



Self-Service Cash Kiosk Background

History

The Nevada Department of Motor Vehicles has aggressively searched for ways to give Nevada motorists alternatives to standing in line in an office. Those alternatives include on-line services at www.dmvnv.com and registration renewal by phone, mail and at emission stations.

With the exception of mail, the alternatives require a credit card to pay fees. Department statistics show that 30 percent of its transactions statewide are paid with cash. In the fall of 2002, the department requested funding from the Interim Finance Committee to find a vendor and launch a pilot project to create self-service kiosks that accept cash and dispense decals and registration forms. The Committee granted the department \$50,000 for that purpose and \$2 million was earmarked in the last legislative session to fund the project through the next biennium.

Implementation

After the Request for Proposal process, JCM American Corporation was selected as the vendor. After preliminary design and programming, a test machine was installed in the DMV's North Las Vegas office on W. Carey in September of 2003. After extensive testing internally as well as with selected customers, the system was judged operational and testing concluded April 30, 2004.

Additional machines were installed in major Las Vegas offices according to the following schedule. The North Las Vegas office was the first and gained a second machine. The final installation of southern Nevada machines was at the Henderson office May 24, 2004.

KIOSK ROLLOUT

OFFICE	DATE	# KIOSKS
Carey	5/3/04	2
Donovan	5/5/04	1
Flamingo	5/10/04	2
Sahara	5/17/04	2
Henderson	5/24/04	2
Carson City	6/01/04	1
Reno Express	6/7/04	1
Sparks Express	6/9/04	1
Galletti	6/14/04	2
Carson Test	4/15/04	1
Total		15

The kiosk accepts \$1, \$5, \$10, \$20, \$50 and \$100 bills as well as debit/credit cards. Renewal transaction amounts are rounded to the nearest dollar to eliminate the need for coin dispensing. Upon completion of the renewal transaction, a decal printed with the license plate number is dispensed, along with a registration certificate that includes the registered owner's name, address and vehicle description. The kiosks also accommodate Spanish-speaking customers.

During the pilot project, the average transaction took 86 seconds. A cash transaction averaged 90 seconds and a credit card transaction averaged 51 seconds. The average transaction at a DMV counter takes 12 minutes.

May 2004 Statistics (all kiosks)

Cash Transactions: 2,062
Credit Transactions: 1,342
Spanish Transactions: 794
Total Transactions: 3,404
Average Transaction Time: 106.82 seconds (1:47 minutes)

June 2004 Statistics (as of June 18)

Cash Transactions: 2,662
Credit Transactions: 1,866
Spanish Transactions: 874
Total Transactions: 4,528
Average Transaction Time: 108.03 seconds (1:48 minutes)

Cost

Because of the nature of the contract with JCM American, the DMV was not required to expend capital funds. The department pays JCM American a per transaction cost of five percent of the transaction, with a \$5 minimum and a \$15 maximum.

The Future

Presently, the kiosks are limited to vehicle registration renewals. Future enhancements include late registration renewals, registration reinstatements from an insurance lapse and driver's license renewals. Besides enhancing the services available to kiosk customers, the department envisions kiosks, similar to bank ATMs, available 24 hours a day outside DMV offices. DMV kiosks may also be installed in grocery stores and shopping malls.

JCM American Corporation

With headquarters in Osaka, Japan and offices in Las Vegas, JCM has been providing currency validation systems, software and services to the gaming, banking, amusement, vending and petroleum industries for nearly two decades. For more information, visit www.jcm-american.com.

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