

Department of Motor Vehicles 2022 Overview

Wanda Minoli, Commissioner

“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.”

Department of Motor Vehicles

The **Department of Motor Vehicles (DMV)** is responsible for issuing driver credentials, learner permits, motor vehicle registrations (including snowmobile, motorboat and ATV registrations), driver license suspensions and reinstatements, enforcement of motor-vehicle related laws, and collecting motor fuel revenue for the State of Vermont.

The Department also manages several safety programs, including driver education, vehicle inspections, motor vehicle dealers, motor carrier safety, school bus safety and motorcycle training. The Vermont DMV serves a resident population of over 643,000 as well as a significant number of nonresidents.

The Department is comprised of four divisions: Operations, Enforcement & Safety, Finance & Logistics, and Special Programs.

COVID-19 Updates

- Invested time communicating to the public through DMV Homepage, and on Twitter, Instagram, and Facebook.
- dmv.vermont.gov/COVID

All office visits require an appointment.

COVID-19 | Information & Announcements »
See the latest updates related to COVID

COVID-19 Updates
myDMV
Licenses

Online Services

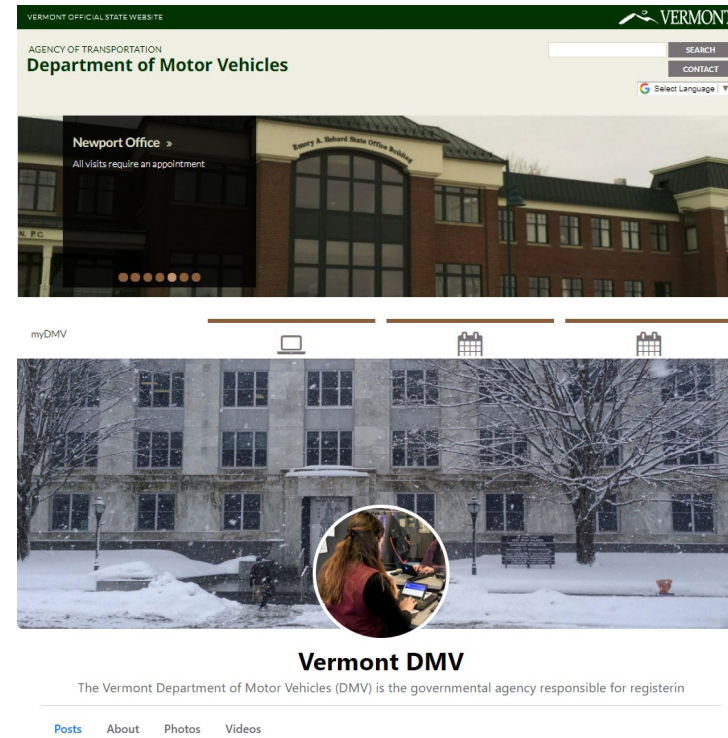
Schedule your appointment online

888.970.0357
Schedule your appointment by phone

- Opened 10 sites, 6 branch offices and 4 satellite offices
- An online scheduler organizes appointments to minimize wait times for service
- Online services continue to be expanded:
 - More than 17,000 learner permit exams were taken online
 - Over 68,000 temporary registrations were issued online
 - Saw a decrease of over 39,000 mail transactions from 2021
 - More than 85,000 license and permit renewal or replacement transactions were completed online

DMV – Special Programs Division

Special Programs unit - Responsibilities include coordination of legislative activities, compiling legislative reports and implementation of statutory changes, coordination of modification of administrative rules, management of the Department’s social media pages and internal and public websites, collaboration with senior management to identify and implement enhancements to business practices and improve customer experiences, and strategic planning. Special Programs will also be the lead on the DMV Core Modernization Project.



Special Programs Division Highlights - 2021





- **Core Modernization Project-** In preparation phase, organizationally identified the key elements of the structure and key documents
- **Accessibility and Translation of DMV Materials -**
 - Continued partnership with US Committee on Refugees & Immigrants - VT to identify relevant documents for translation and languages needed to serve populations of New Americans
 - Met with representatives from VT Department of Disabilities, Aging, and Independent Living and Vancro, Inc. to begin exploration of ways to improve accessibility to DMV offices for deaf and hard-of-hearing Vermonters



DMV - Operations Division

The Operations division is comprised of four sections:

- **Branch Operations** - Operate branch locations across the state providing in-person services including vehicle registration and titling, issuance of credentials, administration of examinations
- **Information Processing** - responsible for processing of all mail and online transactions, verifying and ensuring accuracy of information entered into systems of record, and retrieving documentation required to support all business functions
- **Commercial Vehicle Operations** - administer the International Registration Plan and International Fuel Tax Agreements, maintain motor carrier records, collection of gas, diesel and rental taxes, and issue oversize and overweight vehicle permits
- **Driver Improvement and Information** - Issue driver license suspensions and reinstatements, process accident reports, manage Ignition Interlock program, and field customer inquiries received across a variety of mediums

Operations	 203K Credentials Issued (Licenses & ID Cards)	 748K Registrations	 105K Online License Transactions	 167K Walk-in Traffic
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Branch Operations

Staff branches throughout the state, providing customer services to citizens and businesses. Currently 10 locations are open for business.



