

**AAA Clubs Offering DMV Services**  
February 2016

| Club  | How Many Locations?        | Vehicle Services <sup>1</sup> | License Renewals | New License Issuance | Vision Testing Services | Public or Member Only? | Club Contact   |
|-------|----------------------------|-------------------------------|------------------|----------------------|-------------------------|------------------------|--|
| 10    | 5                          | X                             |                  |                      |                         | Public                 | Wendy Bradshaw, AAA Arizona<br><a href="mailto:wbradshaw@arizona.aaa.com">wbradshaw@arizona.aaa.com</a>          |
| NCNU) | Northern CA – Most (81/82) | X                             |                  |                      |                         | Member                 | John Cruger, NCNU<br><a href="mailto:John.Cruger@goAAA.com">John.Cruger@goAAA.com</a>                            |
| ACSC) | Southern CA – All (84)     | X                             |                  |                      |                         | Member                 | Steve Finnegan, ACSC<br><a href="mailto:Finnegan.Steve@aaa-calif.com">Finnegan.Steve@aaa-calif.com</a>           |
| 00    | 8 (Northeast)              |                               | X                |                      |                         | Public                 | Lloyd Albert, AAA Northeast<br><a href="mailto:lalbert@aaanortheast.com">lalbert@aaanortheast.com</a>            |
| 07    | 8 (Allied)                 |                               | X                |                      |                         | Public                 | Karen Christiana, Allied Group<br><a href="mailto:KChristi@aaa-alliedgroup.com">KChristi@aaa-alliedgroup.com</a> |
| 09    | 2                          | X (1 branch)                  | X (1 branch)     |                      |                         | Public                 | Kevin Bakewell, Auto Club Group<br><a href="mailto:kbakewell@aaasouth.com">kbakewell@aaasouth.com</a>            |

<sup>1</sup> could include all services other than those relating to licensing, i.e. vehicle registration, titling, tags, etc.

*DLR*

| State | How Many Locations? | Vehicle Services | License Renewals | New License Issuance | Vision Testing Services | Public or Member Only? | Club Contact   |
|-------|---------------------|------------------|------------------|----------------------|-------------------------|------------------------|--|
| 10    | 13                  | X                |                  |                      |                         | Public                 | Michelle VanDoran,<br>AAA MidAtlantic<br><a href="mailto:mvandoran@aaamidatlantic.com">mvandoran@aaamidatlantic.com</a>  |
| 10    | 12                  | X                | X                |                      | X                       | Member                 | Lloyd Albert, AAA Northeast<br><a href="mailto:lalbert@aaanortheast.com">lalbert@aaanortheast.com</a>  |
| 2     | 8                   |                  | X                |                      | X                       | Public                 | Pat Moody, Northern New England<br><a href="mailto:Moody.Patrick@nne.aaa.com">Moody.Patrick@nne.aaa.com</a>  |
| 4     | 17                  | X                | X                |                      |                         | Public                 | Kevin Bakewell, Auto Club Group<br><a href="mailto:kbakewell@aaasouth.com">kbakewell@aaasouth.com</a>  |
| 70    | 1                   | X                | X                |                      | X                       | Public                 | Ken Mohr, AAA Minneapolis<br><a href="mailto:KMohr@aaaminneapolis.com">KMohr@aaaminneapolis.com</a>  |
| 0     | 1                   | X                | X                |                      | X                       | Public                 | Mike Right, AAA Missouri<br><a href="mailto:mright@aaamissouri.com">mright@aaamissouri.com</a>   |
| 6     | 6                   | X                | X                |                      |                         | Public                 | John Cruger, NCNU<br><a href="mailto:John.Cruger@goAAA.com">John.Cruger@goAAA.com</a>  |
| 0     | 4                   | X                |                  |                      |                         | Member                 | Linda Von Quintas, AAA Texas<br><a href="mailto:VonQuintus.Linda@aaa-texas.com">VonQuintus.Linda@aaa-texas.com</a>   |
| 0     | 2                   | X                |                  |                      | X                       | Member                 | John Corlett, AAA Northeast<br><a href="mailto:JCorlett@aaanortheast.com">JCorlett@aaanortheast.com</a>  |
|       | 15                  |                  |                  |                      | X                       |                        |  |
| 0s    | 4                   | X                | X                | X                    | X                       | Public                 | Jeff Bushman, AAA East Central<br><a href="mailto:JBushman@aaaec.com">JBushman@aaaec.com</a><br>Barbara Kasprzyk, AAA East Central<br><a href="mailto:BKasprzyk@aaaec.com">BKasprzyk@aaaec.com</a> |

