

# REGISTRATION RENEWAL COMPLIANCE

Joe Lohmeier



# AGENDA

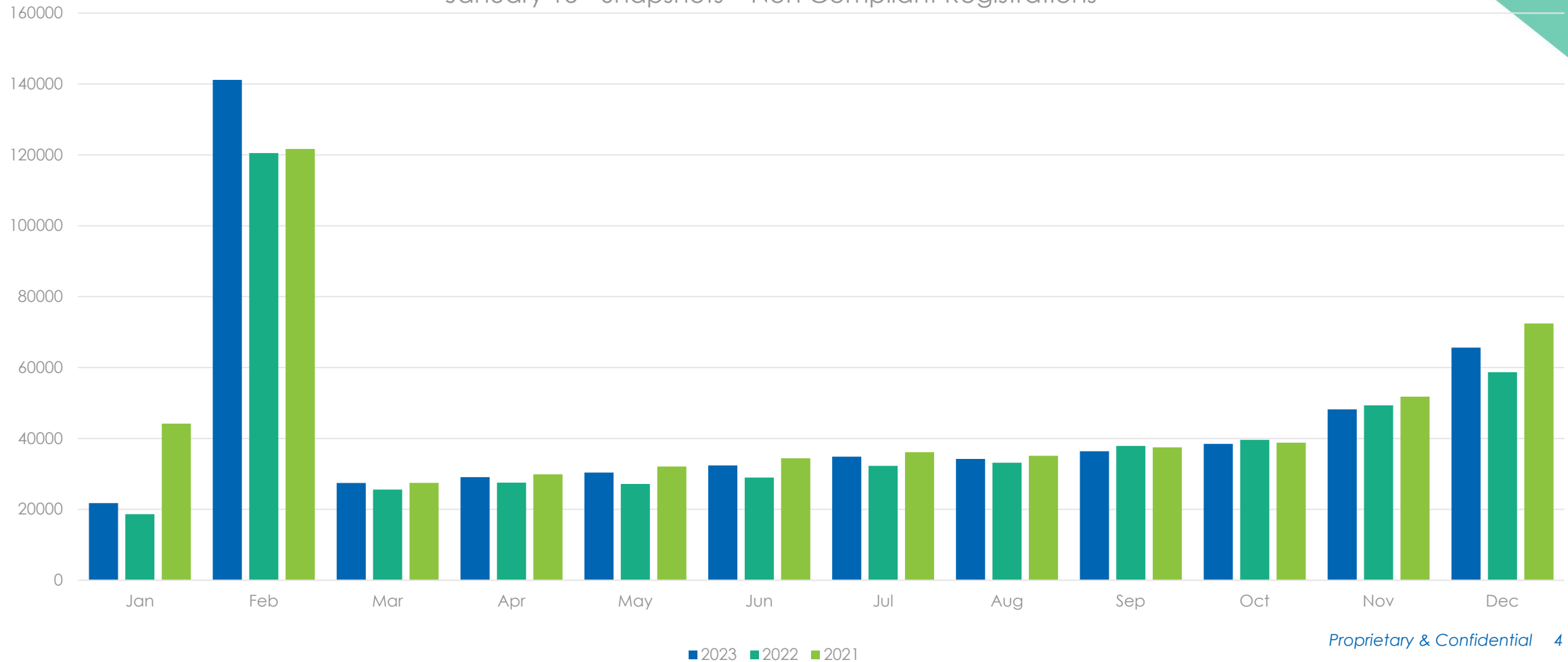
- ▶ Non Compliant Registrations
- ▶ Late Renewals
- ▶ Renewal Channels
- ▶ Reminder Channels

# Registration Non Compliance – Key Points

- ▶ Renewals can appear non-compliant, but DVS gets updated information on vehicles weeks/months/years later
  - ▶ Example 1: Vehicle is garaged for 5 years for restoration
  - ▶ Example 2: Vehicle is junked
  - ▶ Example 3: Vehicle has been moved out of state but customer didn't title it in that state.
- ▶ Annual comparisons need to be done as snapshots.
  - ▶ Snapshots are taken as of January 15<sup>th</sup> of the year following the year of expiration.

