

The background of the slide features a photograph of trees with vibrant autumn foliage in shades of red, orange, and yellow. In the background, a multi-story building with windows is visible, partially obscured by the branches of the trees. The overall scene is set against a slightly overcast sky.

DEPARTMENT OF MOTOR VEHICLES BUDGET OVERVIEW

Wanda Minoli, Commissioner

DMV MISSION & FY18 HIGHLIGHTS

MISSION:

"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."



FY18 Highlights

- 79% of walk-in customers served in less than 30 minutes
 - Average wait time was 15 minutes
 - Reduced average wait by more than 2 minutes
- More than 1.7M visits to DMV website
 - 14.4% increase in traffic
 - 8.2% increase in transactions performed online

BUDGETED VS ACTUAL SPENDING FY19

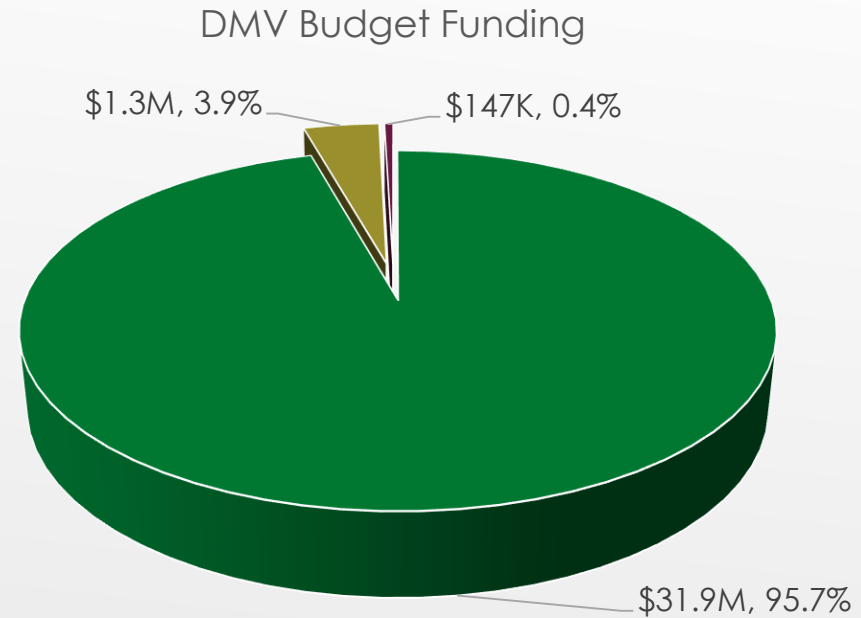
Budget Level	FY19 Budget	FY19 Expenditures*	% Spent	Remaining
Personal Services	\$ 19,978,946	\$ 9,783,037	46%	\$11,454,025
Payroll & Benefits	\$ 18,171,976	\$ 9,412,420	48%	\$ 10,002,605
Contracts & 3rd Party Service	\$ 1,806,970	\$ 370,617	20%	\$ 1,451,420
Operating Expenses	\$ 11,381,786	\$ 5,225,440	46%	\$ 6,156,346
IT/Telecommunications Services	\$ 2,428,983	\$ 664,688	27%	\$ 1,764,295
Property, Maintenance & Rental	\$ 2,052,031	\$ 1,432,613	70%	\$ 619,418
Equipment, Hardware, Software	\$ 822,675	\$ 163,048	20%	\$ 659,627
Supplies	\$ 356,011	\$ 119,504	34%	\$ 236,507
Travel	\$ 101,335	\$ 46,741	46%	\$ 54,594
Other Purchased Services	\$ 4,249,175	\$ 2,112,233	50%	\$ 2,136,942
Other Operating Expenses	\$ 1,371,576	\$ 686,614	50%	\$ 684,962
Totals	\$ 31,360,732	\$ 15,008,477	46%	\$17,610,371

* - Expenditures through 12/31/18

GOVERNOR'S RECOMMENDED BUDGET FY20

The FY20 proposed budget maintains the current level of service. This essential maintenance budget helps ensure the continuation of DMV services and offerings at all current locations.

