

# Department of Motor Vehicles Overview

“With a commitment to excellence, the dedicated employees of DMV strive to provide the highest level of customer service through the administration of motor vehicle laws and the promotion of highway safety.”

# DMV Commissioner's Office

- ▶ The Commissioner's Office establishes the guiding principles and long-term planning to identify services that meet our customers' current and future needs and support the operation of State Government.
- ▶ Special Projects & Programs
  - ▶ Manage the business implementation of DMV modernization projects and new initiatives, administer the Department's website and social media pages, and coordinate all legislative activities
- ▶ VTrans Leadership Institute
  - ▶ One staff member from each of the Department's three divisions - Operations, Enforcement & Safety, and Finance & Logistics - attended inaugural session

# Operations Division

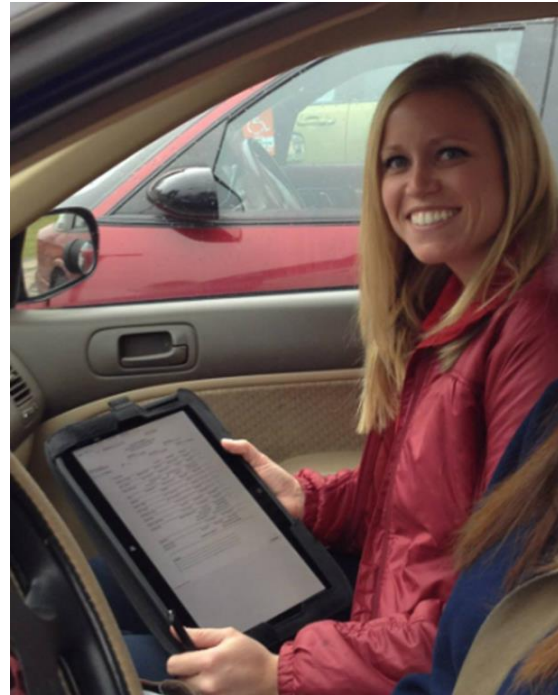
## 2018 Division Highlights



- ▶ Point of Sale Cashiering System Replacement Project:
  - ▶ Phase 1 complete -improved data quality, provided timelier revenue categorization
  - ▶ Implementing integrated check scanning and credit card processing at all branches
  - ▶ With Legislative support removed 3% fee credit card fee and DMV's budget was adjusted to cover the cost
- ▶ Partnered with VTrans Training Center to deliver and modernize training to all staff to ensure consistency of message
- ▶ 91% of Vermonters have obtained REAL ID credential
  - ▶ Passed by Congress in 2005, the REAL ID Act enacted the 9/11 Commission's recommendation that the Federal Government "set standards for the issuance of sources of identification, such as driver's licenses."
  - ▶ Starting on Oct. 1, 2020, every air traveler will need a REAL ID-compliant license, or another acceptable form of identification, for domestic air travel.

# Operations Division Branch Operations

68 Full-time employees staff 11 branches throughout the state, providing customer services to citizens and businesses.

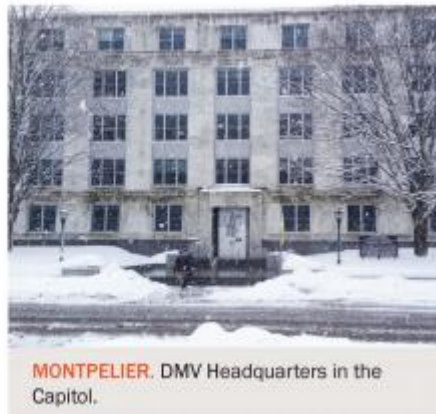


## 2018 Highlights

- ▶ Served over 330,000 walk-in customers in 2018 with average wait time of 15 minutes
- ▶ Administered 34,913 knowledge and skill examinations (Learner's Permit, Driver's License, Commercial Driver's License, and School Bus and Motorcycle endorsement)
- ▶ 54% of Vermonters opted to be an organ and tissue donor

### Locations

Montpelier  
Bennington  
Dummerston  
Middlebury  
Newport  
Rutland  
Saint Albans  
Saint Johnsbury  
South Burlington  
Springfield  
White River Junction



