

HOUSE TRANSPORTATION COMMITTEE

March 11, 2021 - 9:45 a.m. – Room 327E

**North Dakota Department of Transportation
Robin Rehborg, Deputy Director for Driver Safety**

SB 2112

Good morning Chairman Ruby and members of the committee. I'm Robin Rehborg, Deputy Director for Driver Safety for the North Dakota Department of Transportation (NDDOT). I'm here to provide information related to NDDOT's agency bill SB 2112. Thank you for allowing me to explain this bill and answer any questions.

Currently, the DOT has 18 contracted motor vehicle service offices which conduct Motor Vehicle (MV) services for NDDOT. These contractors, as required by contract, hire their own staff who are not employed by NDDOT. These employees are required to have extensive training which is provided by DOT MV. NDDOT currently has eight full-time Driver License offices. The employees of these offices are NDDOT team members. These DOT employees also travel to the part-time sites for Driver License services.

The bill proposes to add language to NDCC §39-02-03 to allow the DOT's contracted Motor Vehicle service offices to conduct driver license (DL) services along with their current motor vehicle services. With NDDOT's deployed technological changes such as online renewal, mobile application, and kiosk implementation, the need for customers to physically come into a contracted Motor Vehicle service office is decreasing. This change will also streamline government service delivery. Allowing the contractors to complete driver license services will also assist our current DOT DL offices during high renewal periods. It may also reduce the time current DL examiners spend traveling to some rural areas to conduct DL services. The change will also increase customer service for North Dakota communities as the contracted offices are open five days a week.

Services offered by the contracted offices may vary by contractor depending on the space limitations and employee capacity. There will be required training and equipment needed, as necessary, to complete the DL services.

This concludes my testimony. Thank You.