



VERMONT  
Department of Motor Vehicles

*Information Technology Modernization Program  
DMV Core System Replacement – Phase One*

House Committee on Energy & Technology

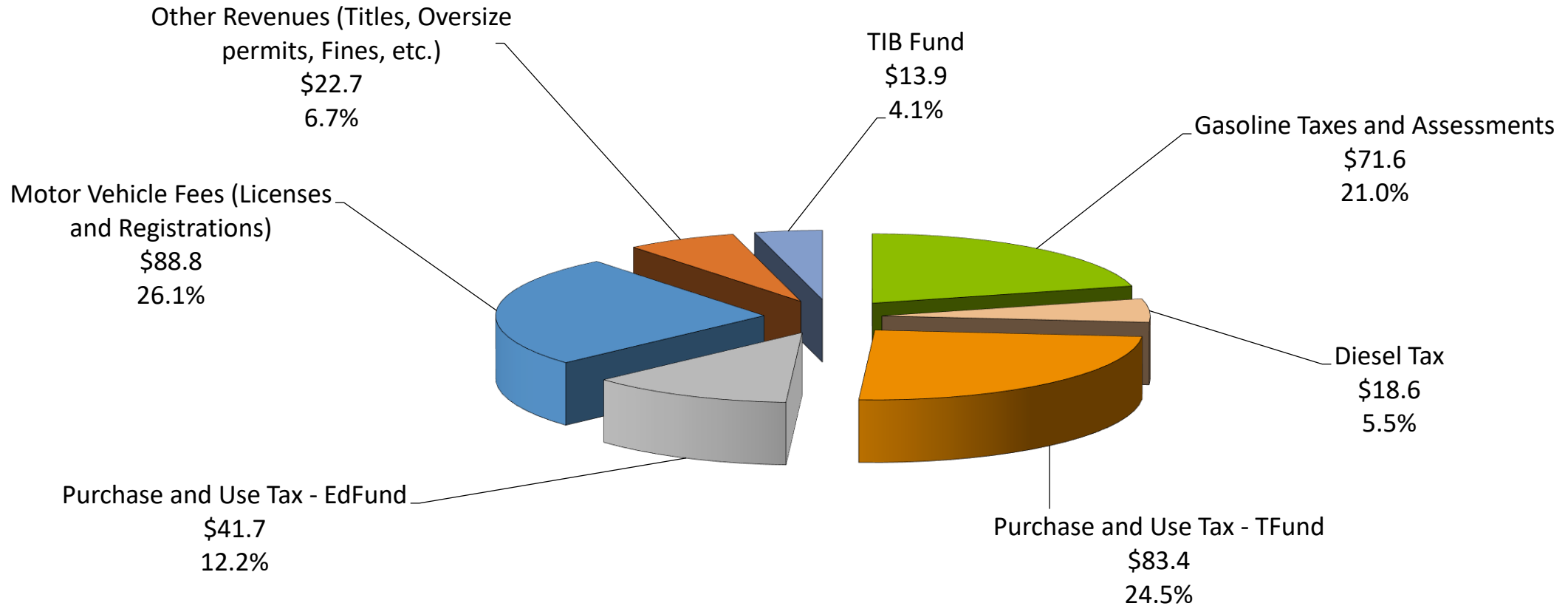
*Wanda L. Minoli, Commissioner of VT DMV*

