

RENEWAL EXPRESS- TEMP PERMITS

Category: Government to Citizen

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Project Initiation and Completion Dates:
March 2015 - July 2015

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EXECUTIVE SUMMARY

Utah Drivers have been able to renew their vehicles online for over a decade. During the renewal process, many vehicles are required to pass safety and emission tests.

When the vehicle doesn't pass one of these tests, it may take days or weeks for repairs to be completed. This becomes a problem when the vehicle tags expire within days of the test.

Utah does provide a 15-day temporary permit extension but the users have had to visit the DMV twice to complete a renewal, first to obtain the permit and then they have to return to the office to renew. These temporary permits have caused issues with DMV staffing at the end of the month, forcing long wait times for vehicle owners and staffing issues for the DMV.

Starting in July 2015, 15-Day Vehicle Registration Extensions became available online and also directly through participating inspection stations. The permit allows the owner to operate a vehicle on Utah highways while the vehicle's permanent registration process is being completed. Vehicle owners receive the registration decals in the mail or at a participating inspection station when they finalize the renewal.

"I think paperless is the future, and we need to develop and encourage more usage of electronic services. People expect things to be more convenient, and we're committed to making that happen in Utah." Brad Simpson, Director of Utah's Division of Motor Vehicles.
"In the future, we don't want to build brick-and-mortar buildings because we should be doing everything from home on our computers."

Features of the service include:

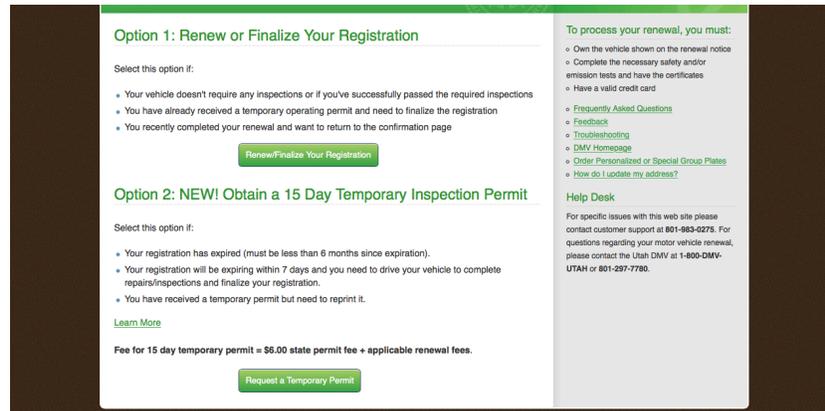
- Renewal Express provides a Temporary 15-day Permit
- Inspection Stations provide a Temporary 15-day
- Customers pay the renewal fee and a \$6 state temporary permit fee.
- Customers receive decals by mail when completing through Renewal Express.
- Customers receive decals immediately when completing through Inspection Stations.

Temporary permits can be obtained by visiting Renewal Express at:
<https://secure.utah.gov/rex/index.html>

Exemplar

Visionary

Utah has lead the nation in providing online services to residents for years. One deficiency in the system was the inability to get temporary permits for a vehicle online. Previously vehicle owners needed to go to a DMV office to obtain temporary permits. Registrants can now start, finish, or complete the permitting process online, at a station, or in a DMV office. This is a major improvement in the convenience of obtaining a temporary permit.



Online Temporary permits addresses the agency's goal to move more transactions out of the state run brick and mortar buildings and doing more online.

Transformational

Have you ever wondered, "How can I extend my car registration while I'm still completing my emissions and safety inspections?" There is no need to wonder anymore. The Division of Motor Vehicles (DMV) recently made temporary vehicle permits available online through Renewal Express and at participating On The Spot inspection stations statewide. Residents obtain registration documents at service stations using an online fee tool provided by Utah.Gov.

We reached out to all of the private emission and safety stations within our state and asked if they would renew yearly vehicle registrations at the same time citizens were completing their safety and emission inspections. There are now 712 private partners doing about 35% of vehicle renewals. Another 25% of renewals are completed online through Renewal Express.

Last year 1.3 million renewed electronically:

586,000 vehicles renewed online

725,000 vehicles renewed in On The Spot stations

21,000 Temporary permits renewed

Model

This service serves as a model for states across the nation and Utah has worked with partner states to explore implementing similar services.

Concept

Problem

On the last day of the month, the DMV is flooded with people trying to renew or file for a temporary permit because vehicles only expire on the last day of the month. During market research to study how Utah might better serve residents seeking vehicle registrations it was learned that 5% to 15% of visitors to the DMV were requesting a temporary permit during the last few days of the month. Those same people would return to the DMV within 15 days to renew their vehicle.

The Utah Tax Commission who oversees the DMV and the registration of vehicles allocated resources to update their back end system to allow and decided to allow temporary permits to be issued.

Solution

Temporary Vehicle permits were enabled online in July 2015. When a user tried to renew online or through the On The Spot program, the system now asks the user if they would like a 15-day temporary permits. The user pays the full renewal fee as well as a \$6 temporary permit fee. Once their vehicle passes safety and emission testing, the user is able to finalize the renewal for no additional cost.

