

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

- ▶ VTPICS
 - ▶ Online driver license/ID card renewals - April 2020
 - ▶ Increase access to self-service throughout branch offices
- ▶ CVO System Replacement
 - ▶ 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
- ▶ 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
- ▶ Core System Modernization
 - ▶ By 2025, develop a plan, and begin replacement of outdated core systems and solutions, reducing risk to the state.