myNCDMV

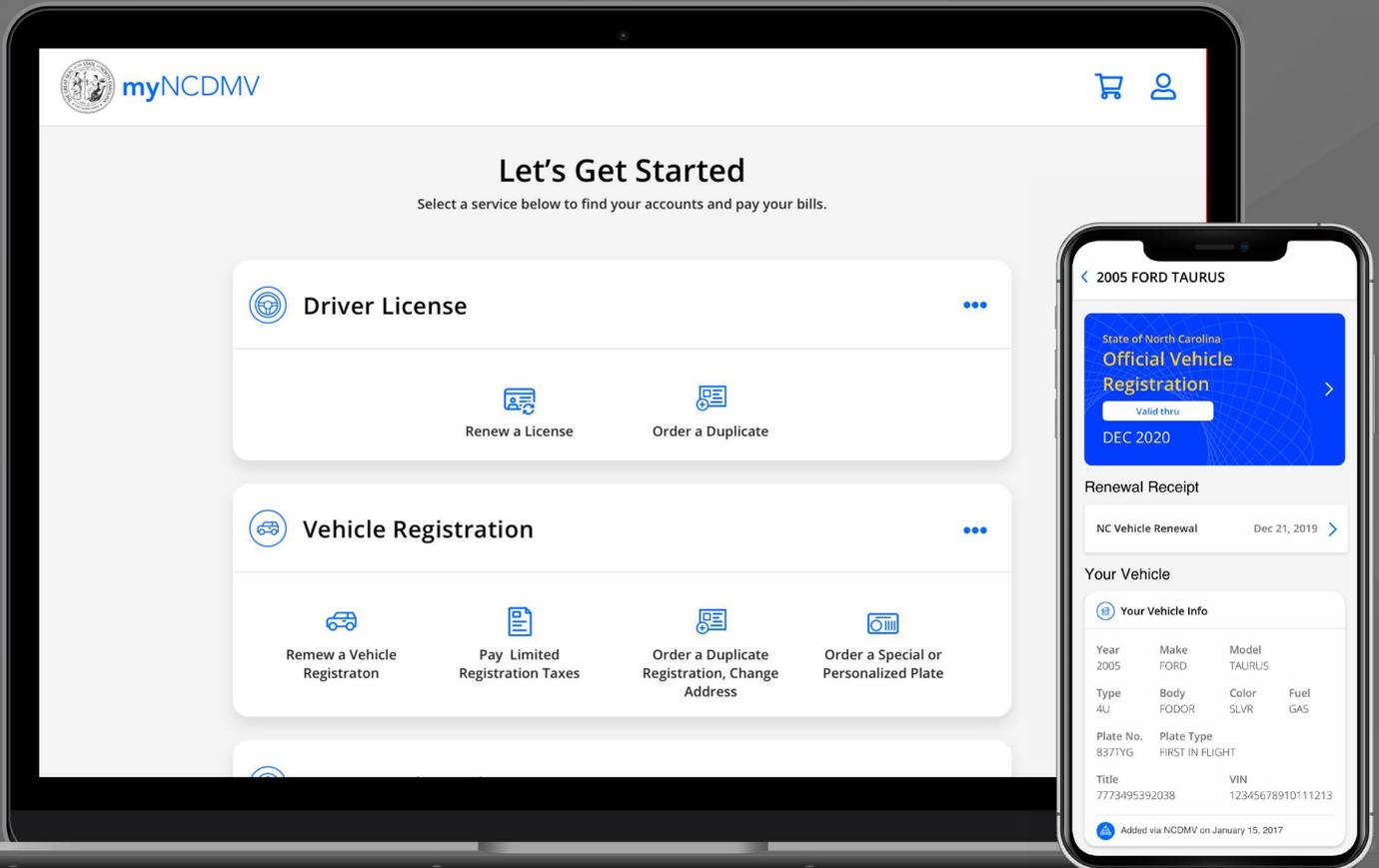|	
Title:	**myNCDMV: The digital DMV experience**
Categories:	**Digital Services: Government to Citizen**
State:	**The State of North Carolina**
Contact:	**J. Eric Boyette** **Secretary, North Carolina Department of Transportation** **jeboyette@ncdot.gov**
Start:	**November 2018**
Project links:	**payments.ncdot.gov** **myNCDMV on App Store** **myNCDMV on Google Play**

myNCDMV

Executive summary

The North Carolina Department of Transportation (NCDOT) partnered with GovTech leader PayIt on an innovative, digital reimagining of the DMV experience. Launched in November 2018, myNCDMV allows residents to renew their driver licenses and vehicle registrations, pay vehicle property taxes, order specialty license plates, order duplicate licenses/ID cards, register to vote and much more. All of this can be done by the citizen's preferred device — with a web experience, mobile-web experience and native Apple and Android apps available.

