NCDMV by the Numbers

- 1,400 employees including a law enforcement branch

- 7 million drivers

- 9 million registered vehicles

- 113 driver license offices

- 128 license plate agencies (privately-owned)

Process & Technology Improvement

Initiative	Purpose	Status
eCrash Replacement	• Compliance with legislative mandates • Better serve citizens of NC through efficient and timely crash reporting programs • Automate the reporting of crash data from state and local law enforcement jurisdictions • Improve data quality and exchange of crash data with approved partners	Planning/design phase (internal meeting last week)
DMV/IT Ratings & Review Board	• IT project development process • Rate and prioritize IT projects based on impact	In process and ongoing
Electronic Voter Registration	• Process improvement allowing voter registrations done in DLOs to be electronically transmitted to the SBOE	Completed July 2018

Process & Technology Improvement

Initiative	Purpose	Status
Ignition Interlock Management System	• Eliminates data entry of information received on paper reports • Eliminates mailing paper reports to DMV	Completed June 2018
Remittance Processor – STARS Interface	• Reduces number of refunds issued due to registration stops being updated in STARS nightly • Allows STARS to update stops in real time	Completed June 2018
DMV Visualization and Transparency	• Data analytics initiative with SAS	• Estimated Completion: TBD

Process & Technology Improvement

Initiative	Purpose	Status
Data Management and Governance Project (DMG)	• Greater efficiency and modernized data management practice to reduce a redundant loading of data into numerous systems to streamline application development • Data management to include master and reference data • Increase customer service with greater attention to data and information practices through improved IT processes	Closed DMG Project and created a Enterprise Data Governance Project

myNCDMV (PayIt)	• myNCDMV will shift the current transaction offerings for DMV beginning with vehicle registration services and add on other services:
	  • Driver license renewals
	  • Online appointment scheduling
	  • License restoration fee payments
		Completed Nov. 17, 2018

NC Statewide Solution

STARTING WITH DMV SERVICES

Vision

Create a digital platform that allows citizens to securely transact with the State anytime, anywhere, and on their preferred device.

Goals

1. Reduce wait times at DMV offices
2. Provide easy to use digital solution
3. Increase reach to every demographic everywhere
4. Reduce paper-based statements, invoices and notifications
5. Provide vehicle registration transactions and add additional services in the coming months

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myNCDMV Solution

AVAILABLE FOR CITIZENS TODAY

myNCDMV

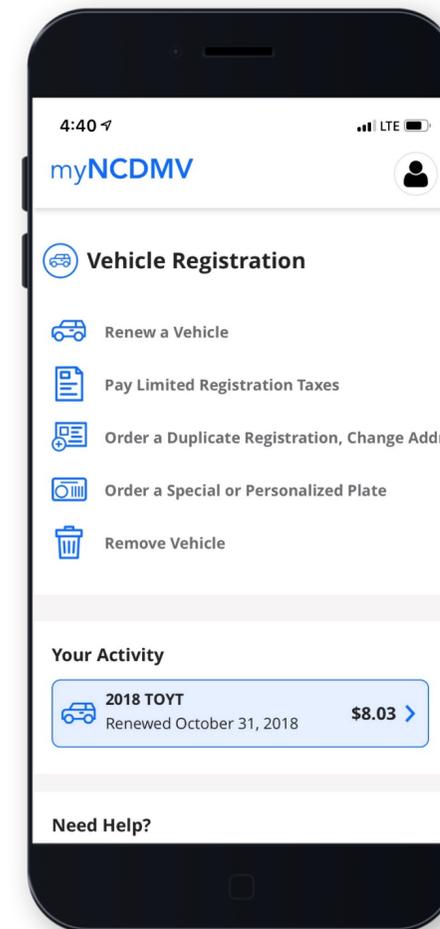North Carolina Division of Motor Vehicles

Benefits for our Citizens

- Improved Ease of Use I Citizen-Centric
- Transparent, Accessible Government
- Mobile and Web Applications
- All Services, Securely In One Place
- Personalized Profile and Wallet
- Official Receipts in Secure Mobile Wallet
- Multiple payment options
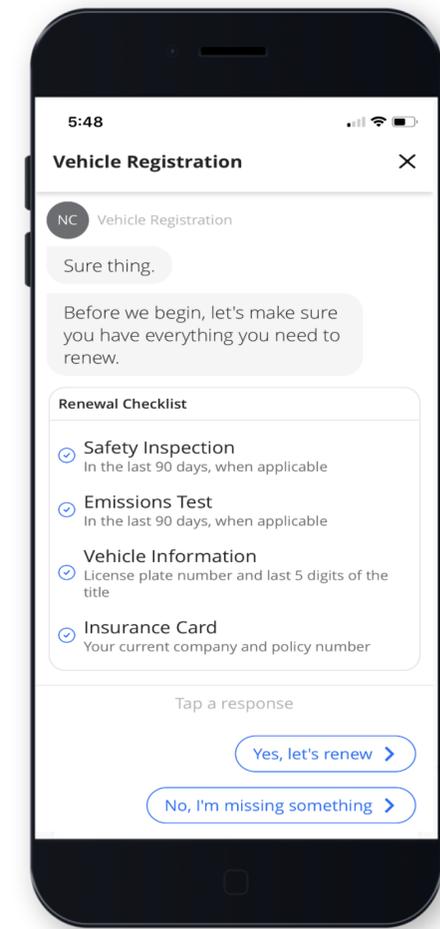- Alerts, Reminders, etc.

