Department of Motor Vehicles 2020 Overview

Highlights – 2019

- Implementation of VTPICS
  - Implemented July 2019 on time and on budget
  - 80% of credentials arrived within 7-10 days at launch
  - Administered permit exam and issued temporary permit for young Vermonter
- 100th Anniversary of DMV Enforcement & Safety Division
  - Division established in 1919, with sole inspector responsible for entire state
  - Celebrated 100-year anniversary at the State House on June 14, 2019
  - Featured historical presentation from Lt. Gene Cote and display of memorabilia at 120 State St.
  - Created 100th Anniversary license plate for DMV trucks
- New Americans – Partnership with US Committee on Refugees & Immigrants – Vermont
  - Identified forms to be translated and languages to be translated into - Arabic, Burmese, English, French, Kirundi, Nepali, Serbo-Croatian, Somali, Spanish and Swahili
  - Delivered training to all DMV staff on civility and unconscious bias

Highlights – 2019

- CDL Preparedness
  - Resolved hundreds of convictions received from other jurisdictions on Vermont drivers from previous years dating back to 2017 as result of NH crash

- Periodic Inspection Manual
  - Implemented 16 model year OBD inspection requirement in accordance with Act 59 of 2019
  - Completed update of DMV rule through Administrative Rule process

- Taiwan Driver License Reciprocity
  - Defined process for determining comparability of testing requirements
  - Entering agreement with Taiwan allow reciprocal exchange of licenses between jurisdictions
  - Reviewed testing requirements – determined their testing exceeded Vermont standards

Highlights – 2019

- Finance & Logistics Best Practices
  - Developed and implemented new cash/check handling procedures
  - Increased presence in branch offices to perform check audits
  - Implemented use of accountability analytics (tracking over/shorts)
- Incarcerated Vermonters
  - Developed MOU in partnership with Department of Corrections to allow DMV to issue nondriver IDs to individuals being released
- Staff Training
  - Continued to enhance and developed online training programs

Initiatives - 2020

- VT Photo Identification Credentialing System (VTPICS)
  - Online driver license/ID card renewals - April 2020
  - Increase access to self-service throughout branch offices
- Commercials Vehicle Operations System Replacement (VT CVO)
  - Staff and Stakeholder testing and training – February-April 2020
  - Go live - May 2020
  - Used to collect IFTA/IRP, fuel and other taxes
  - Transition from paper-based to online submissions for fuel tax payment
- Commercial Vehicle Information Exchange Window (CVIEW) Project:
  - Centralized dashboard creates and displays thorough motor carrier profile
  - Aggregates information gathered from various state and federal databases
  - Receives data from roadside inspection program
  - RFP in process
- Roadside Inspection System
  - Used to collect driver, vehicle, carrier and cargo compliance information at roadside
  - Data is shared with Federal Motor Carrier Safety Administration

Initiatives - 2020

- National Motor Vehicle Title Information System (NMVTIS)
  - In accordance with 49 C.F.R. §30502, Vermont must make titling information available for use in operating NMVTIS
  - Designed to protect consumers from fraud and unsafe vehicles and to keep stolen vehicles from being resold
  - Vermont is one of 6 remaining states in development and was awarded $123,040 grant for implementation

- New Americans
  - Offer forms and exams in 10 languages
  - Create and implement procedures for use of interpreters on road exam
  - Develop refresher training program for all DMV staff on cultural humility, public perception of government interaction and utilization of interpreter services

- Systems Modernization
  - Migration from Access 97 to Access 2016
  - By 2025, develop a plan, and begin replacement of outdated core systems and solutions, reducing risk to the state.