What sets myNCDMV apart from other digital government offerings is that it's not just a payment platform. myNCDMV provides a full, end-to-end experience for every user. Residents are able to create a single, secure wallet that combines and stores all of their payment, profile and transaction information in one place. From there, users can set up alerts and keep track of upcoming renewal dates. myNCDMV also allows North Carolinians to hold valid, digital versions of vehicle registrations that can be accessed right from their phones.
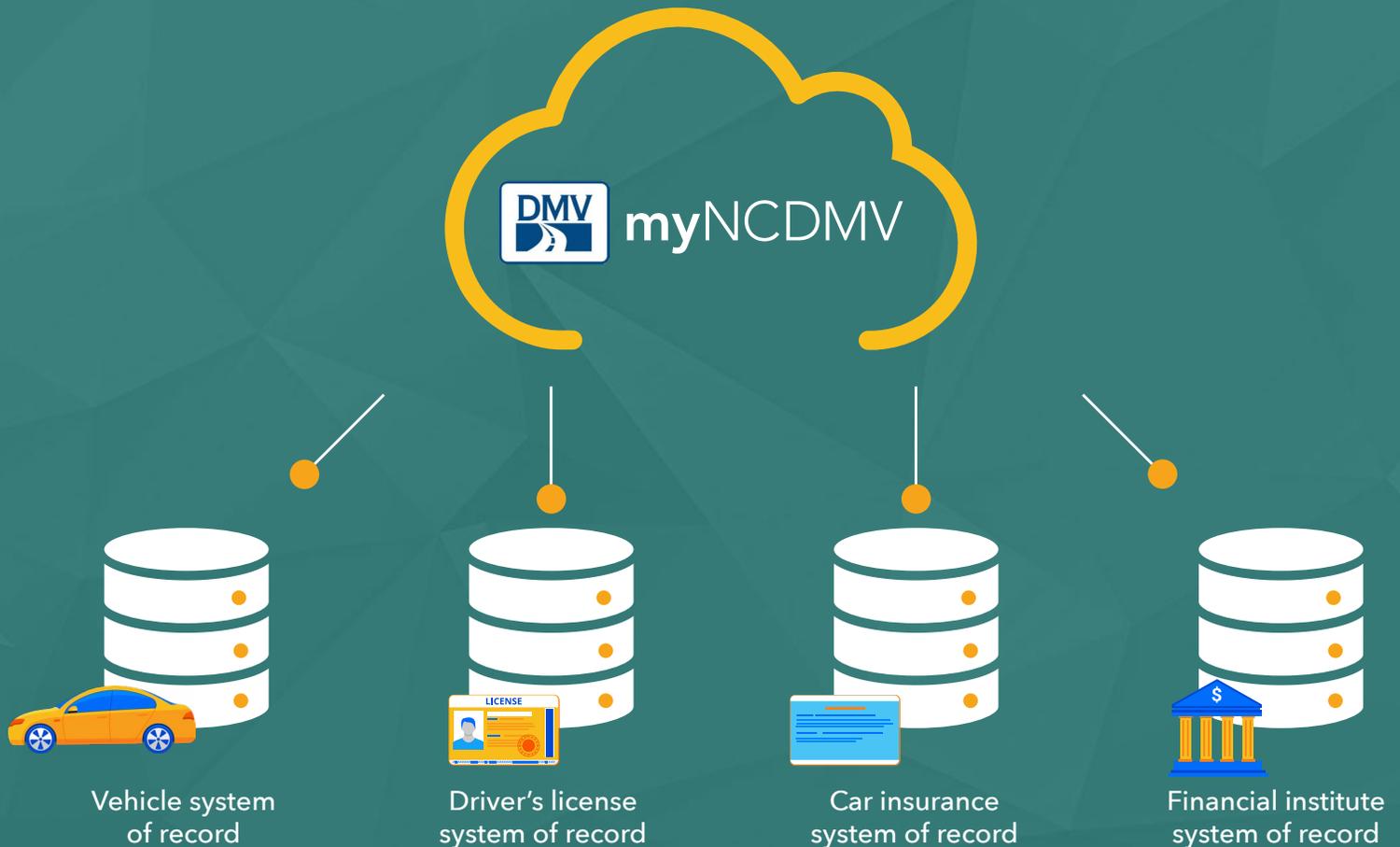
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Concept