Multiple DOT Services Available

Expand with Additional State Services in One Place

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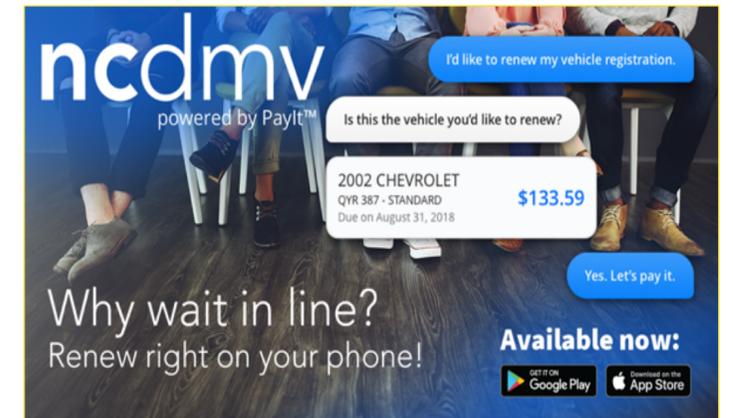
myNCDMV Solution

AVAILABLE FOR OUR DMV TEAM TODAY
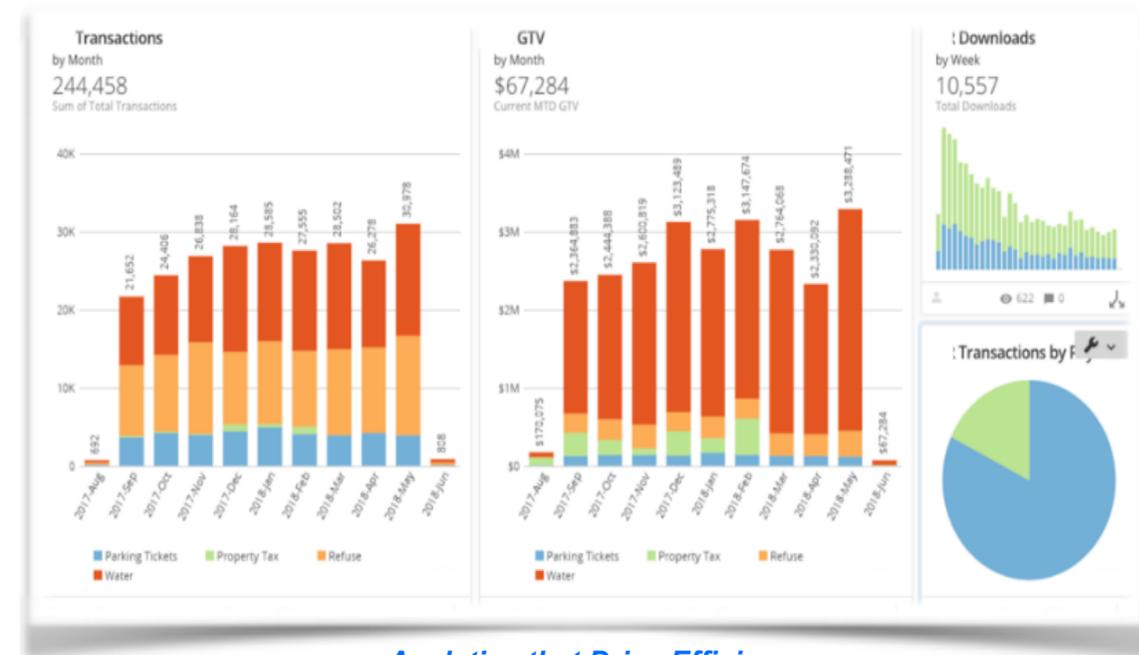
Benefits for our State