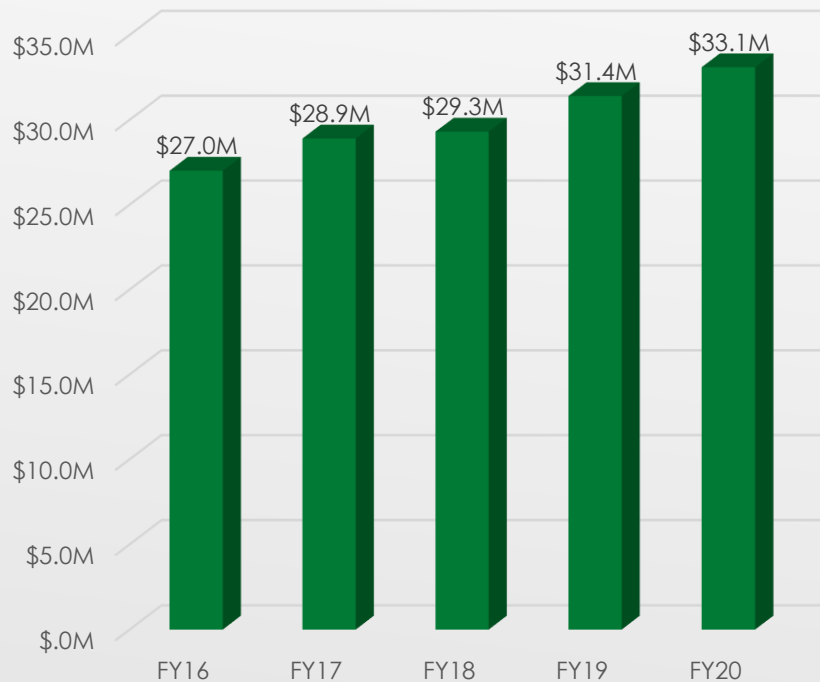
Department has requested a \$1.6M increase to FY19 budget to fund replacement of system used to collect IFTA/IRP, fuel and other taxes.



- State Transportation Fund
- Federal Funds
- Inter-Departmental Transfers

FY20 SUMMARY

DMV Budget History



- Increase of \$1.7M (5.1%) overall
- Expect to collect \$340M in taxes and fees in FY20
- Implementation of VTPICS credentialing program will save \$100k in annual contract costs
- Internal process improvement event saved \$50k on printing costs
- Increase driven by:
 - ❑ Payroll expenses increased through reclassifications and COLAs
 - ❑ Increased temporary staff to back-fill positions in support on-going modernization projects
 - ❑ Additional \$350k (from \$1.65M to \$2M) for IT improvements

COMMERCIAL VEHICLE OPERATIONS SYSTEM REPLACEMENT PROJECT

Anticipated Implementation Cost	\$5,675,366
FY18 Budget Carryforward	\$262K
FY19 Budget	\$1.65M
FY19 Budget Adjustment	\$1.61M
FY20 Governor's Recommended Budget	\$2.00M
Total Budgeted	\$5.52M