In 2014, the State of North Carolina and the NCDOT set out on the unenviable task of modernizing the DMV experience. NCDOT's first step was launching an online payment page for citizens looking to renew their vehicle registrations. Secretary Eric Boyette, then NCDOT CIO, envisioned something even larger that would include city, county and state-level services. Boyette was hoping for not just a government-leading user experience, but an experience that would rival any top-tier B2C company. This meant implementing a highly adaptable, flexible solution that could be integrated into existing systems of record, provide improved security and share data across agencies. NCDOT partnered with GovTech leader PayIt on an innovative, digital reimagining of the DMV experience. myNCDMV launched in November of 2018 and has transformed how North Carolinians interact with their government.

What makes myNCDMV and the PayIt platform so transformative is its scalability. The State of North Carolina has plans to continue expanding myNCDMV to build an even more unified, digital government experience. This flexibility and scalability allows the state to always meet their constituents where they are. North Carolina is successfully bridging the gap between the expectations of today's society and the government sector.

myNCDMV

Vehicle system of record

Driver's license system of record

Car insurance system of record

Financial institute system of record

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Significance

With the way people access information and conduct business ever-changing, North Carolina was looking to move away from the traditional government model and into the cloud. myNCDMV is a massive step forward in moving decreasing reliance on manual processes and providing a viable way to digitally interact with citizens.

A compelling instance of this comes in the form of collecting vehicle property tax. The NCDOT is responsible for collecting this important source of revenue and disbursing it to North Carolina's 100 counties. With myNCDMV, this revenue can now be collected digitally and sent to the counties on the same day. What was once a laborious and multi-day process has now been automated. myNCDMV is also able to scale this to any state service and meet the ever-changing nuances of government.

This is even more critical as agencies continue dealing with the current health crisis. When COVID-19 hit, North Carolina was able to confidently close down physical DMV offices and direct citizens online.

In addition to providing citizens with the ability to pay for DMV services, the NCDOT leveraged myNCDMV as an important form of constituent communication and support. Each month, registration renewal emails are sent to myNCDMV users for eligible vehicles. With offices closed, registrations due and in-person inspections required, myNCDMV was able to transparently communicate with citizens how to safely go about this.

myNCDMV also provided constituents with dedicated customer support. With more people than ever paying online, some of whom doing so for the first time, the ability to help residents navigate this process was crucial.

54% increase
in digital revenue collection year-over-year
(April '20 vs. April '19)

460,000+
North Carolinians reached via email during the inital months of COVID-19

12,000+
support tickets completed for residents during the initial months of COVID-19

All of this came as a direct result of implementing this transformative technology.

myNCDMV

Impact

As a leader in the government space, North Carolina is letting constituent safety and well-being drive the decisions they make around government operations. Now, more than ever, modern government technology is critical and has opened new ways for North Carolina to interact with their constituents. myNCDMV allows the NCDOT to significantly reduce the need for in-office visits, rely less on manual processes and safely serve the people of North Carolina.

myNCDMV not only allows North Carolina to push the envelope in terms of functionality for citizens, but allows the state to be responsive to the ever-changing landscape of today's society. This means meeting constituents where they are and providing a full, end-to-end experience for every user.

In April 2020, myNCDMV expanded to allow residents to register to vote or update existing voter registration information online. With even more expansion on the horizon, the impact of myNCDMV is limitless — a singular and all inclusive digital government.

$919 million
in total bills processed through myNCDMV

4.7 million
digital vehicle registration renewals since launch

3 million
online transactions for license plate renewals in first year

2.6 million
individual citizen digital wallets created

40% decrease
in office wait time for the NCDOT

43,000+
support calls and email completed