- Increase Digital Transactions
- Reduce Traffic In-Office
- Significant Cost Savings
- Secure, Robust Cloud Native Platform
- Adding Driver License, REAL ID, and More
- Proactive, Proven, Nimble Partner
- New Services in Days, not Months
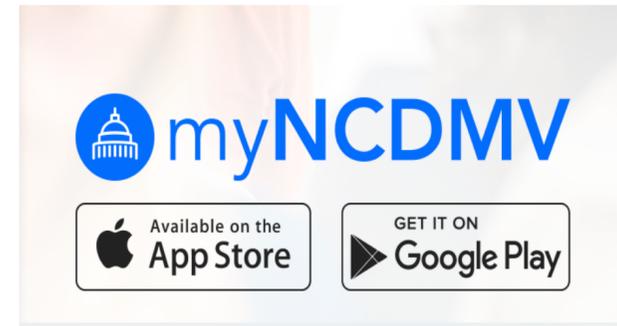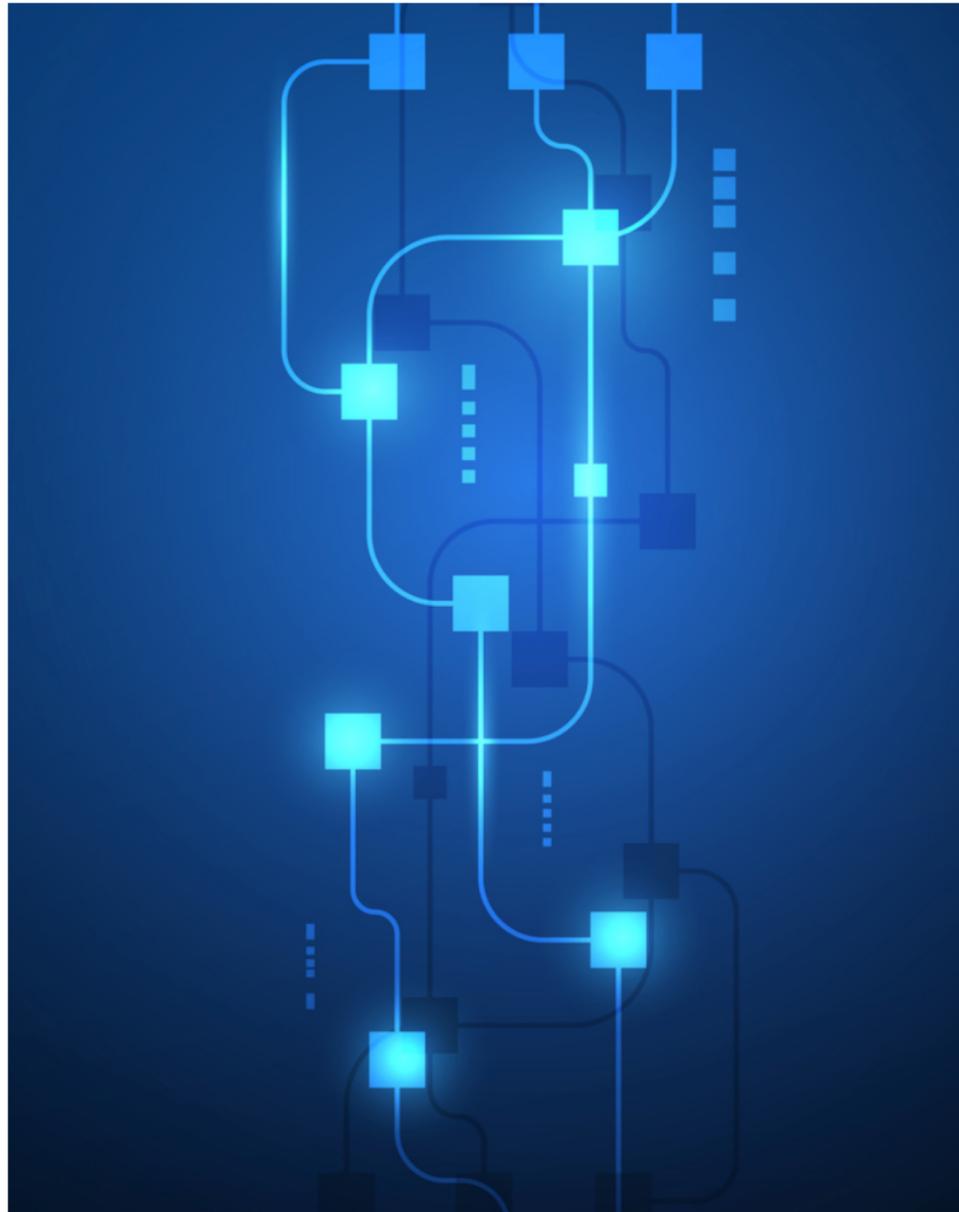

E-Mail Reminders, Alerts, etc.

