

Application Review

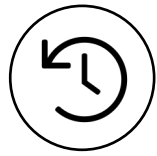


Agency: **County of Hawaii, Kauai, & Maui**

Project Name: **Motor Vehicle Registration (MVR) Renewals**

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## CONTENT OUTLINE



**Background**



**Solution**



**Metrics & Successes**



# Background

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## Overview

- MVR allows electronic payment for vehicle registration renewals in Counties of Maui (2008), Kauai (2009), and Hawaii (2010)
- Built by Tyler at no cost; redesigned and process streamlined in 2018. Uses transaction fees to support the service
- Look & feel tailored to Counties with single engine

## Challenges

- Need to reduce foot traffic / mail-ins coming into the offices
- Payment in office only available during office hours
- During COVID, customers unable to come into offices to make payment



## Solution

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### Objectives

- Allow reliable 24/7 access for the public
- Mobile device friendly
- Upcoming: FAQ and Chat improvements

### Success Measures

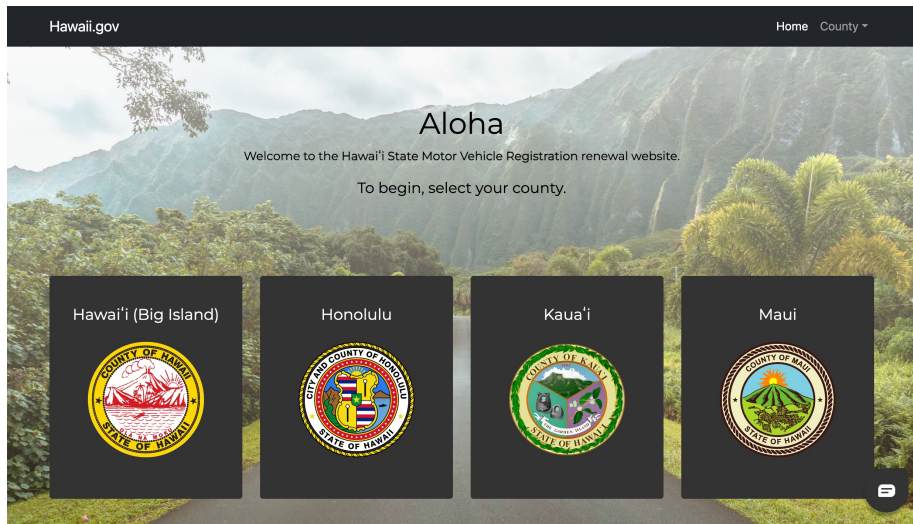
- 24/7 accessibility to renew vehicle registrations online; responsive for mobile device users
- Calls to Customer Service as % of Transactions: 3%
- COVID – Application customized for Counties (fee absorption & safety check expiration waiver)



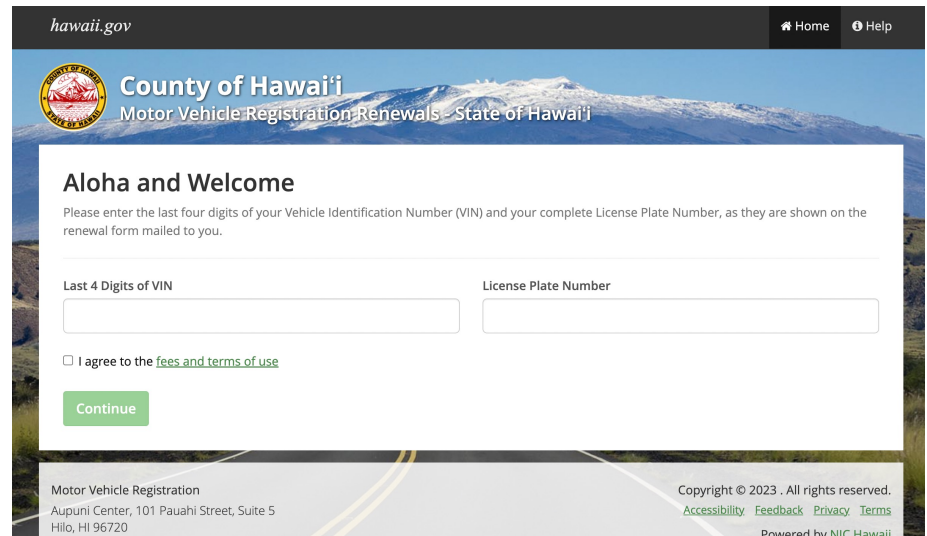
## Solution

## Customized Look & Feel

### Landing Page



### County of Hawaii



# County of Hawaii, Kauai, Maui – Motor Vehicle Registration (MVR) Renewals



## Solution

### Customized Look & Feel

#### County of Kauai

The screenshot shows the County of Kauai MVR Renewal website. The header includes the 'hawaii.gov' logo and navigation links for 'Home' and 'Help'. The main heading is 'County of Kauai Motor Vehicle Registration Renewals - State of Hawaii'. Below this is a 'Welcome' message and a form with two input fields: 'Last 4 Digits of VIN' and 'License Plate Number'. A 'Continue' button is at the bottom of the form. The footer contains 'County of Kauai Treasury Division (MVD)' and 'Copyright © 2023. All rights reserved.'