# Operations Division Information Processing



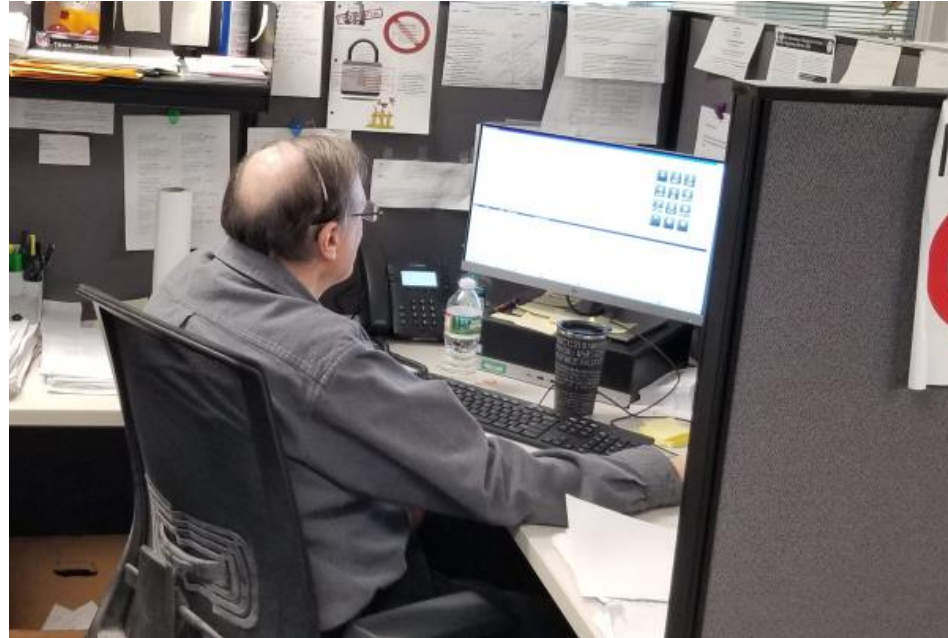
Information Processing supports all DMV divisions and is comprised of the Mail Processing, Quality Control, Data Entry and Retrievals units. They process all transactions received by mail and verify and ensure accuracy of data entered in DMV systems of record.

- ▶ Processed more than 166,000 applications received by mail
- ▶ Verified and mailed 173,000 vehicle titles
- ▶ Processed than 250,000 transactions performed online

# Operations Division Driver Improvement & Information

Information unit field customer inquiries, from phone calls to social media messages, with topics ranging from scheduling examination appointments to complex vehicle registration issues.

Driver Improvement staff process crash reports, driver license suspensions and reinstatements, and administer the Ignition Interlock program.



## 2018 Highlights

- ▶ Provided outreach to medical professionals on how to report drivers with diminished skills
- ▶ Processed 20,050 crash reports
- ▶ Handled 188,734 phone calls and 15,058 emails

# Operations Division Commercial Vehicles

Maintain driver files in the Commercial Driver License Information System, issue over-dimension permits, administer the International Fuel Tax Agreement (IFTA) and International Registration Plan (IRP), and collect gas and diesel fuel taxes.

- ▶ Collected over \$125,000,000 in fuel taxes in FY18
- ▶ Recognized by American Association of Motor Vehicle Administrators for adopting best practices in maintaining commercial driver records
  - ▶ Vermont was one of six states recognized
- ▶ 23 V.S.A. §3015 authorizes DMV to collect fuel taxes electronically from distributors with liability of \$25,000 or more as of 7/1/2019



# Enforcement & Safety Division



- ▶ Commercial Vehicle Enforcement
- ▶ Investigations/Inspections
- ▶ Education
- ▶ Administrative Support
  - ▶ Inspection Stickers
  - ▶ Vermont Motor Vehicle Dealers



# Enforcement & Safety Division

## Commercial Vehicle Enforcement (CVE)

CVE Unit is comprised of 23 full- and part-time law enforcement officers responsible for the enforcement of Vermont and Federal Statutes governing commercial motor vehicles (CMVs).

Officers inspect CMVs and their drivers for safety, audit carriers, and protect State and Federal infrastructure through size and weight enforcement.



### 2018 Highlights

- ▶ Replaced failed platform scale at Fair Haven Scale House
- ▶ Completed over 6,500 roadside vehicle & driver inspections

# Enforcement & Safety Division Education Unit

Three full-time employees administer the State's Driver Training, Pupil Transport Safety and Motorcycle Safety programs.