Modern, Digital Marketing to Citizens

Analytics that Drive Efficiency

myNCDMV Availability
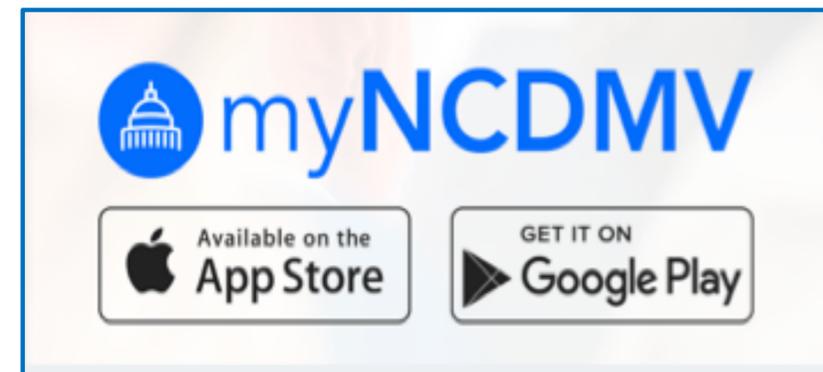
PLATFORM FOR CITIZENS

App Availability

App is available for download for both Apple and Android users

Web Availability

- Users of www.ncdot.gov will be redirected to the myNCDMV service from the site
- A seamless integration is in place from the current site to the new service site
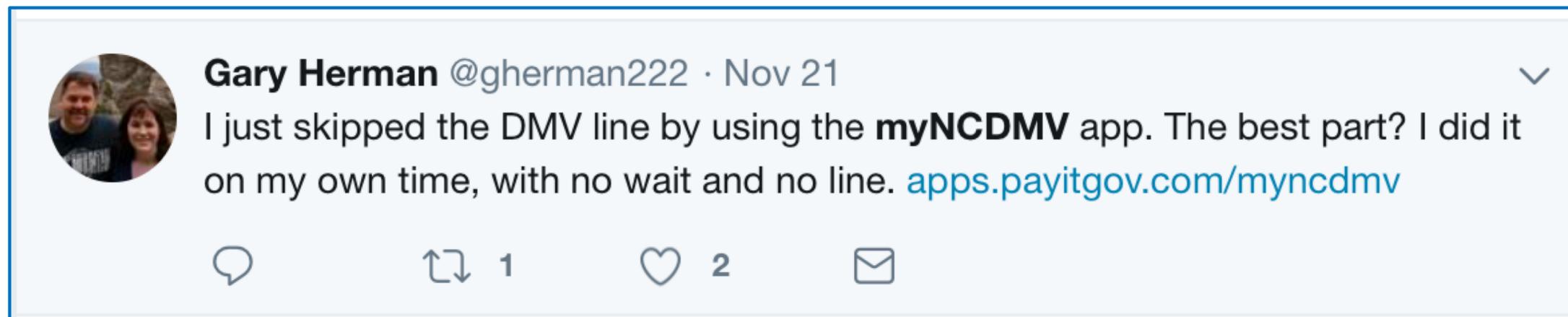
myNCDMV Early Observations

PLATFORM FOR CITIZENS

What we are hearing...