*February 10, 2021*



# DMV Summary of Revenue Collection – FY22

Source - January 2021 Economic Review and Revenue Forecast Update



**\$341M Total (includes Transportation & TIB Funds)**

**\$=millions**

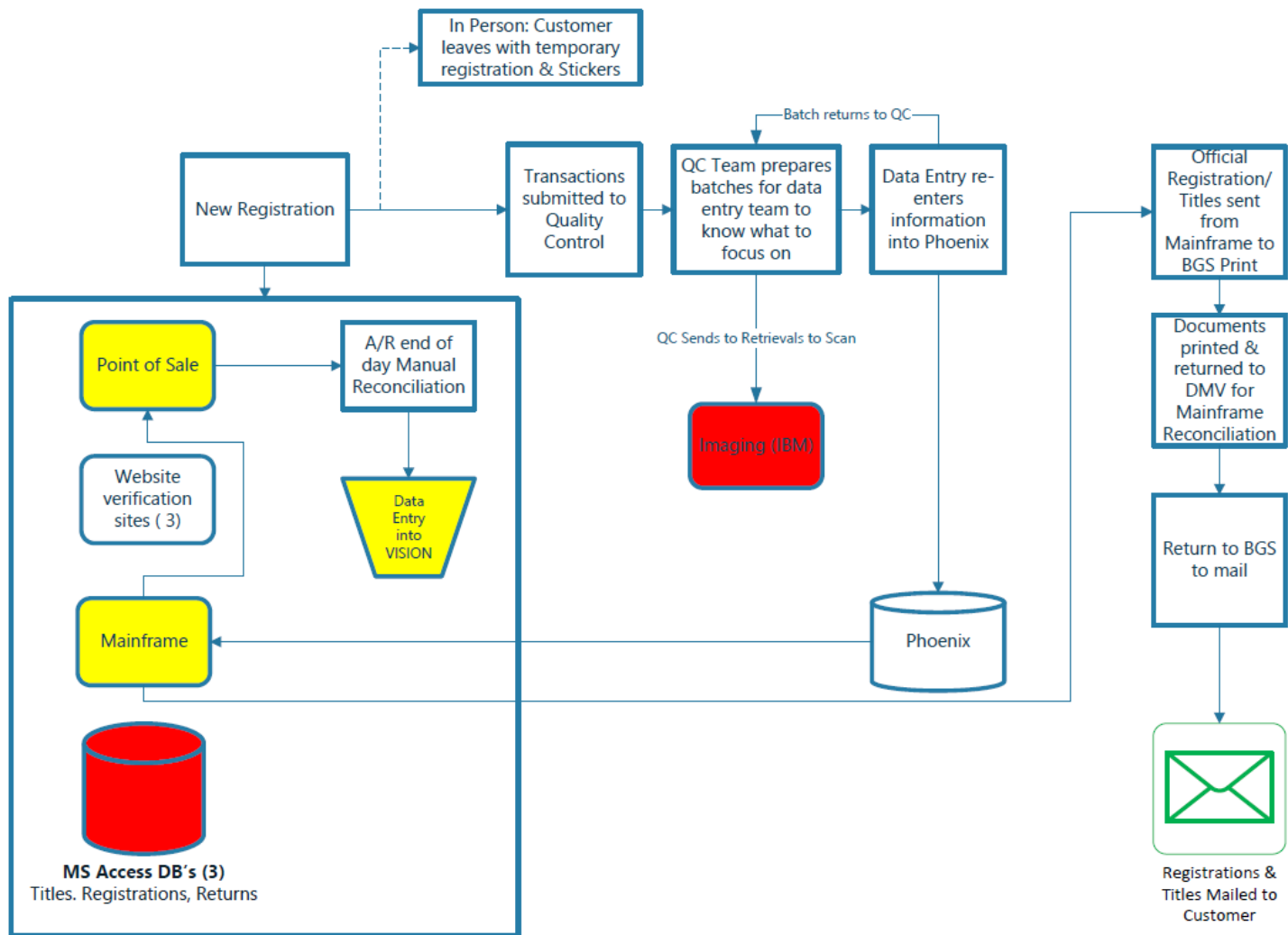
*How big is the public client base that is supported?*

- We serve a resident population of 626,000\* Vermonters.
  - Process over 1 million transactions annually.
    - 729K registrations (standard and commercial vehicles)
    - 207K credentials (license and ID)
    - Served over 364K walk-in customers in 2019; 236K in 2020
    - 272K online transactions in 2019; 379,718 in 2020
    - Certify/License 570 Dealerships and 1,118 Inspection Station
    - Collected \$315M in revenue for FY 20
    - Collect all motor fuel, diesel, aviation, and rental taxes.