Locations

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

Jan-Dec 2021 Highlights

- Served more than 230,000 customers with an average wait time of 11 minutes
- Administered 19,671 in person knowledge and skill examinations (Driver's License, Commercial Driver's License, and School Bus and Motorcycle endorsement)
- 17,003 knowledge exams were also completed online (Learner Permit and Motorcycle Permit)

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 online, verify and ensure accuracy of data entered in DMV systems of record.



Jan-Dec 2021 Highlights

- Processed more than 199,000 applications received by mail
- In 2021 we experienced an unprecedented number of online and mail-in transactions which created a 34-day processing backlog in January and by October 2021 we returned to our standard processing timeframe of 8-10 days.

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.

Jan-Dec 2021 Highlights

- Information unit answered 121,398 general phone calls and received 24,611 emails
- Third-party vendor fielded 22,263 calls to schedule appointments since 5/21/21
- Driver Improvement unit issued 21,688 suspensions and processed 41,408 reinstatements
- Telephone wait times decreased from over an hour to an average of 12 minutes due to resumption of in-person customer service and increase in online services

Commercial Vehicle Operations

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.

Jan-Dec 2021 Highlights

- Processed 26,625 permit applications, bringing in over \$4.1 million in revenues
- Collected more than \$81 million in gas tax, \$18.5 million diesel tax, \$1.8 million in IFTA, and \$9.5 million in IRP receipts
- Developed and tested initial E-permitting system allowing industry to create an account, register their business, and enter their fleet data in preparation for go-live in spring of 2022.







Operations Division Initiatives for 2022

- **Automated Testing System replacement project** - Replacement of automated system used to administer driver license, learner permit (commercial, non-commercial, and motorcycle), and endorsement examinations in offices or at home. Anticipated launch in May 2022.
- **Vehicle Registration Tax Estimator Tool** - Currently in development of a tool allowing vehicle owners to calculate the taxable value of a vehicle prior to visiting a DMV location or submitting an application by mail.
- **Preparing to Process Transactions End-to-End** - Completed comprehensive reviews of Operations division to align business processes, support modernization, and capitalize on efficiencies gained through response to COVID-19.

DMV - Enforcement & Safety Division

The Enforcement & Safety division is comprised of three units, featuring sworn and non-sworn investigators and civilian employees.

- **Commercial Vehicle Enforcement unit** - sworn uniformed officers whose primary mission is the enforcement of laws and regulations pertaining to commercial vehicle safety
- **Investigative unit** - sworn and non-sworn investigators, and the Education and Safety Office. Primary mission is regulation of motor vehicle dealers, inspection stations, and investigation of fraudulent or illegal activities involving the department.
 - Education and Safety Office provide oversight of training schools and programs, motorcycle and school bus driver training, and third-party testing
- **Administrative unit** - support all units in the division and its programs, including dealer and inspection station licensing, inspection mechanic certification, rider education program information requests, abandoned vehicles and vessels, and reporting to Federal Motor Carrier Safety Administration

Enforcement & Safety	 8,684 Commercial Vehicle Violations, CY21	 6,173 Commercial Safety Inspections, CY21	 547 Dealers Licensed, CY21	 1,114 Inspection Stations, CY21
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Commercial Vehicle Enforcement (CVE)

CVE Unit is comprised of full-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.



Jan-Dec 2021 Highlights

- Implemented the the first all-electric Harley Davidson police motorcycle in the world. The Vermont DMV “police motor” is now being replicated in small scale for other law enforcement agencies and it is being considered for the NYPD.
- Launched the Commercial Vehicle Information Exchange Window (CVIEW) to assist in the inspection of commercial vehicles (CMVs). CVIEW makes the inspection of a CMV much faster because it allows officers to access vehicle, driver, and carrier information through a single portal.



Investigations Unit

The investigative unit is comprised of sworn and civilian officers who investigate complaints, administer the Vehicle Inspection and Total Abstinence programs and regulate the State's motor vehicle dealers.