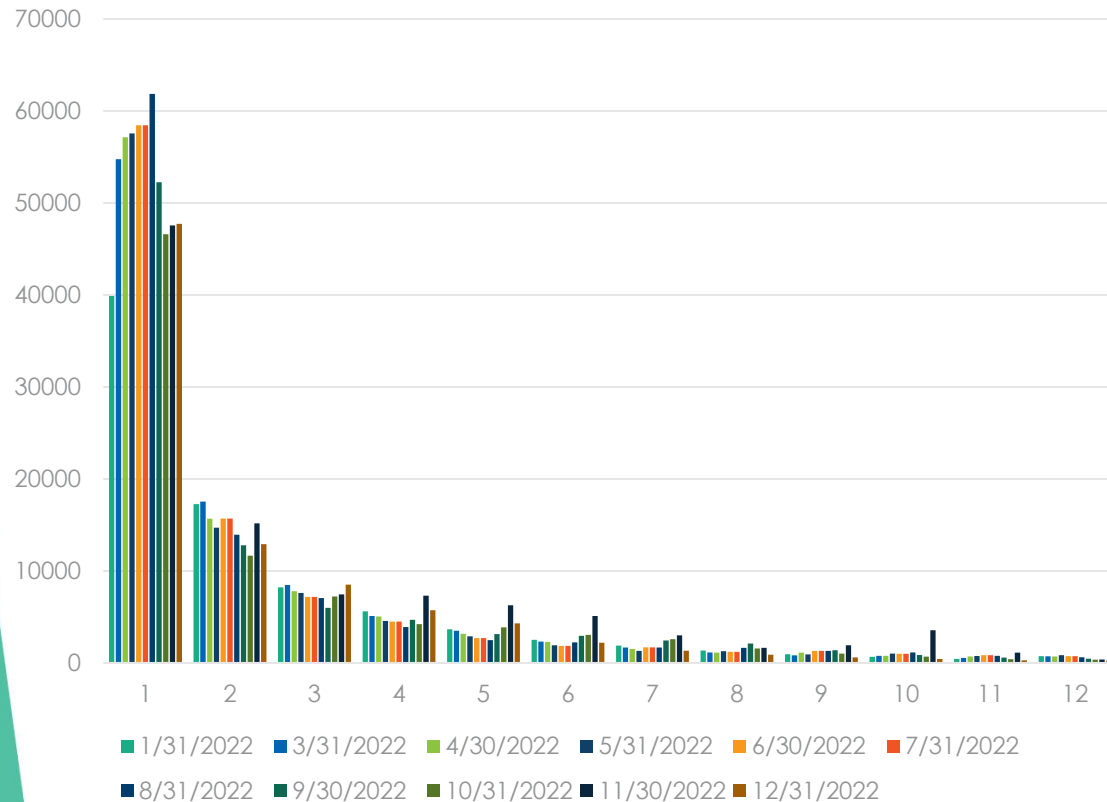
## Non Compliant Registrations

January 15<sup>th</sup> Snapshots – Non Compliant Registrations

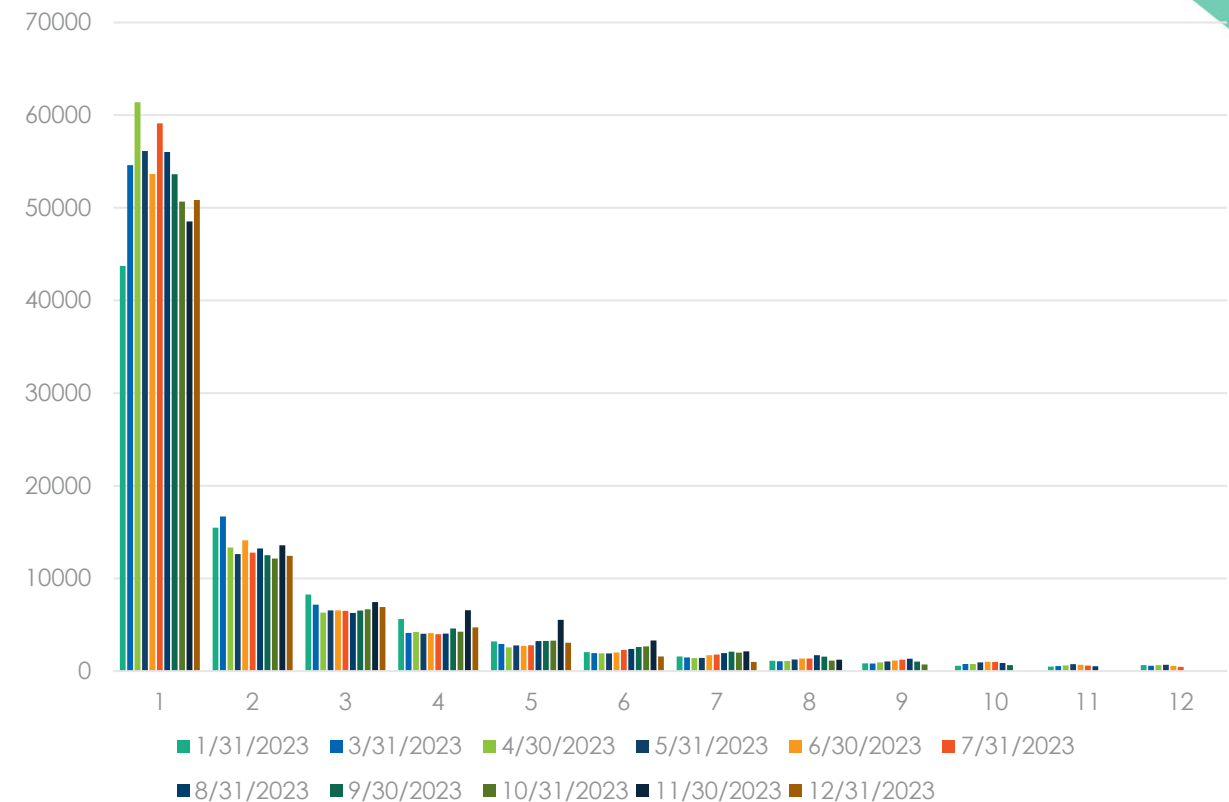


## Late Renewals

2022 Late Renewals By # of Months Late

