

SUCCESS STORY



Florida Highway Safety and Motor Vehicles Digital Transformation

Paylt 

Smarter for government.
Easier for everyone.

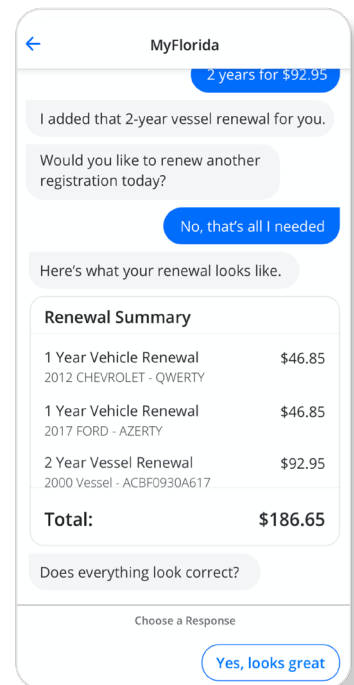
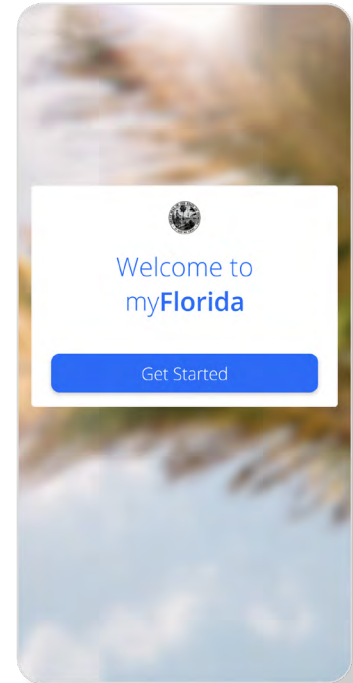
The need for automation

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 residents 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 customer, 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 resident'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 residents can do with MyFlorida

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

MyFlorida Results

37% average

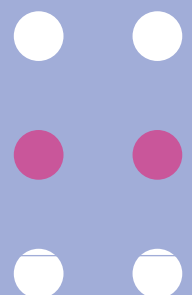
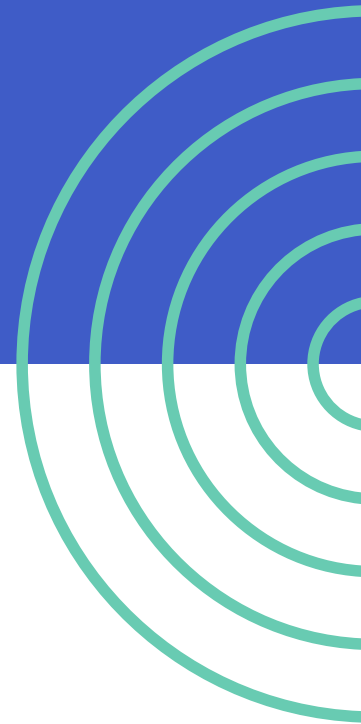
annual revenue collection growth since 2017

15% of all renewals

include multiple vehicles or vessels

\$17.1M in revenue

collected by myFlorida in 2025



About PayIt

PayIt enables state and local government agencies to deliver a great resident payments experience that accelerates the shift to digital. Agencies choose PayIt to better achieve their mission through improved operational efficiency, customer support, and resident satisfaction. Our solutions span property tax, courts, utilities, DMV, outdoors, and more. PayIt provides a single resident profile across agencies and jurisdictions, integrates into back-office and adjacent systems, and our team helps clients drive adoption of digital channels. Serving more than 150 million residents in North America, we have received awards from Fast Company and StateScoop, and have been listed in the GovTech 100 for 10 years and counting.



To learn more, visit www.payitgov.com