VERMONT DEPARTMENT OF MOTOR VEHICLES FY2020 Crosswalk & Budget Variances						
	Transportation Fund	Federal	Interdept	Total Amount	Difference Between FY19 & FY20	COMMENTS
Department of Motor Vehicles (8100002100): FY2020 Governor's Recommended Budget	31,657,492	1,345,934	147,275	33,150,701	1,789,969	
PERSONAL SERVICES						
Salaries and Wages	12,229,808	0	0	12,229,808	462,622	VANTAGE system wage calculations. Includes Vacancy calculated as a percentage of classified salaries 5%; 1.35% COLA, increase temporary employees to backfill for Modernization Project 1.33% \$4,843; increase OT to maintain current workload with staff covering IT Projects 18% \$56,406, reclassification of CSS positions \$136,000
Fringe Benefits	6,311,933	887,343	10,200	7,209,476	804,686	Contractually required benefits (health & retirement). Annual allocations provided for internal services such as Workers Comp, Unemployment Compensation, Catamount Health Assessment. Classification Impacts (FICA) \$64,000.
Contractual & 3rd Party Services	2,017,670	100,000	4,975	2,122,645	399,700	Education, training, and interpreter services and level funded IT projects
Per Diem	0	0	0	0	0	
Personal Services Subtotal	20,559,411	987,343	15,175	21,561,929	1,667,008	
OPERATING						
Equipment	600,747	123,795	8,000	732,542	(37,933)	State Funds: PC upgrades, replacements, parts. Desktop printers and copiers. Office and safety equipment, security systems & maintenance, ergonomic assessment results. Equipment for CVO Project (to be repurposed once project complete); \$123,795 Includes funding for VREP (motorcycle program) and MCSAP grants. Interdepartmental Funds \$8k GHSP
IT/Telecom Services & Equipment	2,493,905	35,600	0	2,529,505	87,522	Wireless services. Annual allocations provided for internal services: VISION, DII Telecommunications & Mainframe, ADS. Solutions Thru Software contract. VoIP expenses. IBM annual maintenance for records scanning and retrieval system. Federal Funds \$35,600
Other Operating Expenses	1,633,847	0	0	1,633,847	262,271	MCSAP reimbursement for ADS & wireless phones/other mobile devices increase in SF of 2.5% for services Enforcement & Safety drug kits, narcam Total Abstinence (TA) testing \$25k. Annual allocation for single audit \$82,517. License plate production, decals \$720k. Bank charges (banking, lockbox, credit card services, courier costs) \$548k.
Other Purchased Services	3,987,319	15,250	112,600	4,115,169	(141,031)	Annual allocation provided for internal services such as General Liability Insurance, ADS Internal Service Support, and Human Resources, Printing & Binding costs (public announcements, forms, stickers, decals, signs, etc.) Savings due to new credentialing system and DMV LEAN event for forms ordering
Property & Maintenance	126,996	2,150	0	129,146	2,376	SecureShred services at all DMV branch locations. Rutland site snow removal expenses. Cleaning services at leased locations. Leased copier expenses. Enforcement & Safety information technology equipment inside vehicles - maintenance & repairs. Federal Funds MCSAP E&S Car washes, maintenance, roadcheck portable restrooms \$2,150
Rental Other	548,550	135,550	0	684,100	14,450	Funding for AOT Central Garage invoices - CVE lease, fuel, parts and labor. Central Garage maintenance & possession fees. Fleet Management auto rentals. Northern and Southern Vans. Covers DMV 40 vehicles includes all police equipment purchases, leased copiers, Federal Funds MCSAP
Rental Property	1,197,192	0	0	1,197,192	(\$58,419)	Leased office space. Rental space for CDL and motorcycle testing. Annual allocation provided for state building 'Fee For Space'.
Supplies	302,711	25,025	11,500	339,236	(16,775)	Office supplies, books, subscription, building energy (electricity, water propane)
Travel	91,000	20,835	0	111,835	10,500	Supports instructors and site assistants for the VREP motorcycle program.
Repair & Maintenance Services	115,814	386	0	116,200	0	Maintenance and repairs on hardware and servers used for data storage \$68,814. ADS: Includes annual hardware maintenance for camera server/storage \$47,000. Federal Funds MCSAP \$386
Operating Subtotal	11,098,081	358,591	132,100	11,588,772	122,961	
GRANTS						
Grants Subtotal	0	0	0	0	0	
Subtotal FY2020 Governor's Recommended Budget	31,657,492	1,345,934	147,275	33,150,701	1,789,969	
Total FY2020 Governor's Recommended Budget	31,657,492	1,345,934	147,275	33,150,701	1,789,969	
Difference Between FY2019 & FY2020 FY2019 Governor's Recommended	1,897,078	(112,834)	5,725	1,789,969		Includes Personal Services & Operating Expenses.
	29,760,414	1,458,768	141,550	31,360,732		

CHALLENGES AHEAD

- Meeting the desires of today's customers due to deferred investment in modernization of systems and business practices
 - ❑ Commercial Vehicle Operations system replacement project
 - Current contract expiring and vendor is leaving the industry – will no longer be supported
 - Chosen solution is to utilize an existing State contract and system (Dept. of Tax)
 - Anticipated implementation date of July, 2020
 - ❑ VTPICS credentialing system implementation project
 - Current system exceeded life expectancy
 - Allows Vermont to implement enhanced security features and best practices, and to deploy enhanced services to our citizens
- Alignment of resources to support modernization initiatives while maintaining expected levels of service

