

SUCCESS STORY



Florida Highway Safety and Motor Vehicles Digital Transformation



Smarter for government.
Easier for everyone.

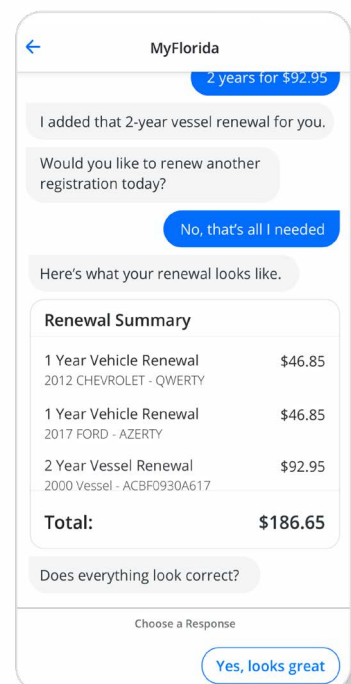
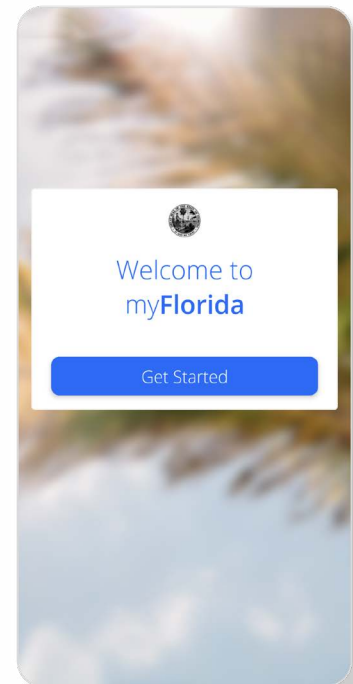
The need for automation

Motor vehicle services in the palm of every Floridian's hands

The State of Florida and the Florida Department of Highway Safety and Motor Vehicles (FLHSMV) partnered with PayIt on an innovative, digital reimagining of how citizens interact with local driver license and motor vehicle service centers. Launched in 2017, MyFlorida allows citizens to search for their vehicles or vessels and renew up to five registrations at once. Typically, this would require several visits to a local service center, submitting each payment individually or mailing multiple checks. These options are not just taxing on the citizen, but require manual processes by FLHSMV staff members.

With the MyFlorida app, users can also remedy vehicle registration holds, store digital documents, manage receipts and set up due date alerts to keep track of upcoming vehicle or vessel renewals. All of this can be done right from the palm of a citizen's hand—with native Apple and Android apps available.

MyFlorida proved to be an incredibly helpful revenue collection vehicle during the onset of COVID-19. With offices closing and constituents minimizing their in-person interactions, MyFlorida was a safe and convenient way for Floridians to conduct their required motor vehicle business. The FLHSMV saw a 53% increase in app usage and a 153% increase in digital revenue collection during the start of the COVID-19 pandemic.



The Florida Department of Highway Safety and Motor Vehicles

The FLHSMV makes their vision very clear:

A Safer Florida. This means proactively protecting roadways, enhancing online services for motorists and improving customer service.

What citizens can do with MyFlorida

- Renew vehicle and vessel registrations
- Order duplicate registration copies
- Renew up to five registrations at once
- Store digital receipts and documents
- Set due date reminders and notifications

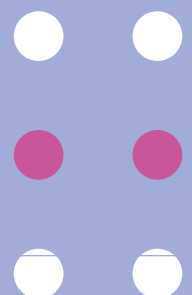
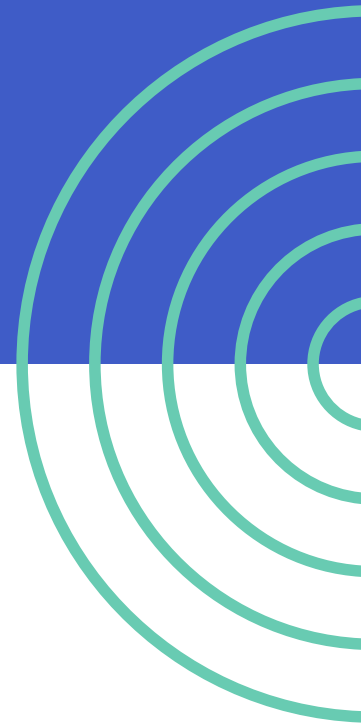
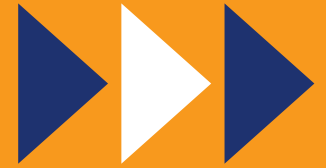
MyFlorida Results

53% increase

in app usage since onset of COVID-19

15% of all renewals

include multiple vehicles or vessels



About PayIt

PayIt is the solution government agencies use to take the friction out of resident transactions. Our composable customer experience platform enables agencies to collect revenue faster, improve efficiency and sustainability, and give people the smooth digital experience they have come to expect online. PayIt integrates into any back-office system, launches in about 90 days, and provides residents with a single GovWallet™ to store transaction history, receipts, and payment methods for multiple agencies. Serving more than 80 million residents in North America, we have received awards from Fast Company, StateScoop, and have been listed in the GovTech 100 for 7 years and counting.



To learn more, visit www.payitgov.com

