

Nevada DMV cancels remote check-in

By Associated Press

The Nevada Department of Motor Vehicles and its vendor are at odds over whether a feature that allowed customers to get in a DMV line from home via smartphone attributed to longer wait times.

The agency last week cut off customers' ability to check-in remotely at the busiest DMV offices in Las Vegas and Reno and show up only when a technician was ready for them. DMV officials say no-shows were increasing overall wait times, and the waits are down now that customers must check-in at the DMV office.

But the maker of the system called Dash Pass disagrees, attributing long waits to understaffing and the improvement to DMV reducing customers' access.

DMV now wants some of its money back on a four-year, half-million-dollar contract with Dash Pass vendor QLess.