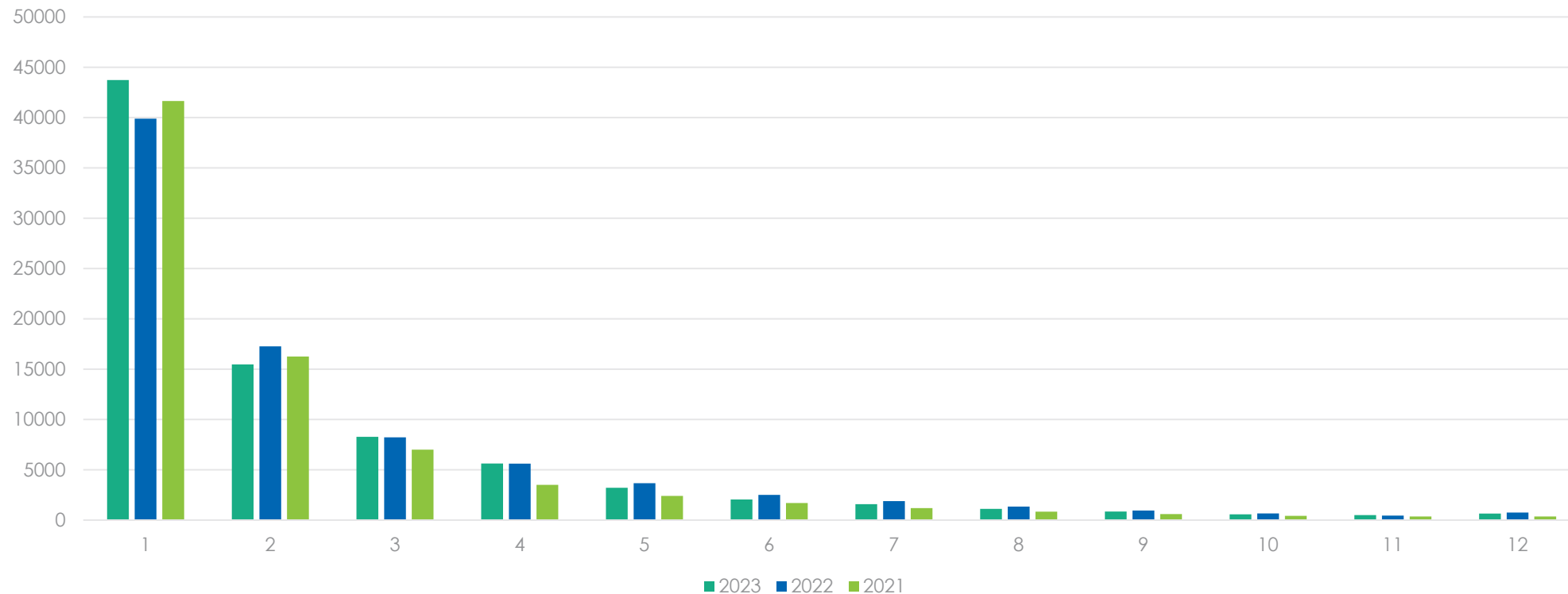


2023 Late Renewals By # of Months Late



## Late Renewals Year over Year Comparison

January Late Renewals By # of Months Late