Jan-Dec 2021 Highlights

- Inspection Stickers on Demand - continuation of the Automated Vehicle Inspection Program. Benefits to small business, the public, and the State include increased efficiency, reduction in costs, and elimination of waste. Go-live in February 2022.
- 533,875 total inspections were completed in 2021. 413,723 OBD inspections were completed with a failure rate of 4.34%



Education Unit

The Education Unit administers the State's Driver Training, Pupil Transport Safety and Motorcycle Safety programs.




- Supported 43 standard and 8 commercial driver training schools
 - 3,004 students trained
 - Launched new online driver training tutorial
 - Implemented hybrid driver education model allowing students to take portions of classroom training online while maintaining in-person skills testing and training
- Administered 54 school bus driver clinics
 - 535 drivers trained
 - 262 new drivers and 273 renewing certification
- 32 motorcycle safety instructors trained 969 students across 8 sites
 - 87.6% passing rate



DMV - Finance & Logistics Division

Finance & Logistics Division is comprised of five units:

- **Finance unit** - Comprised of the **Accounts Payable, Accounts Receivable and Contract Management units**. They are responsible for the protection of the financial resources of the Department including development and management of departmental budget, categorization of revenues, payroll administration, grants and contract management, and purchasing and payment activities.
- **Facilities Management and Logistics unit** - Responsible for all real estate management, management of the Continuity of Ongoing Operations plan, security functions, and management of the department's stockroom and mailroom
- **Audit unit** - Perform investigative and audit work related to State and Federal fuel tax regulations, primarily covering International Registration Plan, Purchase & Use tax, and International Fuel Tax Agreements

Finance & Logistics	 \$340M Total Revenue	 \$44.7M Revenue for Other Programs (i.e. Education, Wildlife)	 216K Pieces of Mail Received
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Facilities/Stockroom

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

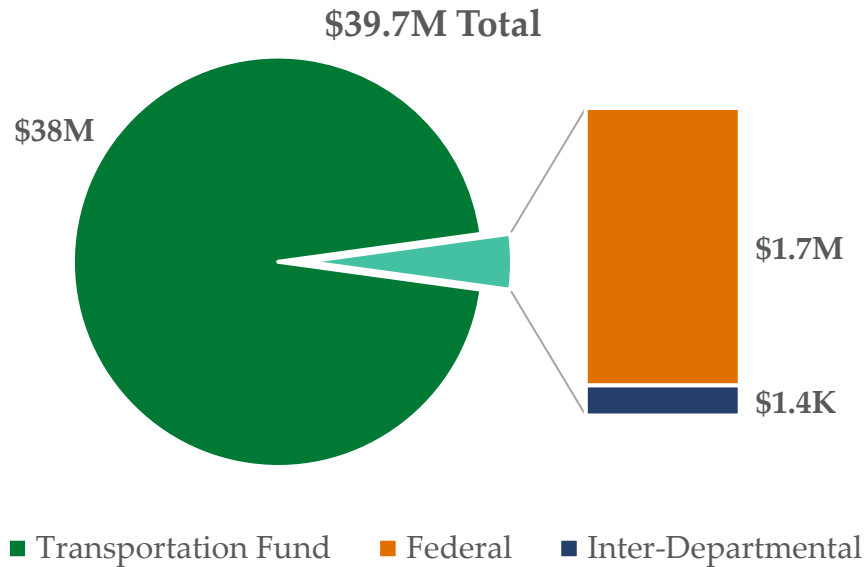
2021 Highlights

- Critical to supporting branch office operations and readying them for reopening in response to COVID-19.
 - Three satellite offices were reopened in August 2021: St. Johnsbury, St. Albans, & Dummerston.
 - White River Jct. satellite office reopened in January 2022 in new location owned by the Agency of Transportation.
- Continued to coordinate mail distribution to branch offices to assist with the backlog of incoming mail. Maintain and distribute Personal Protective Equipment items and cleaning supplies to branch offices.



Governor's Recommended Budget FY23

The FY23 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.



Federal funds breakdown:

- Federal Highway Administration - \$100K
- Motor Carrier Safety Assistance Program - \$1.55M

- DMV will collect an estimated \$368M in taxes and fees in FY2023
- Increase in overall budget of \$3.76M (10.47%)
 - Personal Services - increase of \$2.6M (10.5%)
 - \$1.5M increase in Salaries and Wages; reflects contractual increases, \$500k for-Class Reviews, and \$395k for 5 limited- service positions
 - \$455k increase in Fringe Benefits;
 - \$645k net increase in Contractual Services
 - Operating Costs - net increase of \$1.1M (10.4%)
 - \$300k increase (16%) in postage costs
 - \$400k increase (33%) in bank service charges
 - \$300k increase (8%) in Internal Services
 - \$200k increase (22%) in printing costs for plates and registration stickers
 - \$100k reduction of contractual costs that were reclassified to Personal Services.