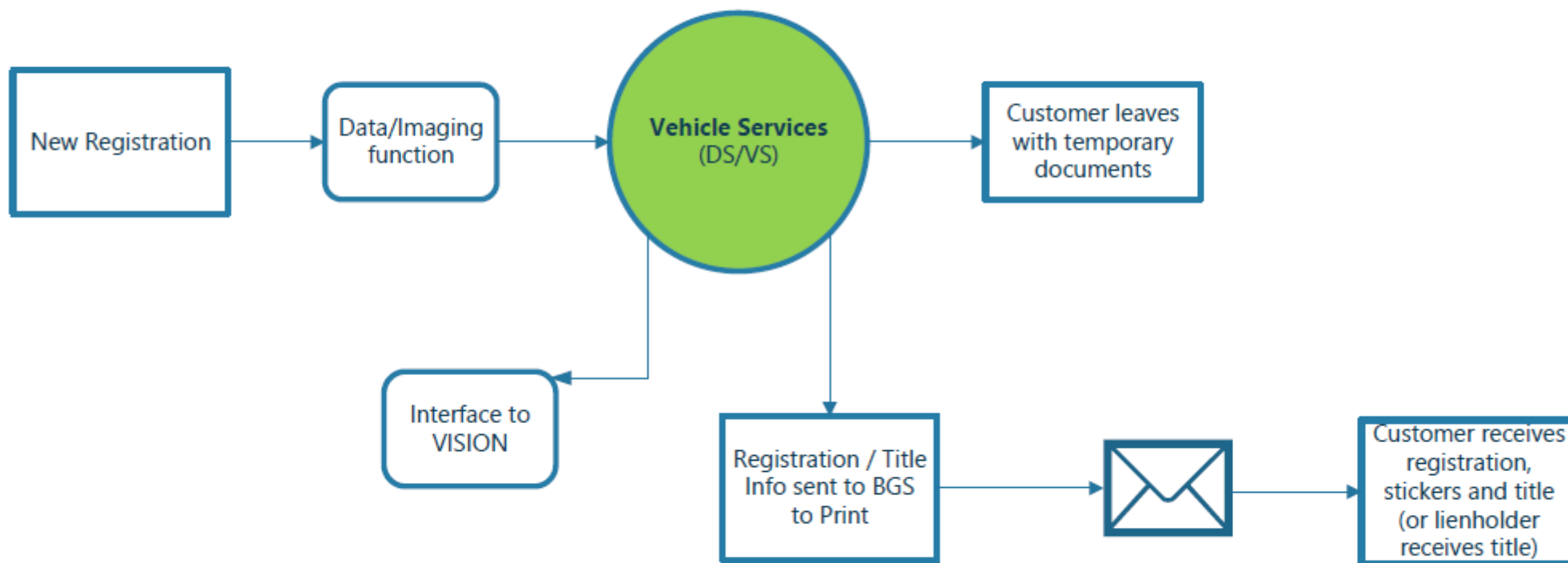
*\*2010 census*

- *What is the consequence for delay?*
  - The DMV mainframe is more than 40 years old; it is an antiquated system of record with a myriad of supporting front end systems, outdated back-end database applications, and many archaic MS Access databases.
  - Due to the lack of configurability, we are unable to:
    - advance our services
    - streamline processes & procedures
    - increase financial reporting and categorization of revenue collected
    - incorporate new opportunities for interfaces with other applications, national databases
  - decrease entry and re-entry of information into multiple different places

