

Utah State Tax Commission
 Transportation Interim Committee
 June 17, 2020

Agenda Item (4) – Delays in Vehicle Registration

1. Timing of Transactions – Revenue Impact

- a. Gov. Gary R. Herbert issued an Executive Order temporarily suspending the enforcement of statutes for some expiring vehicle registrations. The order was issued on April 30 and suspended the enforcement through May 15.
- b. Number of transactions completed during the period March through May.

	March Through May		
	2019	2020	Difference
Renewals	714,060	723,427	9,367
New Registrations	218,193	184,782	(33,411)

c. Impact on Counties

- i. Because the state offices completed more transactions on behalf of the counties and the county offices completed fewer transactions on behalf of the state, there was a significant drop in the amount of money the state paid to the counties.

	Standard Units (March and April)	
	2019	2020
Performed by State	36,780	48,279
Performed by County	157,415	96,290

Counties with county run offices

2. COVID-19 Compliance Factors

a. Renewals

- i. The DMV provided customers information that renewals could/should be completed on-line or at an “On-the-Spot” location.
- ii. With the exception of vehicles that have been expired more than six months, renewals can be done on-line, without the customer needing to leave their home.
- iii. The complicating factor was if the county requires an emissions test. Citizens could have the test and renewal completed at the emissions station.
- iv. Emission programs are county run programs.

b. Social Distancing

- i. In order to comply with social distancing requirements, we closed our lobbies and only conducted business through our drive-through windows until May 1.

c. Actions taken at state-run offices to mitigate impact on citizens.

- i. Identified the types of transactions that need to be completed in the office.
 1. Titling and registration of vehicle (person-to-person sale)
 2. Impounds
 3. Registrations that have been expired for more than six months
 - a. Utah Code Section 41-1a-216 (3) allows the division to change the renewal period: "if the owner can verify to the satisfaction of the division that the vehicle registration was not renewed prior to its expiration due to the fact that the vehicle was in storage, inoperable, or otherwise out of service."
 4. Cash transactions (there is a segment of the population that does not use credit cards)
- ii. Allowed registrations expired more than six months to be completed over the phone.
 1. Because the citizen would have no documentation that a renewal had been completed until after they received the decal in the mail, we contacted public safety (state/local) and Department of Natural Resources to have them verify in the motor vehicle system prior to issuing any citation.
- iii. Allowed impounds to be completed over the phone, with documentation collected through email or fax.
- iv. Expanded office hours through April 30.
 1. Monday – Friday 6:00 a.m. to 8:00 p.m. and Saturday 8:00 a.m. to 5:00 p.m.
 2. Contracted with local law enforcement to provide traffic control (because of the cost, this could not be sustained long term)
 3. Opened lobby restrooms to further assist customers as they waited to be served.
- v. Prepared lobbies to comply with social distancing requirements.
 1. Installed "sneeze guards"
 2. Created an on-line appointment system
- vi. We are working on a solution to allow person-to-person vehicle sale transactions to be completed on-line. This idea is initially intended for person-to-person transactions involving Utah titles only; however, out-of-state person-to-person transactions may be a possibility in the future. This approach has the potential of significantly reducing lobby foot-traffic, similar to how REX/OTS processes have reduced lobby traffic for renewals.