#### County of Maui

The screenshot shows the County of Maui MVR Renewal website. The header includes the 'hawaii.gov' logo and navigation links for 'Home' and 'Help'. The main heading is 'County of Maui Motor Vehicle Registration Renewals - State of Hawaii'. Below this is a 'Welcome' message and a form with two input fields: 'Last 4 Digits of VIN' and 'License Plate Number'. A 'Continue' button is at the bottom of the form. The footer contains 'Division of Motor Vehicles & Licensing' and 'Copyright © 2023. All rights reserved.'

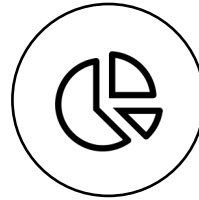


# Metrics & Successes



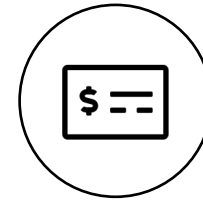
**521,750**

Payments processed  
since launch



**\$124.7M**

MVR Payments  
since launch



**\$258**

Average Renewal  
Payment ~\$258  
2022



# Metrics & Successes



**19.3%**

2022  
Online Adoption  
Hawaii



**16.8%**

2022  
Online Adoption  
Kauai



**16.5%**

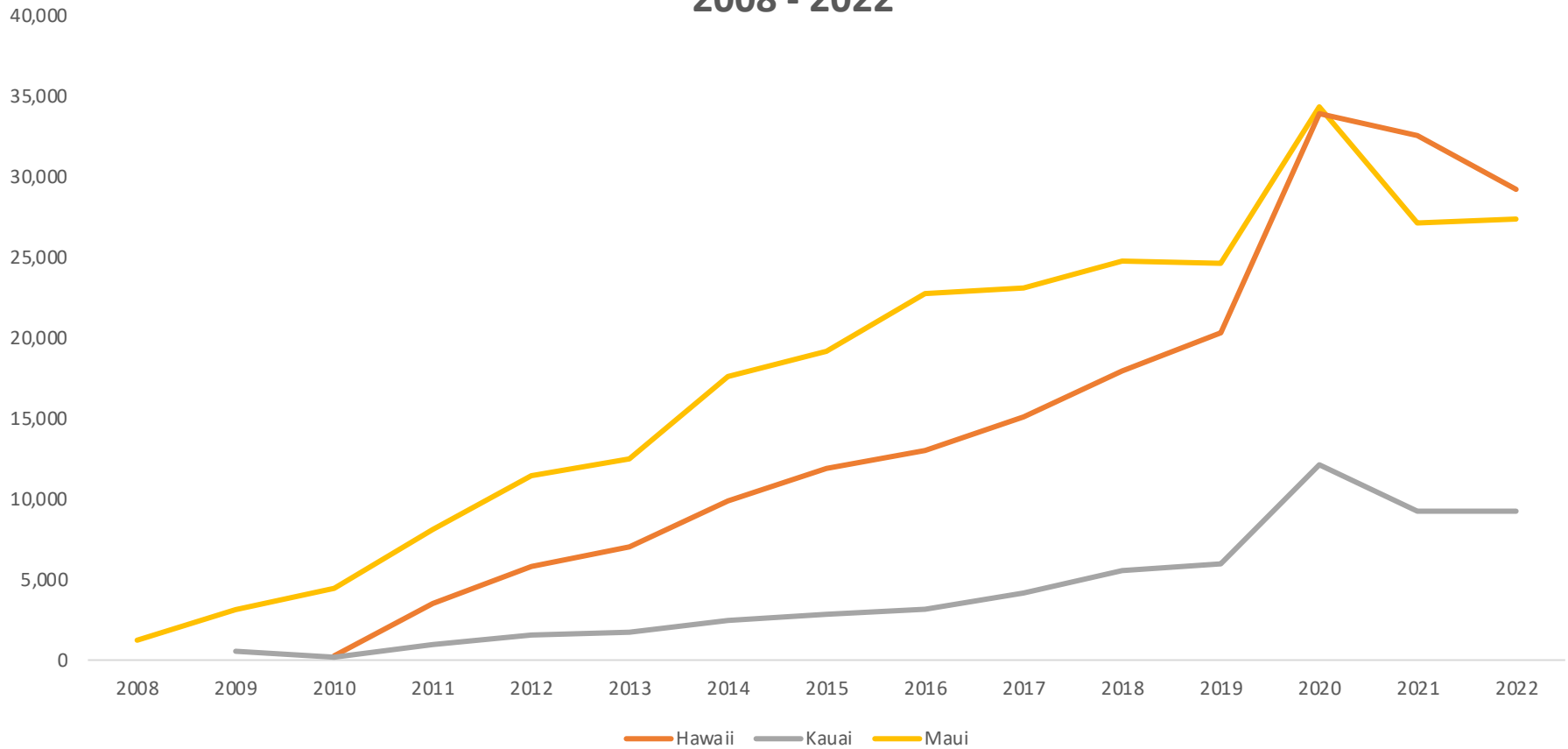
2022<sup>(1)</sup>  
Online Adoption  
Maui