## CURRENT REGISTRATION PROCESS

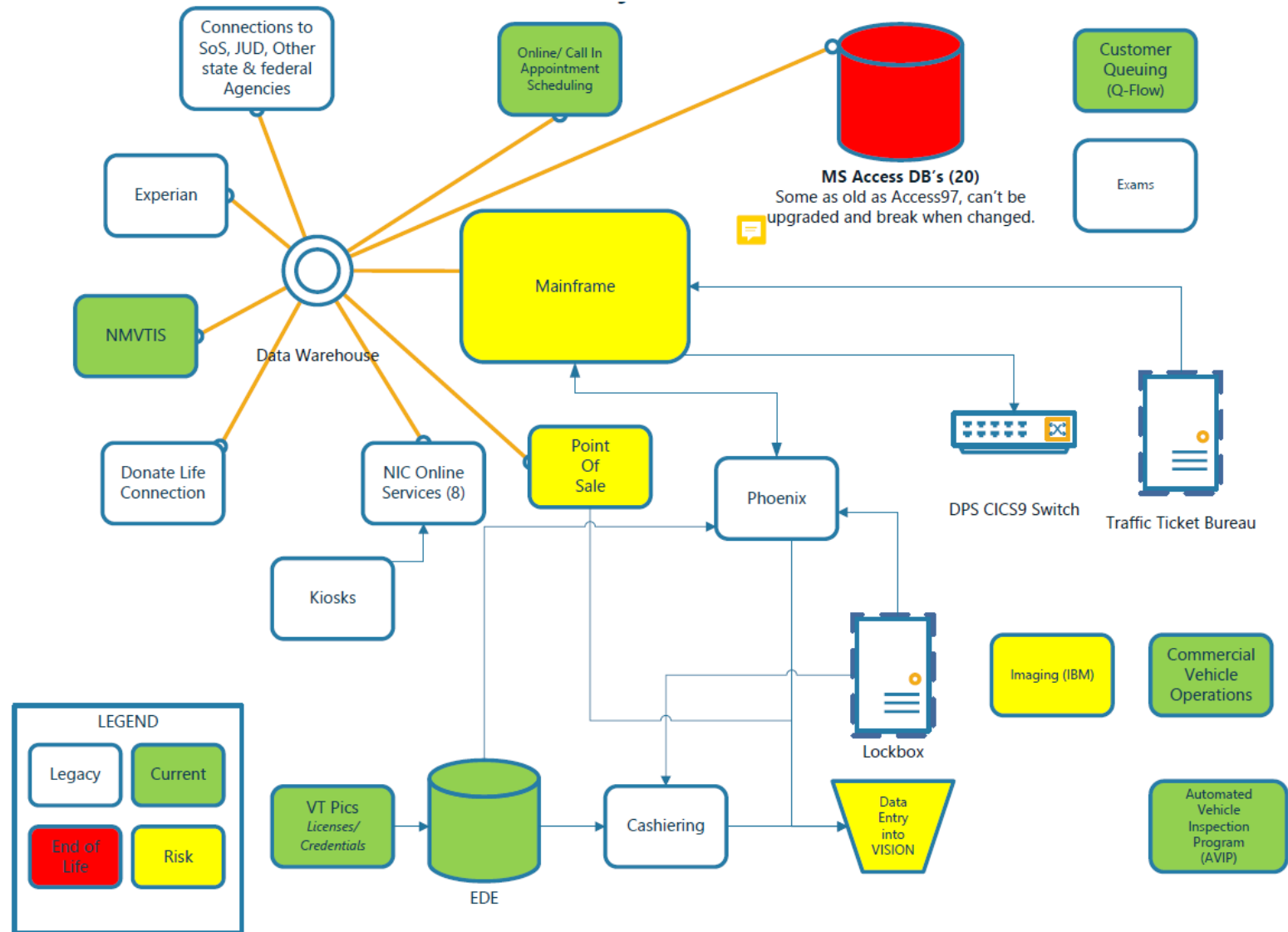


## NEW CORE SYSTEM REGISTRATION PROCESS



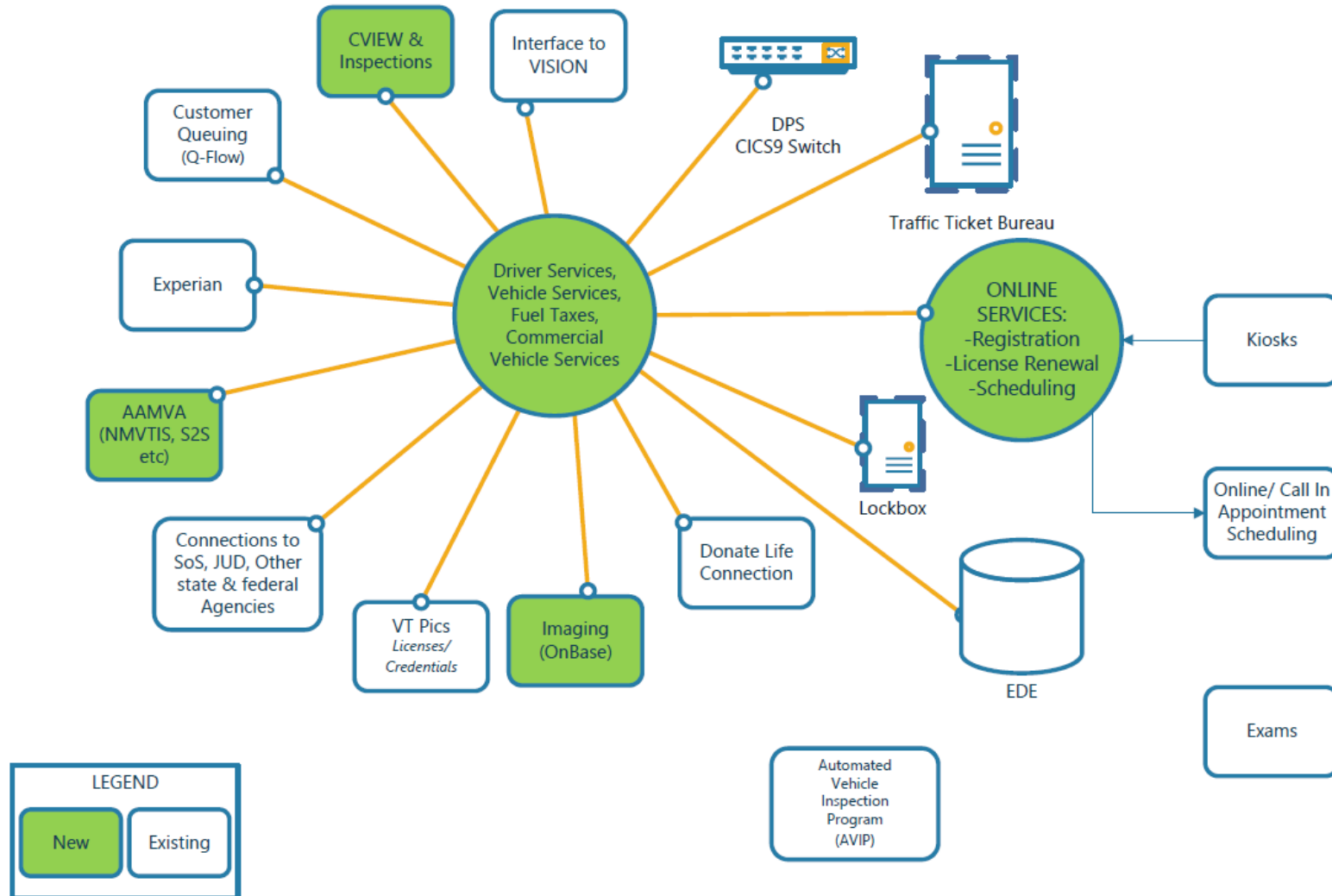
- *When will the project be complete/how long to completion?*
  - The project would begin in SFY'22 and has a planned completion date of SFY'25.
    - Implement a Driver Solution/Vehicle Solution which is an integrated software to administer driver and vehicle services.
    - Commercial of the shelf (COTS) software that accommodates jurisdictional law and practices through configuration.
  - Key functionalities of the system focus in 4 core areas:
    - Customer
      - Maintains customer demographics, registration details & online self-service integrations
    - Driver Solutions
      - Maintains issuance and maintenance of driver licenses and other identification credentials. Supports fraud detection, investigations, management of financial responsibility and reporting driver restrictions and convictions.
    - Vehicle Services
      - Provides titling and registration. This function is used with all applications, examinations, vehicle and fleet registrations, renewals and dealer licensing and regulation.
    - Financial
      - Provides a robust integrated financial function that supports full revenue accounting including distribution of revenue. It also provides integrated cashiering capabilities for multiple payment methods, tacking and billing. Compliant and audit function and will automate refund and collection system.

# Current DMV Systems





# Proposed Integrated Core System



- *What % of the total project cost will be supported with Federal dollars?*
  - None
- *What was the previous expected funding stream for the project and its expected completion date?*
  - Capital Construction Bill submission in October of 2020.