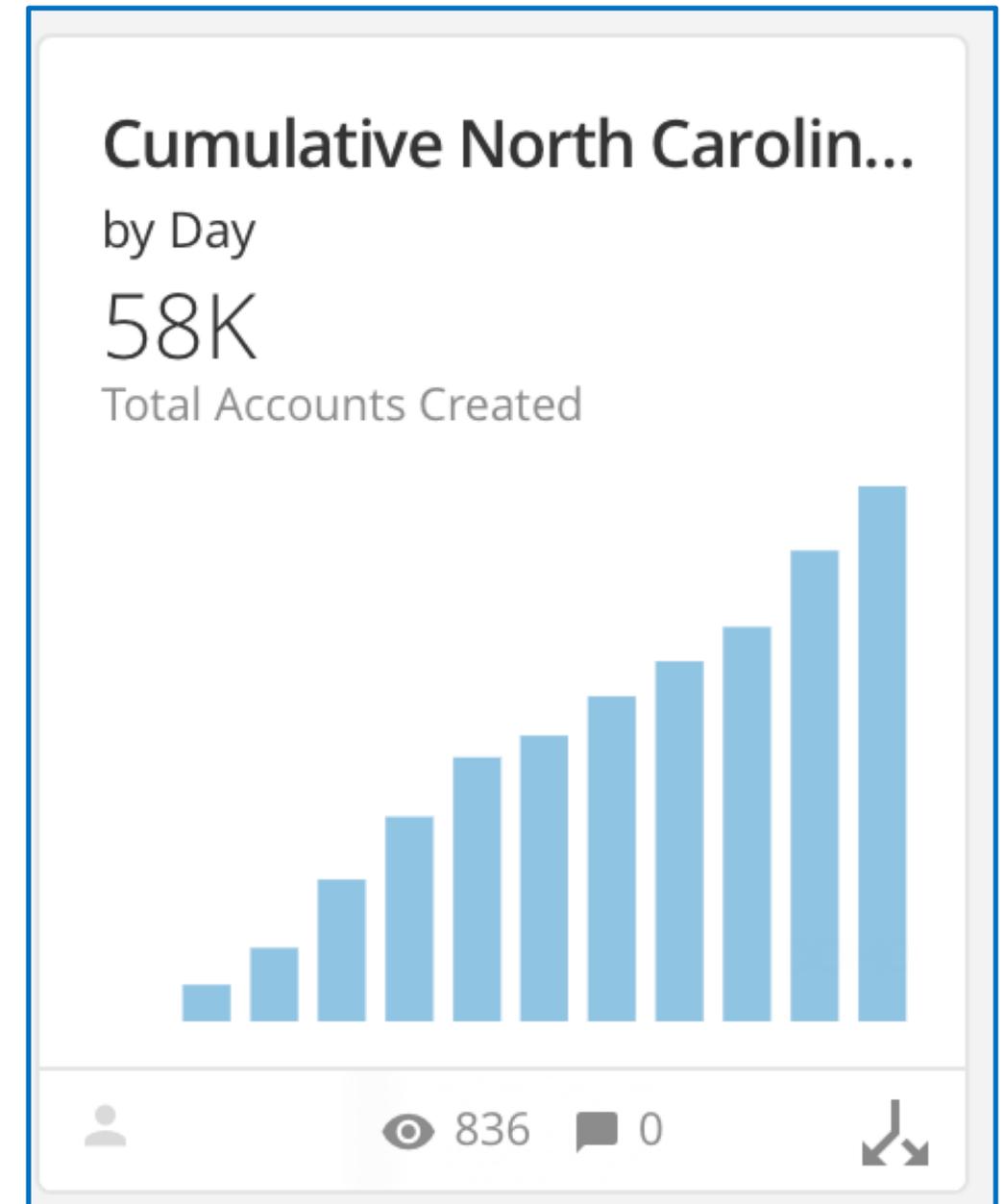*"I just wanted to let your design team know how nice the payment UX is! … it is crystal clear and the tone of the voice of the payment bot is good. Maybe a few too many "awesomes," but still a nice tone to guide me along" Nov 24*

7:55

Tweet

Ryan Diaz
@mrryandiaz

Shoutout to NC DMV for their new chat style myNCDMV app. Well done NCDMV! apps.payitgov.com/myncdmv

11/18/18, 7:05 PM

Gary Herman @gherman222 · Nov 21
I just skipped the DMV line by using the **myNCDMV** app. The best part? I did it on my own time, with no wait and no line. apps.payitgov.com/myncdmv

1   2

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myNCDMV Results to Date (early results)

- Over 58,000 citizen accounts have been created

- Averaging 6,000+ renewals/transactions per day

- 10% of citizens are renewing multiple vehicles at the same time

- Citizens have the choice of using multiple payment options

- Both web and mobile are being used. On the mobile end 80% of citizens are using Apple/iOS and 20% are using Android

Cumulative North Carolin...