(1) 2022 fiscal year for Maui



# Metrics & Successes (continued)

### Motor Vehicle Renewal Transactions, 2008 - 2022

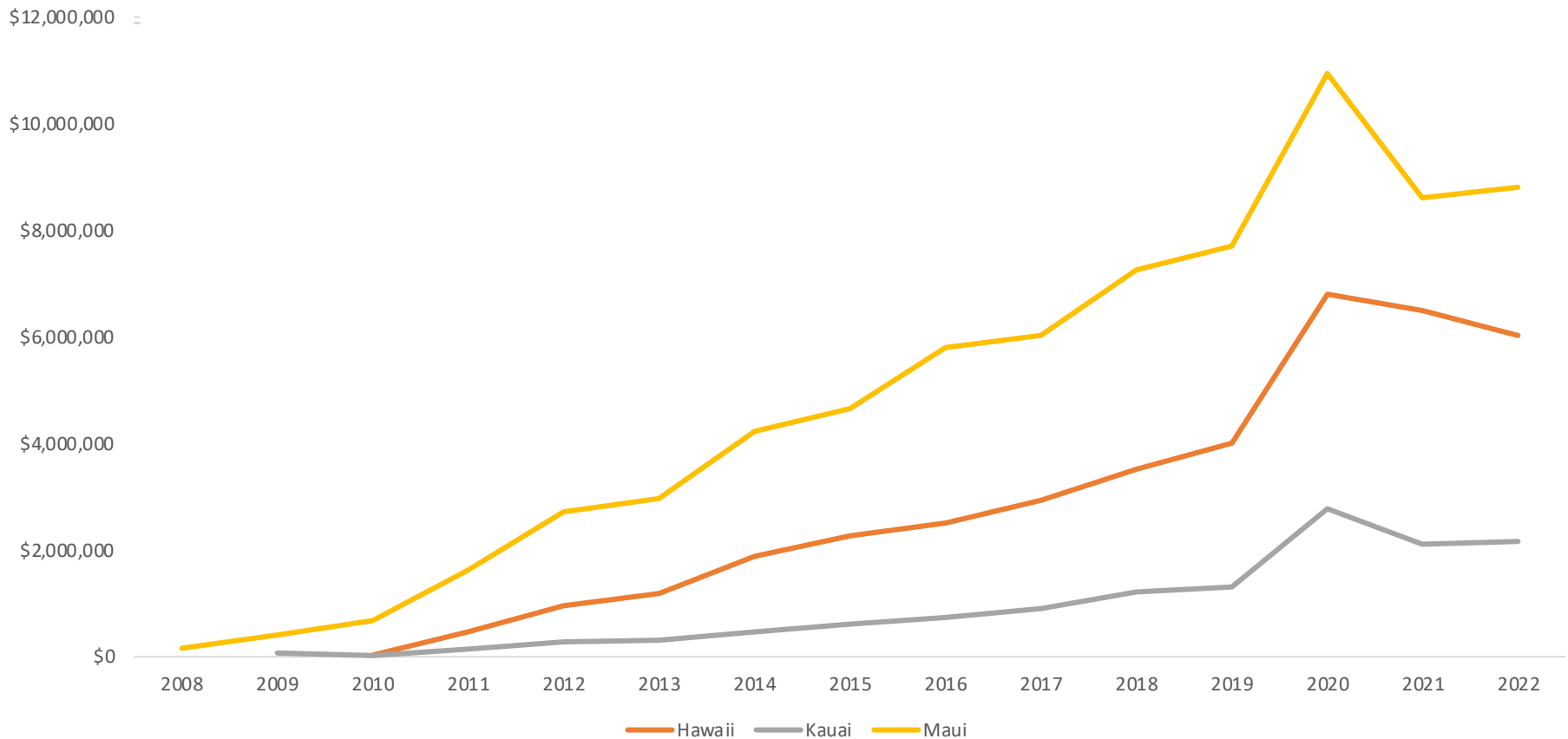






# Metrics & Successes (continued)

Motor Vehicle Renewal Fees Collected,  
2008 - 2022



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County of Hawaii, Kauai, Maui – Motor Vehicle Registration (MVR) Renewals

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Thank you

**Tyler Hawaii**

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