

NASCIO Recognition Awards Nomination
Digital Government: Government to Citizen

Nebraska Department of Motor Vehicles Motor Vehicle Tax Estimator

Executive Summary

In order to better serve citizens and to more efficiently utilize staff time at both the Nebraska Department of Motor Vehicles and the offices of the state's county treasurers, the Nebraska Department of Motor Vehicles partnered with Nebraska Interactive LLC, the State of Nebraska's provider of eGovernment services, to create an online motor vehicle tax estimator.

The Motor Vehicle Tax Estimator (http://www.nebraska.gov/dmv_cgi/vte/cgi/dmv.cgi) was launched in October of 2005. Users input the vehicle year, vehicle VIN number, vehicle make, purchase date, purchase price, city and county of residence, vehicle plate type, and the weight of farm trucks into the one-page Web form. The application returns a detailed estimate of all fees required to register the vehicle. The application utilizes a Web interface which obtains motor vehicle tax information from AS400 data. A Web module calculates the sales tax and registration fee, based on city and county of residence. The development of this service was made possible through transactional revenue from other online services provided for the Nebraska Department of Motor Vehicles by Nebraska Interactive LLC.

The Motor Vehicle Tax Estimator has had a significant impact on the operations of county treasurers and the Nebraska Department of Motor Vehicles. Staff in the offices of the state's county treasurers and the Nebraska Department of Motor Vehicles have reported far fewer calls to obtain motor vehicle tax and registration fee estimates. Since its launch in October 2005, the service has provided more than 61,000 motor vehicle tax estimates, averaging more than 3,200 estimates per month and saving an estimated 160 man hours a month in staff time.

The Motor Vehicle Tax Estimator is more conveniently providing motor vehicle tax estimates to dealers and consumers 24 hours a day, seven days a week, rather than limiting tax estimates to regular business hours. The service is popular with consumers and dealers, who use it on average 3,200 times a month. The service also saves time for consumers and dealers, especially when multiple estimates are requested.

Business Problem and Solution

Business Problem

When shopping for a new or used car, many consumers want to know how much they will be required to pay in taxes and fees. Before the development of the Nebraska Department of Motor Vehicles Motor Vehicle Tax Estimator, consumers or car dealers would have to call their local county treasurer or the Department of Motor Vehicles for the information, taking staff away from their other responsibilities. This information would only be available Monday through Friday during regular business hours. These hours are often not convenient for consumers who may be shopping for a vehicle in the evening or on weekends. The system was inefficient and inconvenient for consumers and car dealers.

Solution

In order to better serve citizens and to more efficiently utilize staff time at both the Nebraska Department of Motor Vehicles and the offices of the state's county treasurers, the Nebraska Department of Motor vehicles partnered with Nebraska Interactive LLC, the State of Nebraska's provider of eGovernment services, to create an online motor vehicle tax estimator.

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Operational Improvements

The Motor Vehicle Tax Estimator has had a significant impact on the operations of county treasurers and the Nebraska Department of Motor Vehicles. Staff in the offices of the state's county treasurers and the Nebraska Department of Motor Vehicles have reported far fewer calls to obtain motor vehicle tax and registration fee estimates. Since its launch in October 2005, the service has provided more than 61,000 motor vehicle tax estimates, averaging more than 3,200 estimates per month and saving an estimated 160 man hours a month in staff time¹.

¹ Estimate based on three minutes of staff time per motor vehicle tax estimate.

Public Benefits

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