

Suite Of Services

**URL:**

<http://renewalexpress.utah.gov>

Agencies Involved

The Utah State Tax Commission
Division of Motor Vehicles

Renewal Express (REX)

Target Customers

Citizens and businesses that need to renew vehicle registration, including watercraft and off road vehicles.

Application Description**Service overview**

- Renewal Express (REX), an online service, allows Utah citizens to completely renew automobile, watercraft, and off-road vehicle registrations 24 hours a day and seven days a week, without ever leaving their home or office.
- Citizens are able to print an immediate temporary registration permit, even for vehicles that have already expired. Permanent registration decals are mailed within ten days of completing the online process.

Benefits to users

- Citizens are able to renew their vehicle registration at any time of the day or night in about five minutes.

Application Metrics

- One million and counting...(1,168,000+ as of 31 December 2005)
- 17.3% adoption statewide in 2005 (highest in nation)
- Over 25% adoption in Salt Lake County in 2005
- Currently, the online application processes upwards of 30,000 renewals a month, making it one of the most widely used eGovernment services of its kind in the nation.

Testimonials / Success Stories

- Utahn Russell Daly has this to say about Renewal Express, "It is so much more convenient to do it this way. And I really appreciate [not being charged] a fee for processing the renewal. Please keep up this great service!"
- Stephanie Pappas, owner of Roofers Supply in Salt Lake City, uses the online service to renew registrations on her fleet of vehicles. "Before Renewal Express I either had to go do the renewals myself or pay a helper to go and wait in line and do the renewals for me. I have a fleet of approximately 30 vehicles that I can renew online and since the fees have been removed it has saved us...well you can do the math."

Past Marketing & Promotional Initiatives

- The Renewal Express logo and instructions are included in renewal notice mailings.
- Renewal Express posters hang in the DMV offices.
- In July 2003, the Motor Vehicle Division removed the convenience fee for using the online service. The fee removal resulted in a 46% increase in the REX adoption rate statewide.