by Day

58K
Total Accounts Created

👁 836   💬 0

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Digital Government Platform

November 2018
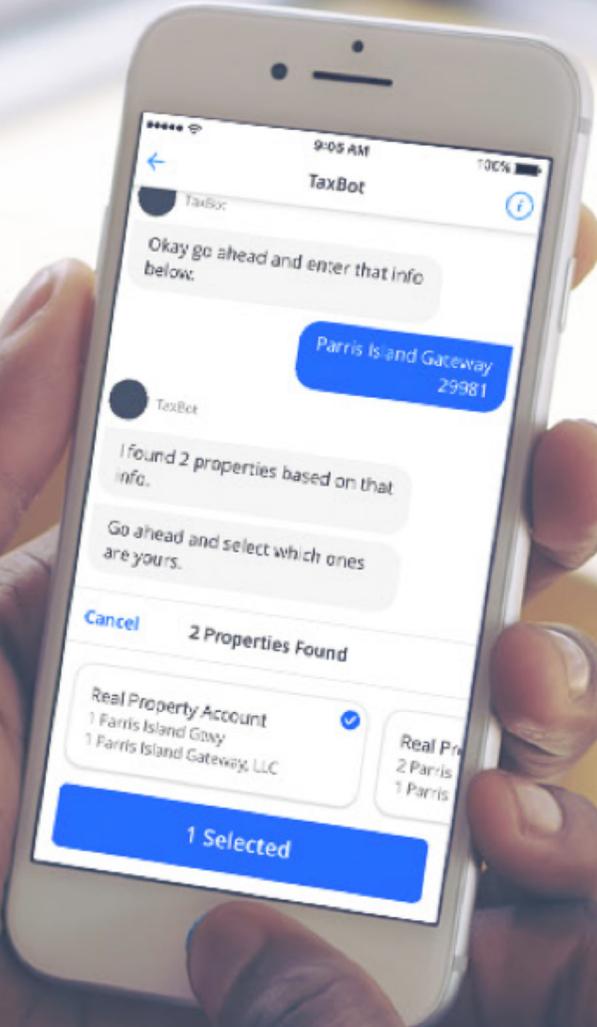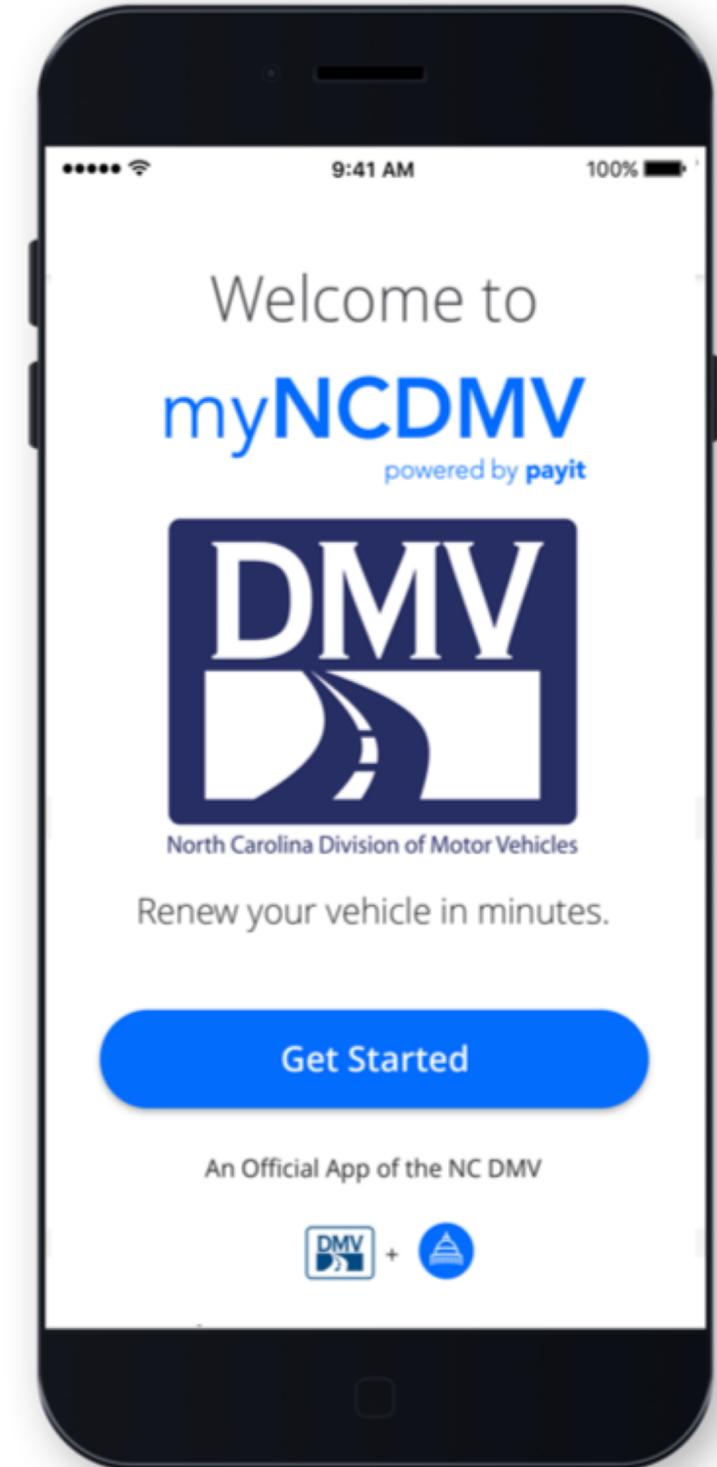
NC Statewide Solution

STARTING WITH DMV SERVICES

myNCDMV

Simple, easy to use, available for everyone

Features

- myNCDMV uses a technology that has a smart, responsive interface that completes more transactions faster
- For the first time, NCDMV can accept electronic check payments, compared to the old platform that only accepted credit card payments
- Creating a profile within myNCDMV allows users to enter their personal information one time, view their transaction history and set reminders for future services
- The app is also expandable and will enable the NC Division of Motor Vehicles to add other services to provide additional convenience for users

Welcome to

myNCDMV
powered by payit

DMV
North Carolina Division of Motor Vehicles

Renew your vehicle in minutes.

