

SUCCESS STORY



# Florida Highway Safety and Motor Vehicles Digital Transformation

**Paylt** 

Smarter for government.  
Easier for everyone.

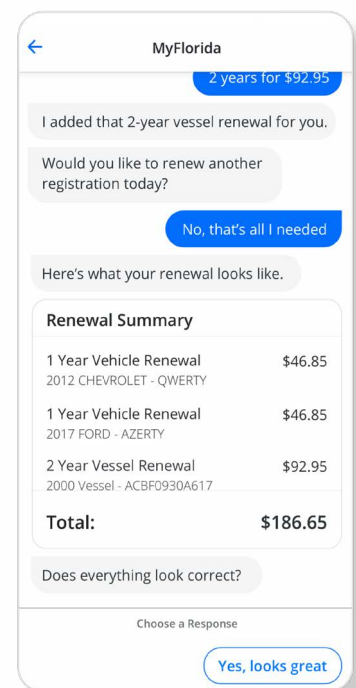
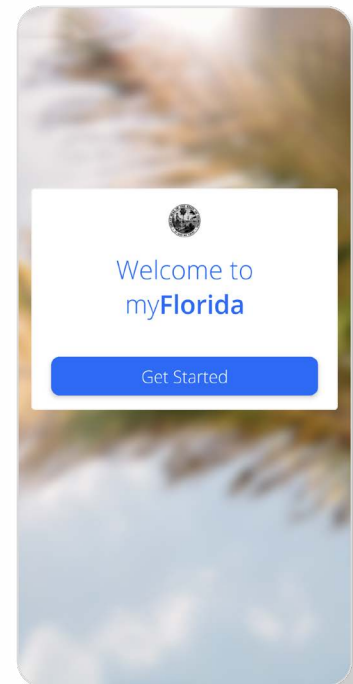
# The need for automation

## 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 residents 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 is a safe, contactless option for residents to interact with FLHSMV services, without the need to visit an office. MyFlorida saw an increase of over 200% in both digital revenue collection and application usage from 2018 to 2021, as residents sought a digital way to renew their registrations.



# 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

**44% average**

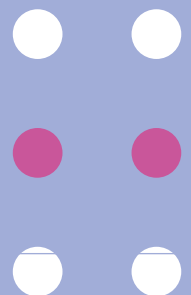
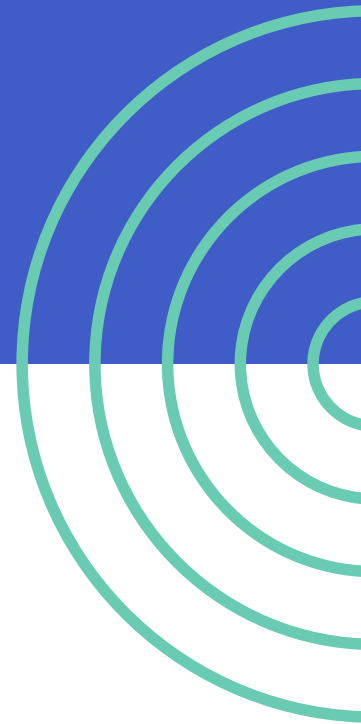
annual revenue collection growth since 2017

**15% of all renewals**

include multiple vehicles or vessels

**\$9.6M in revenue**

collected by myFlorida in 2022



## 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](http://www.payitgov.com)