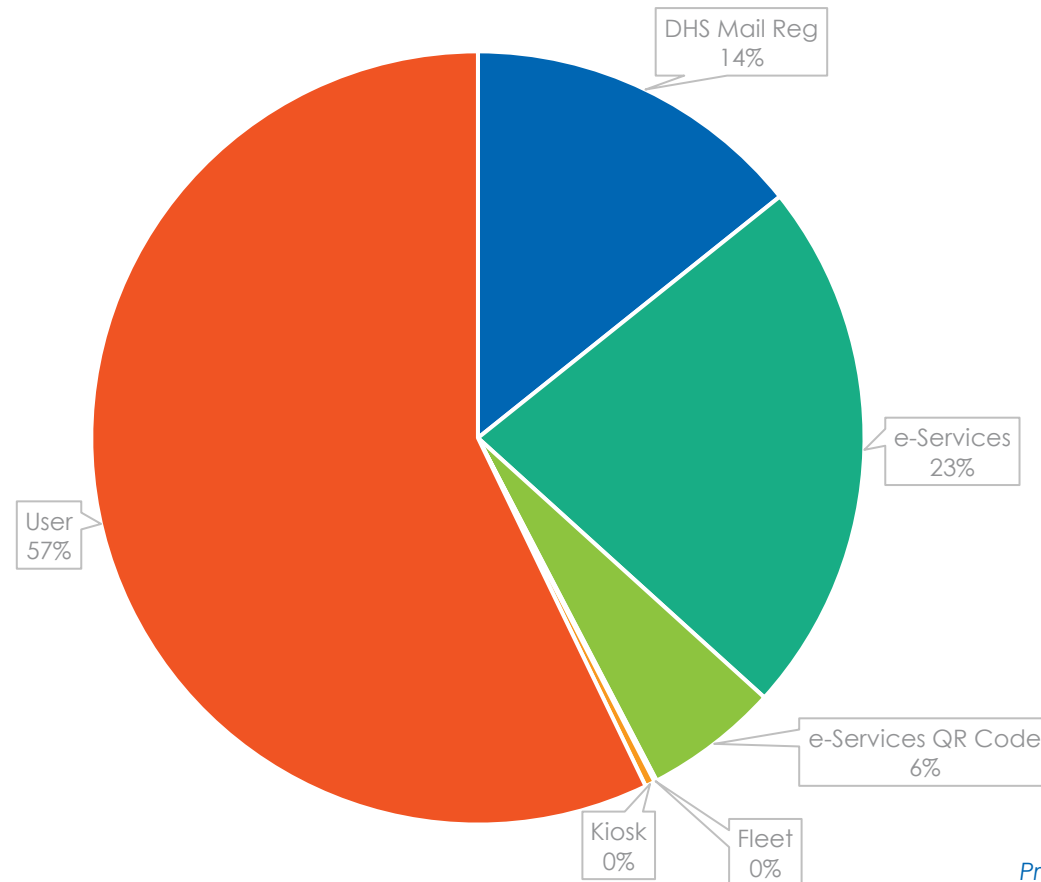
## Late Renewals – Takeaways

- ▶ Late renewals trend similarly year over year
- ▶ Late renewals do not result in lost revenue – back taxes are due when the next registration is processed

