

DMV Modernization Act

AMERICANS ARE STUCK WITH TERRIBLE SERVICE AT THE DMV

The DMV is a waste of time and money



The average DMV visit takes **59 minutes**, and there are too few offices



Rather than using convenient online tools, customers are **required to travel to an office**



DMV branches are often **rewarded with larger budgets** when wait times increase

THE DMV DOESN'T HAVE TO BE THE POSTER CHILD OF GOVERNMENT INEFFICIENCY

States can make the DMV accountable to its customers by **improving government incentives and promoting private competition:**

1

Reward public DMV branches and their managers for lowering wait times and improving customer service

After Indiana's similar reform, wait times fell by 70% and customer satisfaction reached 97%



2

Allow private providers to compete with public DMVs

Arizona and Oklahoma allow private providers to perform almost all DMV functions, which expands access, saves money, and cuts wait times

80% of residents of states with the longest DMV wait times support private competition



||| CICERO INSTITUTE

ciceroinstitute.org

DMV Modernization Act

OKLAHOMA CASE STUDY



At 9X the U.S. average,

Oklahoma has more DMV facilities per capita than any other state



Oklahoma spends two-thirds less per capita

on its DMV than do comparable states



DMV wait times in Oklahoma

are less than half the U.S. average



There is no difference in crashes or fatalities

in states that allow private driving tests

INCENTIVES MATTER



Why does the DMV continue to frustrate Americans?
Because the DMV faces no competition and has no financial incentive to change

BOTTOM LINE

Improving the DMV through competition and financial incentives will make residents' lives easier and save the state money