

# Department of Motor Vehicles 2021 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 623,000 as well as a significant number of nonresidents.


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

# DMV Website

## COVID-19 updates

- Invested time communicating to the public through DMV Homepage
- [dmv.vermont.gov/COVID](https://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

## COVID-19 UPDATES

**Due to rising COVID-19 case counts across the Northeast, the State of Vermont has implemented a mandatory quarantine for anyone returning or traveling to Vermont. [More info...](#)**

This page will be updated as new information is available. For up-to-date information on how the state of Vermont is responding to COVID-19, please go to the Vermont Agency of Commerce and Community Development website [accd.vermont.gov/covid-19](https://accd.vermont.gov/covid-19).

# DMV - Special Programs Division & Commissioner's Office

- The Special Programs division is the smallest division of the Department, comprised of three full-time employees
- **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
- The **Commissioner's office** is staffed by two full-time employees responsible for management of correspondence, scheduling, public record requests, low number plate program, and legislative reports

# Special Programs & Commissioner's Office Division Highlights - 2020

- **Use of Interpreters and Translated Materials** - rolled out the use of interpreters for non-commercial road tests in October 2020 in South Burlington. Partnered with U.S. Committee on Refugees & Immigrants - Vermont to translate non-commercial learner permit exams and three associated forms into 10 languages. Translated forms were downloaded more than 400 times.
- **Visor Cards for the Deaf or Hard-of-Hearing** - Partnered with the Department of Disabilities, Aging & Independent Living and Vermont State Police to create visor cards to help people who are deaf or hard of hearing communicate with law enforcement officers if they are pulled over while driving.
- **Accessing Public Records** - Completed comprehensive review of policies and procedures surrounding personal information contained in public records released in accordance with the Driver Privacy Protection Act. Updated subscriber agreements with entities who purchase records through an online portal and the forms used to purchase individual records.

**I AM DEAF OR HARD OF HEARING**  
This card is to help drivers with hearing loss communicate with police officers

**QUICK COMMUNICATION TIPS**

- Please face me as eye contact is necessary.
- Speak slowly and clearly in a normal tone, do not cover your mouth.
- Repeat, rephrase or write your request.
- Be patient, give me a chance to understand.

**KEEP THIS CARD IN YOUR VEHICLE**  
In the event you are pulled over, have your visor card readily available to present to the law enforcement officer

**THE BEST WAY TO COMMUNICATE WITH ME**

VERBALLY   WRITING   TEXTING\*

LIP-READING   ASSISTIVE LISTENING DEVICE   INTERPRETER

\*My cell phone number is \_\_\_\_\_

VERMONT DEPARTMENT OF MOTOR VEHICLES VG-100 06/2020 MTC

VERMONT AGENCY OF HUMAN SERVICES DEPT. OF DISABILITIES, AGING & INDEPENDENT LIVING

**I NEED TO SEE YOUR**

LICENSE   REGISTRATION   INSURANCE   OTHER

**VIOLATIONS**

MAXIMUM 50 SPEEDING   STOP   SEATBELT   CARELESS

RED LIGHT   DISTRACTED   ALCOHOL/DRUGS   PLAYGROUND

EQUIPMENT   WARRANTS   LICENSE PLATE   OTHER

**YOU ARE BEING**

WARNED (No Further Action)   TICKETED (Follow instructions on the ticket)   ARRESTED (Please follow my directions)

**HELP**

POLICE   MEDICAL   LOST

GAS   MECHANICAL   TOW   OTHER

# DMV - Operations Division

The Operations division is comprised of four sections staffed by 154 full-time employees, one director and 4 chiefs

- **Branch Operations section** (69 FTEs) - Operate 11 (6 full-time and 5 part-time) branch locations across the state providing in-person services including vehicle registration and titling, issuance of credentials, administration of examinations
- **Information Processing section** (42 FTEs) - 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 section** (17 FTEs) - 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 section** (26 FTEs) - Issue driver license suspensions and reinstatements, process accident reports, manage Ignition Interlock program, and field customer inquiries received across a variety of mediums

Operations FY20



207K

Credentials Issued  
(Licenses & ID Cards)



729K

Registrations



17K

Online License  
Transactions



235.8K

Walk-in Traffic



# Branch Operations

69 Full-time employees staff 11 branches throughout the state, providing customer services to citizens and businesses. Currently 6 locations are open for business with the 5 part-time locations closed in response to COVID-19.



## Locations

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

## Jan-Dec 2020 Highlights

- Served more than 103,000 walk-in customers, down from 364,800 in 2019, with an average wait time of 17 minutes
- Administered 22,298 in person knowledge and skill examinations (Learner's Permit, Driver's License, Commercial Driver's License, and School Bus and Motorcycle endorsement)
- 10,264 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 2020 Highlights