Get Started

An Official App of the NC DMV

Government Services

citizen satisfaction is low

Almost 75% of citizens are dissatisfied with current government digital services, feel frustrated by cumbersome and confusing hard to use web sites, and find it is still often necessary to speak / interact with multiple parties before their request is fulfilled.

too many "solutions"

There are and estimated 450,000 software systems across approximately 80,000 state and local government entities in the US alone. Most of which are unsupported and homegrown solutions.

low digital adoption

An estimated 10% of all state and local government transactions occur online, while 56% of US consumer bills are paid online and 77% of Americans own a smartphone.

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Digital Government Solution

MULTIPLE SERVICES IN A SINGLE APP

MOTOR VEHICLES

TURNPIKE & TOLLING

UTILITY SERVICES

PARKS & WILDLIFE

PUBLIC SAFETY

PROFESSIONAL LICENSING
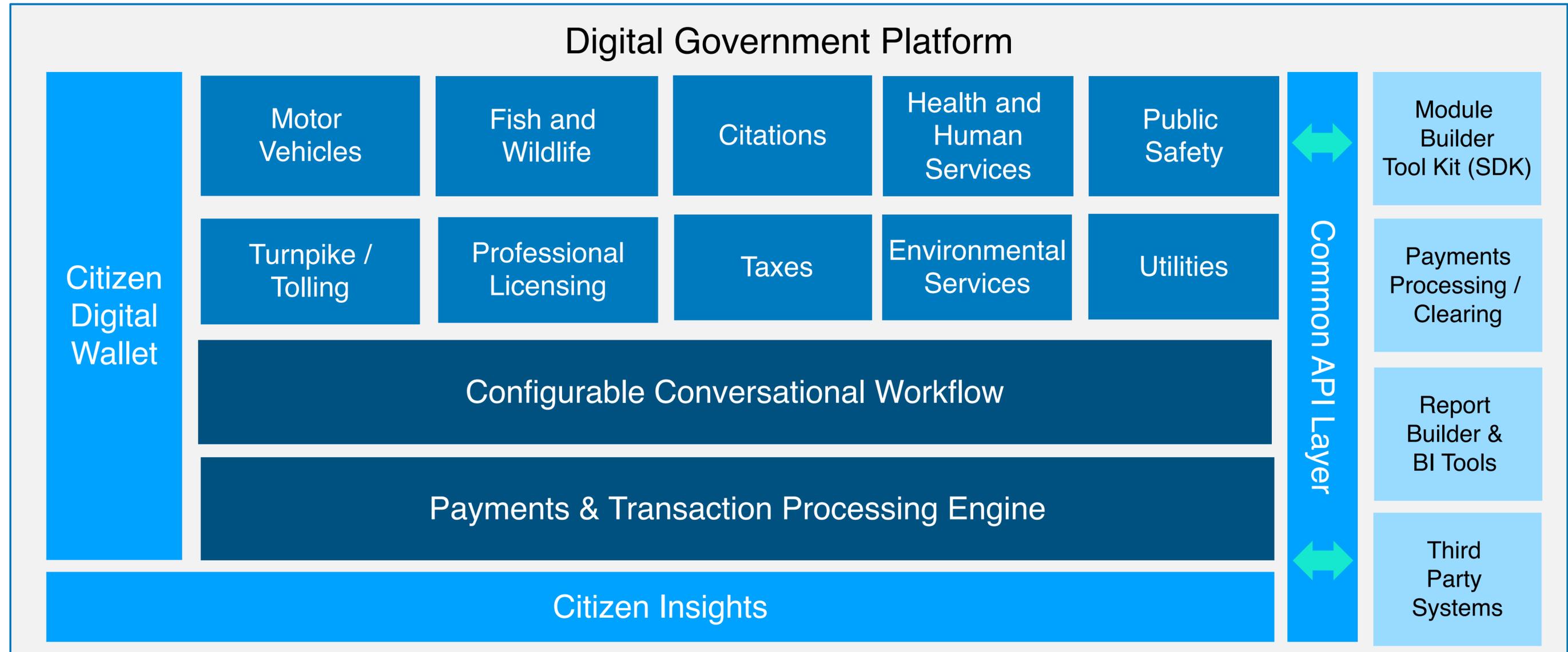
ENVIRONMENTAL SERVICES

COURTS & CITATIONS

TAXES

HEALTH & HUMAN SERVICES

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The **Digital Government Platform**

MULTIPLE SERVICES IN A SINGLE PLATFORM

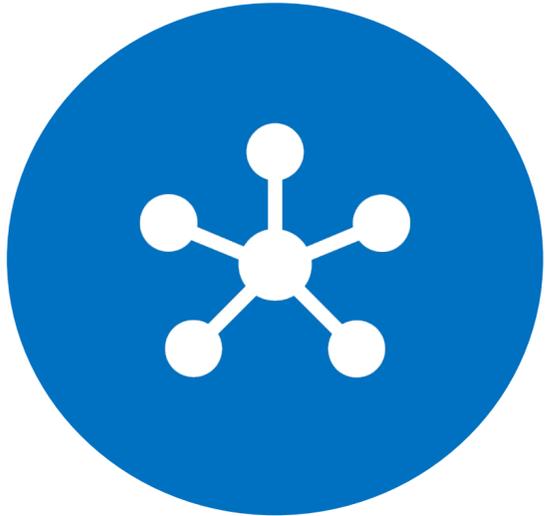government simplified.