| ce                                | How Many Locations?           | Vehicle Services | License Renewals    | New License Issuance | Vision Testing Services | Public or Member Only? | Club Contact  |
|-----------------------------------|-------------------------------|------------------|---------------------|----------------------|-------------------------|------------------------|---|
| ears                              | 8 AAA Clubs with 86 locations | X                | X                   |                      |                         | Public                 | Ted Leonard, AAA Federation<br><a href="mailto:ted.leonard@aaapa.org">ted.leonard@aaapa.org</a><br>Barbara Kasprzyk, AAA East Central<br><a href="mailto:BKasprzyk@aaaec.com">BKasprzyk@aaaec.com</a> |
| ears<br>se<br>vals<br>n in<br>(3) | All 9                         | X                | X                   |                      | X                       | Member                 | Lloyd Albert, AAA Northeast<br><a href="mailto:lalbert@aaanortheast.com">lalbert@aaanortheast.com</a>   |
| 2                                 | 1                             |                  | X                   |                      |                         | Public                 | Don Lindsey<br><a href="mailto:dlindsey@aaaet.com">dlindsey@aaaet.com</a>   |
| 9                                 | 22                            | X                | X (Round Rock only) |                      |                         | Public                 | Linda Von Quintas, AAA Texas<br><a href="mailto:VonQuintus.Linda@aaa-texas.com">VonQuintus.Linda@aaa-texas.com</a>  |
| 8                                 | All 5                         | X                |                     |                      |                         | Public                 | John Cruger, NCNU<br><a href="mailto:John.Cruger@goAAA.com">John.Cruger@goAAA.com</a>   |
| least<br>5                        | 2 AAA Clubs with 9 locations  | X                |                     |                      |                         | Public                 | Barbara Kasprzyk, AAA East Central<br><a href="mailto:BKasprzyk@aaaec.com">BKasprzyk@aaaec.com</a>  |

**Clubs that Ended DMV Service Offerings**

|     | <b>How Many Locations?</b> | <b>Vehicle Services</b> | <b>License Renewals</b> | <b>New License Issuance</b> | <b>Vision Testing Services</b> | <b>Public or Member Only?</b> | <b>Club Contact</b>  |
|-----|----------------------------|-------------------------|-------------------------|-----------------------------|--------------------------------|-------------------------------|--|
| 014 | 4                          | X                       | X                       | X                           | X                              | Public                        | Linda Duncan, AAA Hoosier<br><a href="mailto:lduncan@aaahoosier.com">lduncan@aaahoosier.com</a>          |
| 011 | 1                          | X                       |                         |                             |                                | Public                        | Kim Martin, Allied Group<br><a href="mailto:KMartin@aaa-alliedgroup.com">KMartin@aaa-alliedgroup.com</a> |
| 009 | 2 of 5<br>(AAA Kansas)     |                         | X                       |                             |                                | Public                        | Jim Hanni, -AAA Kansas<br><a href="mailto:jhanni@aaa-alliedgroup.com">jhanni@aaa-alliedgroup.com</a>     |

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a, in addition to branch offices, the club is processing permanent-fleet and commercial registrations for companies  
ies. More information regarding Member and Non-Member VTR Services can be found on their website:  
az.com/vtr and for Fleet/Commercial Services: [www.ArizonaCommercialFleet.com](http://www.ArizonaCommercialFleet.com).

o of Southern California details its vehicle-related services [here](#). Services are well known among members and

cticut, both AAA clubs offer license renewal services at all 16 office locations (which exceeds the number of DMV  
in the state). AAA clubs now offer state ID renewals and duplicates on both drivers licenses and state IDs. In the  
theast territory the club initially charged a \$2 fee to members for license renewals; this has now been  
ed. The club successfully advocated for a \$3 fee, approved by the legislature in May 2013, which is charged only to  
ers.