21k people have been able to renew their car online since temp permits officially launched in July 2015. Those 21,000 renewals represent a decrease in 42,000 trips to the DMV. Previously, vehicle owners had to visit the DMV twice to complete a renewal, first to obtain the permit and then they have to return to the office to renew.

Project Management

The temporary permit service went through necessary phases to develop a complete vehicle registration solution. The project began in March 2015 and the elements on the website were fully deployed on July 2015.

Costs

Planned launch date: July 2015

Actual launch date: July 2015

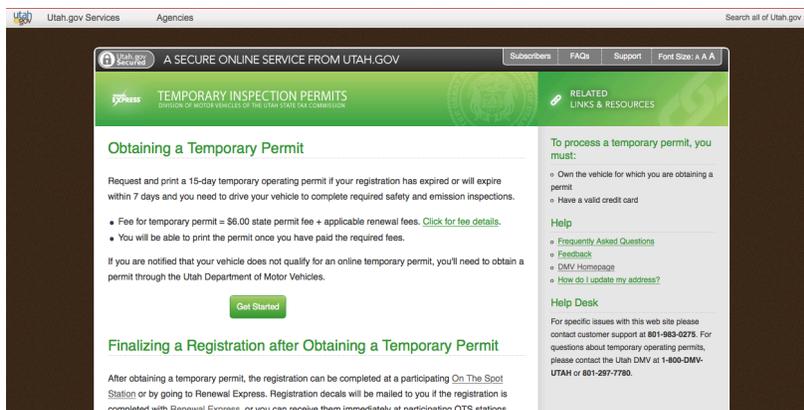
Planned development time: 16 weeks

Actual development time: 17 weeks

Planned development costs: The state employed an in-house developer for three weeks to update their backend system to accept the temporary permits. The rest of the system, including the user interface and the online payment was provided at no cost to the state.

Actual development costs:

The state employed an in-house developer for three weeks to update their backend system to accept the temporary permits. The rest of the system, including the user interface and the online payment was provided at no cost to the state.



Accessibility and Security

All Utah.Gov services are fully accessible regardless of device. We conduct in-house and independent audit tools to make sure all applications are accessible to users.

Marketing

The Temporary Permit was marketed through three channels: 1) At the DMV, 2) in the Renewal system and 3) at the inspection station. These three channels inform the constituents exactly when they need to know about the temporary permits.

Flyer

The DMV office created a flyer describing the online Temporary Permit process. This flyer is handed to everyone that comes into the DMV office and requests a temporary permit. If they obtain the temporary permit in the office, they are still able to complete the renewal online.

Integration with Renewal System

The online renewal system was updated to guide constituents to request a temporary permit when if they try to renew and the vehicle has not passed safety or emission testing.

Inspection Stations

Inspection stations were trained about the new feature and now ask vehicle owners if they would like a temporary permit when their car fails an inspection.

Significance

Consequence

The lines at the DMV are shrinking. Last year, 1.3 million vehicles were renewed online, the highest adoption rate of any state. The state avoided building 8 DMV buildings.

21,000 people have been able to renew their vehicle registration since temporary permits officially launched in July 2015. Collecting \$2.5 million in renewal fees for the state. Those 21,000 renewals represent 42,000 trips to the DMV to get the temporary permit and then the visit to the DMV a second time to renew the vehicle.

Relevance

The process has been significantly improved for both the DMV and citizens that need to renew vehicle registrations. Previously a citizen had to go to a DMV office and purchase a temporary permit, get to have repairs made, and then return to the DMV office to complete the registration. Now, a citizen has one Internet location to complete the process. In addition, it eliminates the need to call or visit a physical location and is available online (via computer, tablet or smart phone), 24 hours a day, 7 days a week.

The DMV has seen a tremendous cost saving since implementation of the temporary permit service. This saving is realized through reduced phone calls and personnel processing. Overall, it eliminates the need to call or visit a physical government location. This way, the agency can focus on servicing citizens more efficiently.

Strategy

Utah.Gov looks to leverage new technologies and improved processes to better serve the residents of Utah. This project focused on streamlining an existing process that was cumbersome to the citizens and to the agency staff. Utah is always looking for new ways to integrate innovative digital solutions and move beyond how Utahns currently interact with government.

The Tax Commission designated this project as their highest priority because of the potential savings to the agency as well as the improved service to their constituents.

Impact

Change

21k people have been able to renew their car online since temp permits officially launched in July 2015. Those 21,000 renewals represent a decrease in 42,000 trips to the DMV. Previously, vehicle owners had to visit the DMV twice to complete a renewal, first to obtain the permit and then they have to return to the office to renew.

Cost savings- Agencies realize cost savings due to the decrease in phone inquiries and personnel processing. If each DMV visit cost the state \$17, than the state saved \$350,000 in the last 10 months.

Recently, the University of Utah has completed a study related to online services. The first study looked at the cost savings when filings are converted from paper based to online. They found that an average offline interaction cost the state \$17 while the online service cost the state just under four dollars.

Convenient citizen access- Citizens save time given the 24-hour access and ease of use. They saved two trips to a physical government location. If each visit takes a citizen over 30 minutes to complete such as driving to the DMV, waiting in line and then driving home. The vehicle owners collectively have saved, 21,000 hours so far by since skipping two trips to the DMV per renewal.