## Renewal Channels – FY24

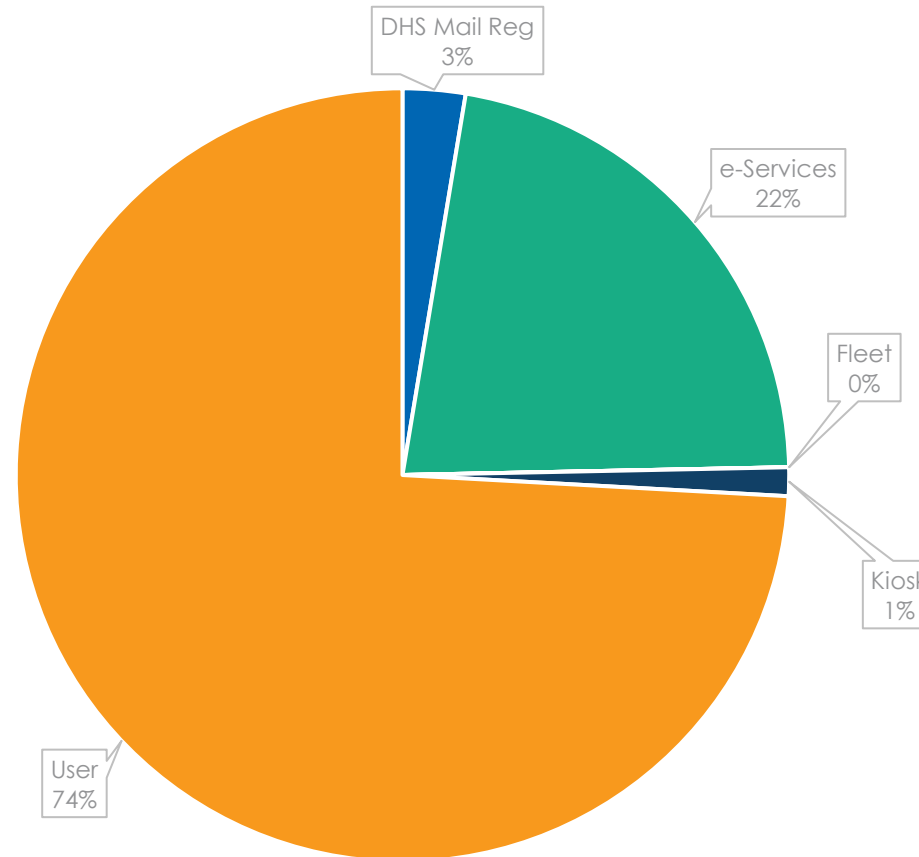
► 5,115,644 Renewal Transactions

Renewals By Channel



## Late Renewals by Channel

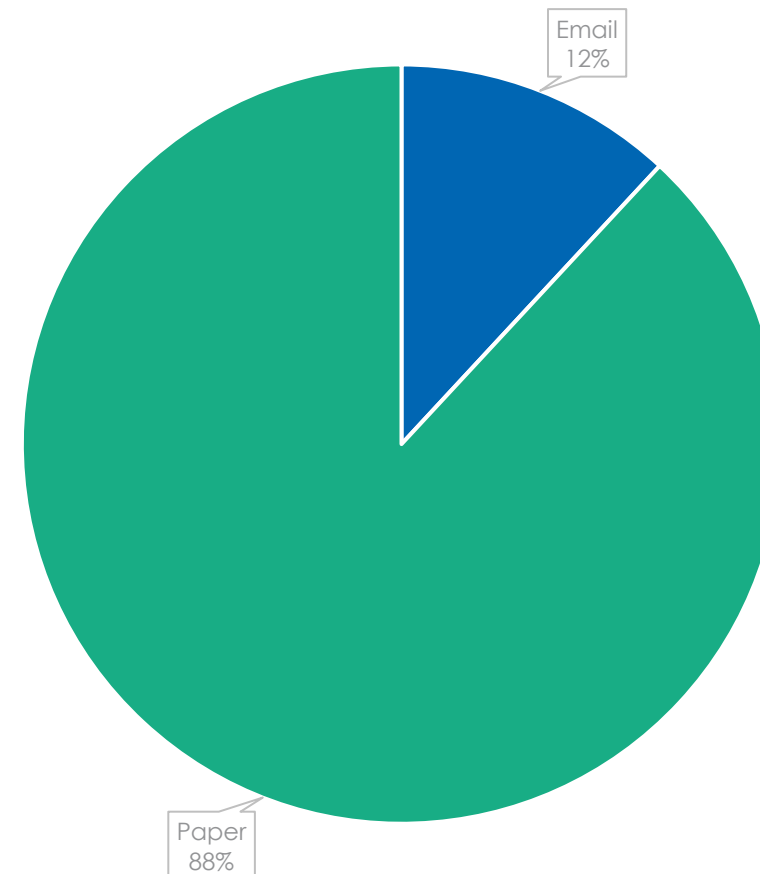
Late Renewals By Channel FY24



# Renewal Reminders

- ▶ Email – 3 reminders
  - ▶ 60 days out
  - ▶ 7 days out
  - ▶ Day of expiration
- ▶ Paper – 1 reminder
  - ▶ ~45 days out