, AAA Hoosier Motor Club is no longer offering BMV services.

Massachusetts won a five-year pilot contract with the DMV to offer license services (not-new issuance) at two locations; due to reasons beyond the club's control, the club was not able to fulfill the five-year contract. A 2013 bill was signed into law authorizing the DMV Director to establish service standards and contract for DMV services with measurers and anyone else, including AAA. Acute service delivery problems in large county offices where AAA also offices and AAA has offered to help, as well as promote a partnership but no action has yet been taken (1/15).

and, *AAA Mid-Atlantic* has successfully deployed full service, *AAA Tag & Title Service* in all fourteen [14] of their Retail Stores and Car Care, Insurance & Travel Centers since 2013. Available transactions are vehicle related: title transactions, registration renewal and replacement of registration plates, cards, stickers and titles. Transactions that cannot be taken on the on-line connection to the Maryland MVA are taken to the MVA for processing on behalf of the client. AAA Tag & Title Service will be offered in additional stores which will open in 2016. AAA Mid-Atlantic details its Tag and Title Service here: [AAA.com/Tags](http://AAA.com/Tags).

In Massachusetts, AAA Southern New England began a pilot program in 2009, which turned into a permanent operation in six branch locations. An additional 6 offices have been added in the 4<sup>th</sup> quarter of 2014, raising the total to 12 offices for motor vehicle registry services.

In Michigan, AAA Auto Club Group has a dedicated computer terminal which provides the following online transactions: replace a standard driver's license or ID card, renew vehicle tabs, obtain a replacement vehicle title or registration, change address, or join the organ donor registry. The actual documents are mailed to the individual at a later date. This service is currently on a pilot basis and available at three branch locations – Detroit, Livonia, and Grand Rapids.

In Minnesota, AAA offers license renewals and duplicates. It does about 100,000 to 130,000 transactions annually as one of many so-called "deputy registrars" in the state, almost half of which are private. The club does not administer driving tests.

In Ontario, Canada has DMV kiosks in six of its offices. Users can register vehicles, renew tags, and renew driver's licenses. DMV kiosks are also placed at a variety of other non-AAA businesses. DMV charges a fee of \$1-\$8 for kiosk services.

In New York State, vehicle registration renewal services are located in Garden City and Smithtown AAA offices. Vision centers are located at 15 locations.

MV services are fragmented, with "deputy registrars" offering vehicle registrations/tags, license renewals, and first-time (although they do not conduct driving tests). Clubs serve as deputy registrars under contracts with the state that are renewed every three years. Other deputy registrars include county clerks and private individuals.

Pennsylvania, 62 of 86 club locations (various clubs) offer a range of license renewal and motor vehicle services via online access to DMV.

A number of *AAA East Central's* branches have a no cost contract for an integrated photo license, as a compliment to the license renewal service provided by AAA. This program generates additional non-AAA member traffic as well as increases member walk-ins for the branch.

In addition to Tag & Title Service, *AAA Mid-Atlantic* has three No-cost Contracts with PennDOT, co-locating a PennDOT Photo License Center within three of their stores. The PennDOT Center is operated by an independent PennDOT Contractor; they produce the photo for driver's license and identification cards for replacement/renewal applications. On a monthly basis, this endeavor is bringing in over 5200 additional walk-in clients to the AAA Mid-Atlantic Car Care, Insurance & Travel Center, enabling new client interactions and sales opportunities. AAA Mid-Atlantic details its Tag and Title Services here: [AAA.com/Tags](http://AAA.com/Tags)

In Maryland, DMV services offered at all 9 office locations include license renewal (since 2003) and a range of vehicle services (since at least the 1980s).

In New Jersey, a kiosk is installed in 1 branch office.

In New York, staff renew license plates stickers in all five of its offices. Many other commercial establishments (repair shops, etc.) offer the same service.

In Virginia 2 of 7 East Central offices offer vehicle services only.