Welcome to

myNCDMV

North Carolina Division of Motor Vehicles
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

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Purpose</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>eCrash Replacement</td>
<td>• Compliance with legislative mandates</td>
<td>Planning/design phase (internal meeting last week)</td>
</tr>
<tr>
<td></td>
<td>• Better serve citizens of NC through efficient and timely crash reporting programs</td>
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<tr>
<td></td>
<td>• Automate the reporting of crash data from state and local law enforcement jurisdictions</td>
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<tr>
<td></td>
<td>• Improve data quality and exchange of crash data with approved partners</td>
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<tr>
<td>DMV/IT Ratings &amp; Review Board</td>
<td>• IT project development process</td>
<td>In process and ongoing</td>
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<td></td>
<td>• Rate and prioritize IT projects based on impact</td>
<td></td>
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<tr>
<td>Electronic Voter Registration</td>
<td>• Process improvement allowing voter registrations done in DLOs to be electronically transmitted to the SBOE</td>
<td>Completed July 2018</td>
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<tr>
<td>Ignition Interlock Management System</td>
<td>• Eliminates data entry of information received on paper reports</td>
<td>Completed June 2018</td>
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<tr>
<td></td>
<td>• Eliminates mailing paper reports to DMV</td>
<td></td>
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<tr>
<td>Remittance Processor – STARS Interface</td>
<td>• Reduces number of refunds issued due to registration stops being updated in STARS nightly</td>
<td>Completed June 2018</td>
</tr>
<tr>
<td></td>
<td>• Allows STARS to update stops in real time</td>
<td></td>
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<tr>
<td>DMV Visualization and Transparency</td>
<td>• Data analytics initiative with SAS</td>
<td>• Estimated Completion: TBD</td>
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| 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                                                                    |
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
Benefits for our Citizens

- Improved Ease of Use | 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.

myNCDMV Solution
AVAILABLE FOR CITIZENS TODAY
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

Analytics that Drive Efficiency

Modern, Digital Marketing to Citizens

E-Mail Reminders, Alerts, etc.
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

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

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
myNCDMV Results to Date (early results)

PLATFORM FOR CITIZENS FIRST 10 DAYS OF USAGE

- 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
Digital Government Platform

November 2018
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
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.
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

government simplified.
The Digital Government Platform

MULTIPLE SERVICES IN A SINGLE PLATFORM

Digital Government Platform

Citizen Digital Wallet
- Motor Vehicles
- Turnpike / Tolling
- Professional Licensing

Configurable Conversational Workflow

Payments & Transaction Processing Engine

Citizen Insights

Common API Layer
- Module Builder Tool Kit (SDK)
- Payments Processing / Clearing
- Report Builder & BI Tools
- Third Party Systems
The Digital Government Platform

SERVICES AT THE CORE

PayIt Digital Government Platform

Citizen Digital Wallet

TalkBox Configurable Workflow

PayIt Checkout

Citizen Analytics and Insights
## Typical Client Experiences

<table>
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<th>Prior to PayIt</th>
<th>After PayIt</th>
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<tbody>
<tr>
<td>• Long lines and wait times in call centers</td>
<td>Increased dollars collected online by 82%</td>
</tr>
<tr>
<td>• Limited payment methods</td>
<td>Increased number of digital transactions by 37%</td>
</tr>
<tr>
<td>• Unfriendly or no UX</td>
<td>Decreased the manual checks processed by 25%</td>
</tr>
<tr>
<td>• Lack of integration</td>
<td>Decreased walk-in customers by more than 17%</td>
</tr>
</tbody>
</table>
| • Lots of late payments | “... Love the reminders and chat bot. Thank you for simplifying such an annoying task of adulthood.”  
- Jenna Compton, Grand Rapids, MI Citizen |
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

Thank you!

www.payitgov.com