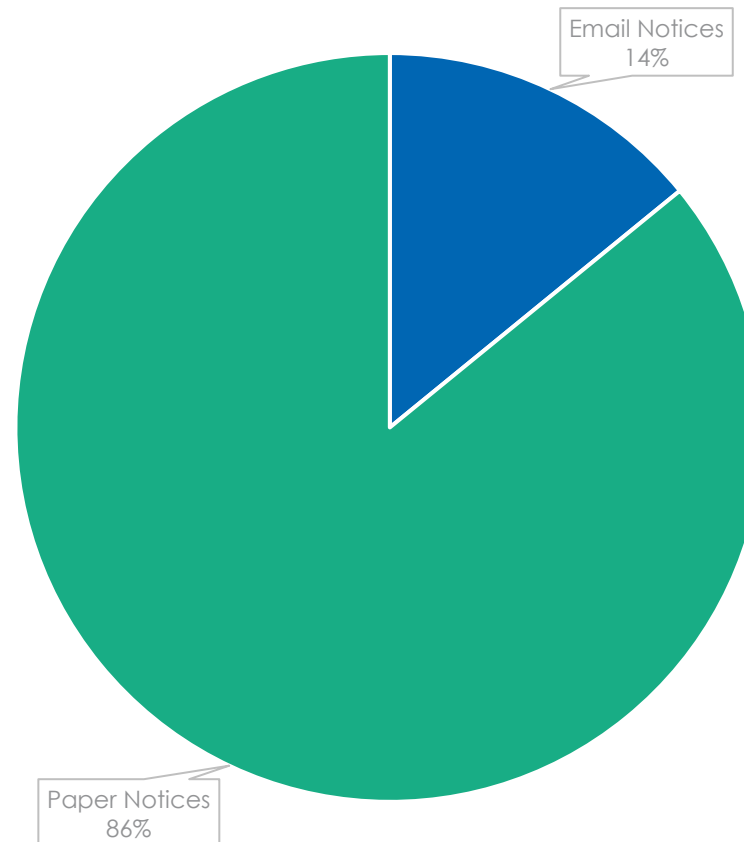
Renewal Reminders



## Late Renewals Since Jan 1, 2022

- ▶ Emails – 297,329
- ▶ Paper – 1,810,468

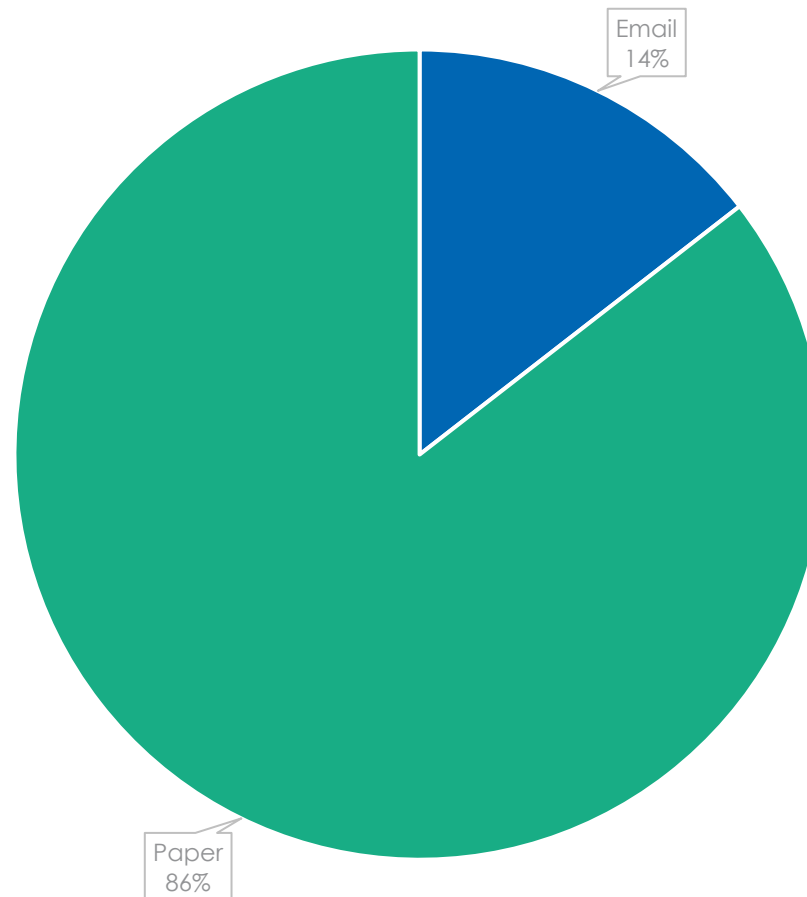
Late Renewals Since Jan 2022



## Late Renewals – Q2 2024

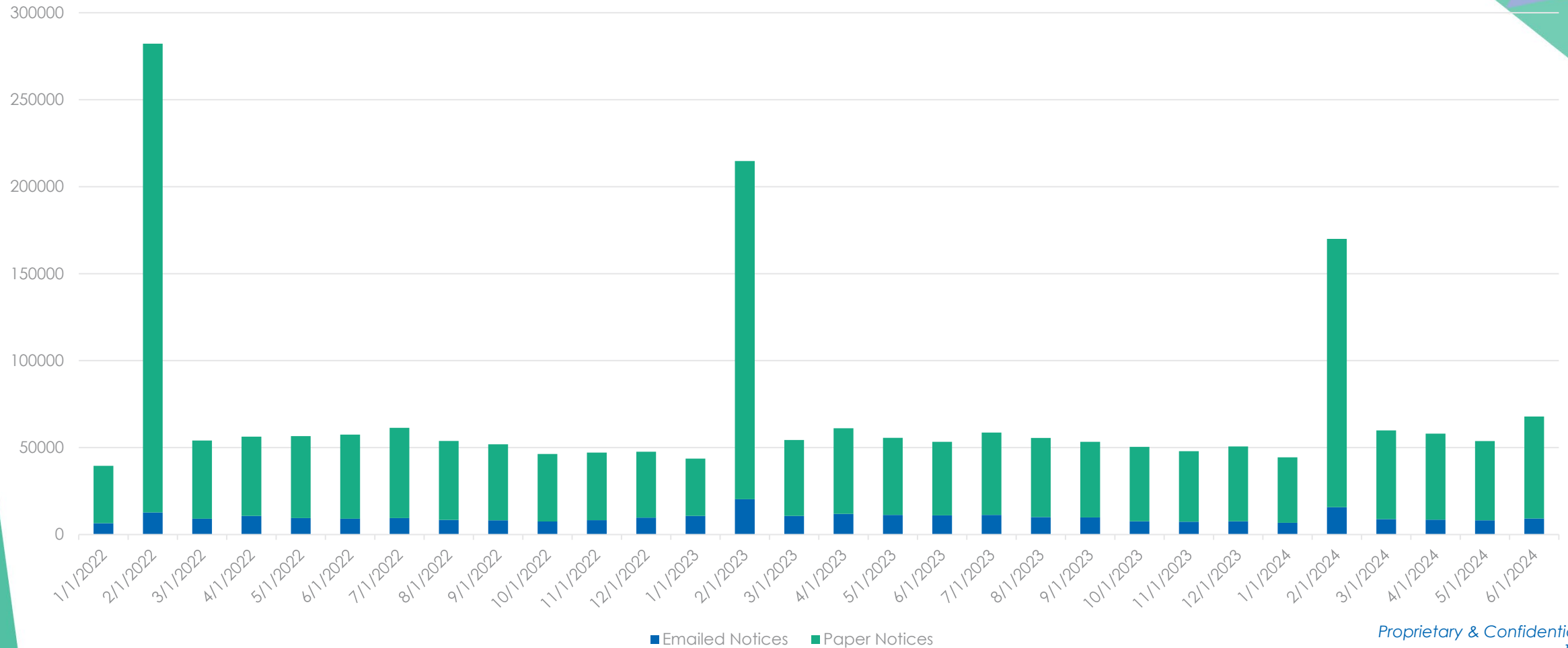
Email vs Paper Late Renewals - Q2 2024

- ▶ Emails – 26,051
- ▶ Paper – 153,636



## Late Renewals

Late Renewals by Emailed vs Paper Notice Types



# Conclusion

- ▶ Late renewal & non compliant registration behavior has been consistent over time
- ▶ Non compliant registrations do not necessarily mean non compliant vehicle operation
- ▶ Late renewals do not seem to be impacted by reminder channels
- ▶ When customers renew late, they want to get their tabs immediately