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DFA DIRECTOR LARRY WALTHER ENCOURAGES ARKANSANS TO “SKIP THE TRIP”

EDITORIAL: Larry Walther, Director – Arkansas Department of Finance and Administration

Throughout the U.S., a three-letter acronym has the ability to generate strong emotion. That acronym is “DMV.”

Here in Arkansas, you likely know our “DMV” locations as “Revenue Offices.”

Arkansas is not separated in name only. “Business as usual” doesn’t cut it at the Arkansas Department of Finance and Administration (DFA). We are continually exploring new ways to simplify and improve the services we provide to Arkansans.

In fact, I recently joined Governor Hutchinson to announce that vehicle registration may now be completed online at mydmv.arkansas.gov. Arkansas is among the first states in the nation to offer online vehicle registration to citizens. Services offered on this site go well beyond vehicle registration. You can also order a duplicate driver’s license, check the status of an application for title, request a variety of documents and pre-register if you plan to obtain a new license or ID. These are just a few of the many services available on this website.

Understanding that time is our most valuable commodity, we are always examining our current systems to determine if there are processes that are no longer effective and then removing or improving these barriers to efficiency.

With this in mind, guided by the Governor’s efficiency directives, we launched a full review of the services we offer at Revenue Offices in 2015 soon after I joined the Department as Director. At that point, Arkansans could renew license plate tags online but that was the extent of our online services.

A team that included DFA leadership and IT experts, led by DFA’s Commissioner of Revenue Walter Anger and Motor Vehicle Administrator Wayne Hamric, conducted a full review to determine which services could potentially be completed through a website versus an actual trip to the Revenue Office. This was not a simple task as all of the services offered require a large amount of documentation and verification. This team was tasked with moving as many services online as possible while also ensuring we remain in full compliance with all state and federal requirements.

Since we launched this initiative three years ago, we have moved from one service available online in 2015 to today, with close to twenty. Arkansans may now complete a majority of revenue-office related services from the comfort of a home or office. However, in today’s world we understand online business goes well beyond a home or office. Knowing this, we optimized the MyDMV website for mobile-phone use, making it possible to do business with the state while watching the Hogs play or hunting.

To put this in perspective, let’s look at one specific service offered on mydmv.arkansas.gov. Arkansans registered 643,173 vehicles at revenue offices throughout the state in 2017. We estimate registering a

vehicle online versus making the trip to the Revenue Office saves approximately one hour. If half of the 643,173 transactions were conducted online, Arkansans would collectively save more than 321,586 hours or 36 years in total time. That is time they can spend on the things that matter most.

At the Arkansas Department of Finance and Administration, we take pride in the services we provide to Arkansans. This website was built for you, our valued customer. But the job doesn't stop here. We are committed to growing the scope of services offered.

If you've not already, I encourage you to visit mydmv.arkansas.gov. In order for this website to be successful, it is imperative that Arkansans utilize this valuable tool.

Familiarize yourself with the site and get ready to "skip the trip."

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