- ▶ 921 students attended a motorcycle safety course (90.2% pass rate)
- ▶ Licensed 34 standard and 6 commercial private driver training schools
- ▶ Administered 74 school bus clinics, educating 743 school bus drivers on pupil safety
- ▶ Support school districts' driver training and pupil safety programs through ongoing education and outreach



# Enforcement & Safety Division

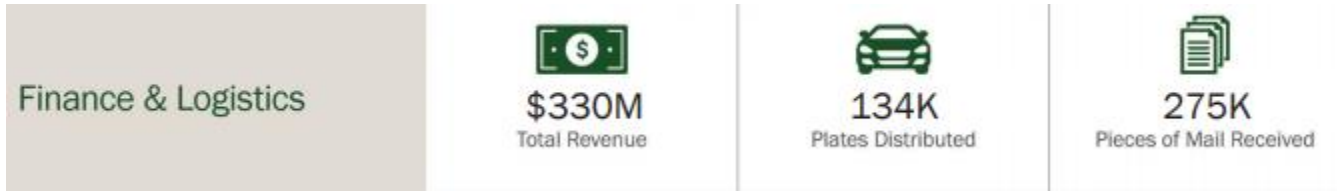
## Investigations Unit

Sworn and civilian officers investigate complaints, administer the Vehicle Inspection and Total Abstinence programs and regulate the State's motor vehicle dealers.



- ▶ Reevaluated Total Abstinence Program and streamlined in a way that made sense
  - ▶ Implemented mechanism to review drug & alcohol cases when notified
  - ▶ Modified process revealed 100 program participants who were not in compliance
  - ▶ Strengthened the integrity of the program
- ▶ Rewrote State's vehicle inspection manual
  - ▶ Removed fail criteria that were not critical to the safe operation of the vehicle
  - ▶ Modernize, simplify and clarify ambiguous language
  - ▶ Created "advisory" category for motoring public
- ▶ Commitment to continuing involvement of Industry in Automated Vehicle Inspection Program's (AVIP) success
  - ▶ Convened 12 information sessions at six sites with nearly 800 people in attendance
  - ▶ Continue education and outreach efforts to VT Automobile Dealer's Association (VADA) and Inspection Mechanics

# Finance & Logistics Division



18 full-time employees staff the Department's Accounts Payable, Accounts Receivable, Audit, and Logistics units.

## 2018 Highlights

- ▶ All revenue collected was categorized within 24-hours of receipt
- ▶ Developed Continuity of Ongoing Operations Plan as part of overall Emergency Safety Management planning

# Finance & Logistics Division Facilities/Stockroom

DMV stockroom employees distribute and manage unique inventory specific to DMV programs and services; sort, deliver and prepare departmental mail. Logistics staff manage all facilities issues for all leased and State-owned DMV offices and assist with other needed logistical requirements.

## 2018 Highlights

- ▶ Completed safety training for all branch offices
- ▶ Automated tracking of received Priority Mail packages
- ▶ Established Continuity of Ongoing Operations Plan
- ▶ Retrofitted office furniture in to ensure ADA compliance



# Finance & Logistics

## Audit Division

Audit all entities reporting gas, diesel, railroad fuel and rental tax liabilities plus the International Registration Plan and International Fuel Tax Agreement.

### 2018 Highlights

- ▶ Completed 34 IFTA, 53 IRP, 4 distributor (diesel) and 7 fuel user audits
- ▶ Under DMV, came in compliance with regulations for IRP/IFTA audit frequency



# 2019 Initiatives

- ▶ Automated Vehicle Inspection Program
  - ▶ Continue educational outreach for industry and consumers
  - ▶ Implement new inspection manual criteria and time extension waiver into a new software release on the inspection tablets
- ▶ VTPICS - Credentialing System Replacement Project:
  - ▶ ID cards and Licenses will be produced in a central location
  - ▶ Improves card security features and will increase intraoffice efficiency
  - ▶ Allows for the display of non-binary option for gender
- ▶ Commercial Vehicle Operations (CVO) System Replacement Project:
  - ▶ Used to collect IFTA/IRP, fuel and other taxes
  - ▶ Reduce risk associated with outdated system
  - ▶ Transition from paper-based to online submissions for fuel tax payments
  - ▶ Increase audit capabilities and efficiency

# 2019 Initiatives

## ▶ National Motor Vehicle Title Information System (NMVTIS):

- ▶ 49 C.F.R. §30502 requires states to make titling information maintained by that State 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 six states in development
- ▶ Vermont was awarded \$123,040 grant for implementation

## ▶ DMV Miscellaneous Bill will be proposed:

- ▶ Foreign driver license reciprocity
- ▶ Language clean-up to support VTPICS project
- ▶ Registration of trailers and semi-trailers

## ▶ Other Initiatives:

- ▶ Begin revision of Vermont Dealer Guide in partnership with VADA
- ▶ Explore options for continuous improvement throughout DMV