The **Digital Government Platform**
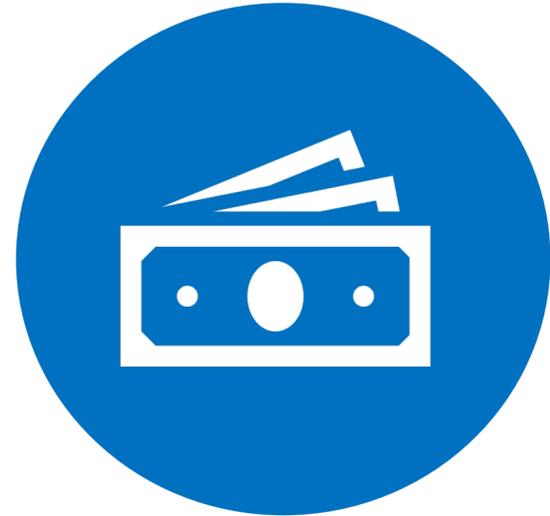
SERVICES AT THE CORE

PayIt Digital Government Platform

Citizen Digital Wallet

TalkBox Configurable Workflow

PayIt Checkout

Citizen Analytics and Insights

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Typical Client Experiences

Prior to PayIt

- Long lines and wait times in call centers

- Limited payment methods

- Unfriendly or no UX

- Lack of integration

- Lots of late payments

After PayIt

Increased dollars collected online by **82%**

Increased number of digital transactions by **37%**

Decreased the manual checks processed by **25%**

Decreased walk-in customers by more than **17%**

"... Love the reminders and chat bot. Thank you for simplifying such an annoying task of adulthood."
- **Jenna Compton**, Grand Rapids, MI Citizen

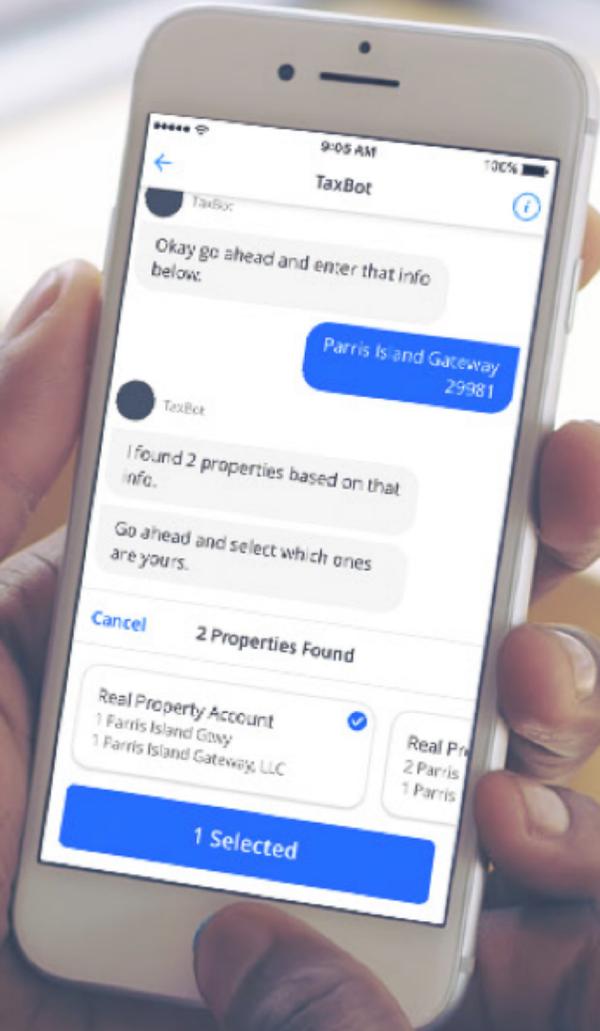government **simplified.**

Summary

- PayIt supports all government services

- PayIt is a Cloud native platform purposefully built for government

- PayIt provides the PCI compliance

- PayIt provides an Innovative / Simple User Experience

- PayIt provides product-led and data driven approach to product management

- No / Low Cost to Government

- Rapid and Low-Risk Implementation = 90 days or less to go-live

- Robust Security

**Empower Citizens.
Transform Lives.**

government simplified.

Thank you!

www.payitgov.com

payit
government simplified.