Transformation

In order to build a future-ready DMV, we understood that we need to deliver value to Nevadans in a secure manner. Our efforts emphasize user needs, data security, and not just new services – but an entirely safe and new way of serving Nevada.



NIST Risk Management Framework (RMF)

Our foundation begins with a firm commitment to protecting sensitive information through a security-first approach. By enhancing our RMF, we've strengthened our ability to manage and reduce risk while safeguarding data and systems to a federal-grade security standard. The DMV has also developed a more advanced certification and accreditation process—now a required standard in all stakeholder collaborations with secure cloud adoption.



Bringing the Idea to Life With our Partners and Stakeholders

To achieve our modernization goal, we have employed 100+ staff consisting of DMV personnel, contractors, and vendor partners to redefine business process to align to our new cloud-centric technology. Focusing on Amazon Web Services (AWS) to host our products provides an online, anywhere, approach to our business model. The DMV's customer service and IT infrastructure are being built on the Salesforce platform with the help from Slalom, who is customizing Salesforce for the DMV, and Mission Critical Partners, who is providing oversight and quality assurance. Other important stakeholders in DTE are Nevada DMV's employees, auto dealers, financial institutions, and most importantly – the public. We are estimating this effort to complete across the eight (8) years of the project. We are currently five (5) years into the effort.

Our First Online Presence Needed Improvements

Our current web portal, MyDMV, houses over two dozen services available for Nevadans to complete entirely online. The hindrance of this portal, however, is due to the fact that it lies within the antiquated legacy system. We needed a solution to create a new mainframe that will magnify the customer experience at the DMV. Thus, the DriveNV portal was created.



IMPACT

DMV Transformation Effort - Successes to Date

<p>Nevada DMV Transformation Effort (DTE) Begins</p>	<p>Chat Bot Launched multi-lingual chat bot, eliminating call center email backlog.</p>	<p>Complaint Enforcement Case Management Introduced complaint and ID theft portal with digitized form and efficient workflows.</p>	<p>Dealer Titles Reduced dealer title processing from 40 to 14 days.</p>
<p>2021</p>	<p>2022</p>	<p>2023</p>	
<p>Rapid Registration Deployed online registrations to 18 offices, trained 700 technicians, and registered 55,000 customers with 11,000 Rapid Registration Applications</p>		<p>Turbo Titles Deployed online applications for titles to all DMV offices statewide</p>	<p>And More! On track to launch 20 more core vehicle services in 2025, streamlining ~50,000 office visits, saving 6,250 hours for DMV staff, and saving 29,000 hours for DMV customers</p>
<p>2024</p>		<p>2025</p>	

- **Multilingual Chatbot** – Allowing a highly engaging conversational experience for NV Customers
- **CED Case Management** – Completed CED implementation for submission of online business/dealer complaints and online identity theft submissions (Salesforce)
- **EDS** – Next phase of Dealer Titles – partnership to decrease new dealer title turnaround time
- **Wait Well** – Queue management increasing customer service and support by providing a mean for customers to check-in using their mobile, track wait times, no physical in line check-in
- **Contact Center Modernization** – Serving more customers with greater efficiency and effectiveness (AWS Connect)
- **Rapid Registration** – Optimizing customer efficiency for first time non-fleet registration applications online (Salesforce)
- **Turbo Titles** – Optimizing customer efficiency for first time titles applications online (Salesforce)

DMV Wherever
Our latest services. Time for you to skip a trip.

VISIT US AT
[DMV.NV.GOV](https://dmv.nv.gov)

Online. The best way to do your DMV needs.

Address Change | Duplicate License & Renewal | Track Your ID | Driver History
Vehicle Registration, Renewal, & Surrender | Moving Permit | Insurance Update
Paperless Notice | Smog Spotter | OHV Duplicate Decal & Renewal

Rapid Registration
A new way to register a brand new or out-of-state vehicle.

Start by going to dmv.nv.gov/rapidregistration.htm

Turbo Titles
A new way to apply for a new or duplicate title.

Start by going to <https://dmv.nv.gov/turbotitles.htm>

Expanding Online.
Our mission to reach more people.
The DMV Transformation is a multiyear effort to modernize the Nevada DMV by expanding online services, allowing Nevadans to complete most transactions anytime, anywhere. Our offices will remain open for those who prefer in-person service, and we're committed to supporting individuals with limited access to technology or other barriers to ensure equitable access for all.

IMPACT

Strides and Successes of DriveNV

Since the implementation of DriveNV in August 2024, there have been:

- Over 77k portal accounts creations, which equates to about 258 portal accounts daily.
- Over 8k completed registration applications since go-live in August
- Over 3k completed title applications since go-live in January
- Over 23k combined registration and title applications submitted since registration and title enhancement in April 2025

These numbers reflect not even a full year of product release, but the payoff has been more monumental than imaginable. With a combined figure of over 11k customers who completed their online registration and title applications, we have seen less foot traffic in our offices, resulting in more availability for those who need in-person appointments.

What Do Our Customers Think?

- **Half of all users (50%)** rated the online application experience as “very user friendly” - the highest possible rating
- **With nearly 3 in 4 users (72%)** rating the platform positively, we’ve built a system that instills immediate confidence and clarity in a majority of users
- **94% of users** did not find the platform “somewhat” or “very difficult”; fewer than 1 in 15 users found usability to be a challenge

CONCLUSION

The DriveNV portal is an integral part of the DTE project and it marks a turning point in how we deliver essential services and communicate with our customers. It represents a new standard for what public service can be. Through modern technology and security measures, we are reshaping the foundation of the department and creating a future where Nevadans can stay connected and complete their transactions with efficiency and convenience.