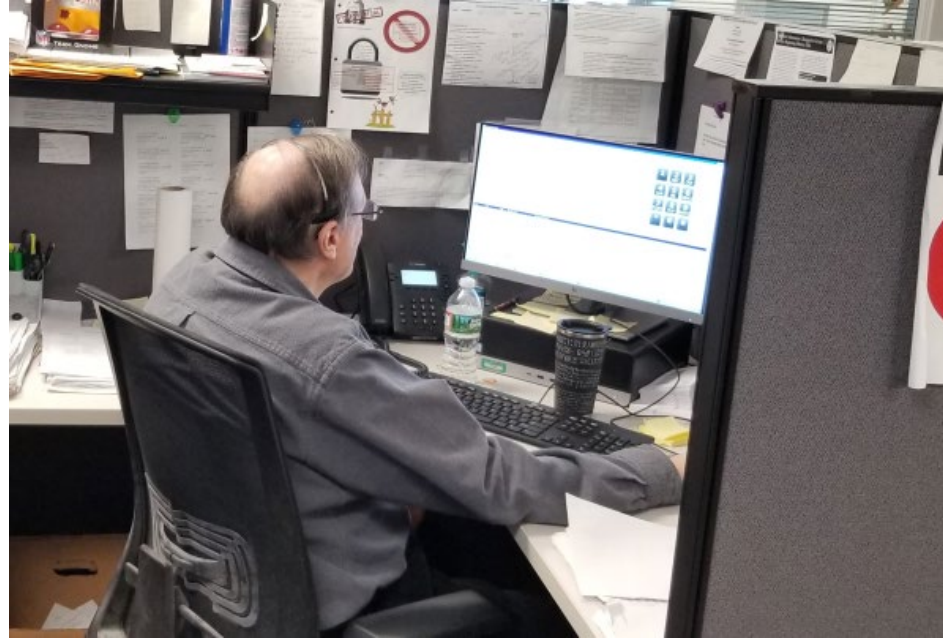
- Processed more than 239,830 applications received by mail
- Worked through backlog of over 11,000 transactions caused by COVID-19 office closures



# 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 2020 Highlights

- Information unit answered 107,945 phone calls and responded to 64,034 emails
- Driver Improvement unit issued 27,838 suspensions and processed 13,183 reinstatements
- To date 45,725 additional calls to schedule appointments have been handled by Maximus, Inc.

# 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.

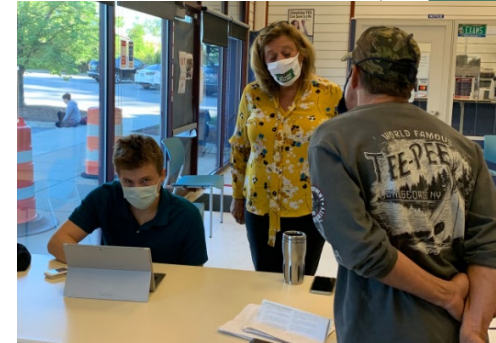
## Jan-Dec 2020 Highlights

- Launched automated VTCVO (VT Commercial Vehicle Operations) system allowing for online renewals of IRP registrations, IFTA reporting and payment, and fuel dealer reporting and payment
- Processed 24,069 permit applications, bringing in over \$3 million in revenues
- Collected more than \$81 million in gas tax, \$17 million diesel tax, \$2 million in IFTA, and \$10 million in IRP receipts



# Operations Division Highlights - 2020

- **COVID-19 Response** - successfully reopened 6 full-time branch locations throughout the state; expanded online services to include driver license/learner permit renewal and replacement, issuance of temporary vehicle registrations, learner permit testing, and a scheduling system for in-person appointments and transactions.
  - Issued 65,500 replacements & renewals of licenses, learner permits and ID cards online March-December.
  - Issued 13,308 temporary registrations online September-December.
- **National Motor Vehicle Title Information System** - Implemented use of online vehicle title information system in accordance with federal regulation, improving consumer protection and accuracy of information in systems of record
- **New Driver Photo Zone** - Invited local teens to submit ideas for the creation of a backdrop to be installed in all DMV locations where a new driver may have a photo taken celebrating their achievement without potentially exposing their personal information and risking identity theft.





# Operations Division Initiatives for 2021

- **E-Permitting** - Developing an online system to handle the issuance of 20 types of oversize and overweight permits. System will be capable of accepting applications for all types of permits, and if criteria are met, providing automated approval. The system will provide increased access for industry, faster response times from DMV, and allow review and printing of permits by the customer. Municipalities will be given the option of accepting applications and issuing permits through system as well.
- **Springfield CDL Testing Site** - Procured new CDL testing site at Springfield Airport. Currently completing installation of networking equipment and anticipate the site should be operational in February 2021
- **Management of Walk-in Customers** - Developed the capability in automated scheduler to allow customers arriving at a DMV location with an appointment to scan a code placed on the exterior doors and be notified when they can enter the building to receive service without waiting inside.



# Operations Division Initiatives for 2021

- **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.
- **Online Customer Service Enhancements** - In partnership with National Information Consortium (NIC) we are exploring revamping DMV Express to potentially add services including replacement titles, vanity plate applications, and replacement of disabled parking placards. Also exploring creating lien status inquiry tool, vehicle tax estimator, driver license status inquiry and enhancing license reinstatement service.



# DMV - Enforcement & Safety Division

42 full-time employees comprise the Enforcement & Safety division of the department.

- **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, and third-party testing
- **Administrative unit** - support all units in the division, administer 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 FY20



8837

Commercial Vehicle  
Violations



5354

Commercial  
Safety Inspections



572

Dealers Licensed,  
2020



1118

Inspection Stations,  
2020

# Commercial Vehicle Enforcement (CVE)

CVE Unit is comprised of 20 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.

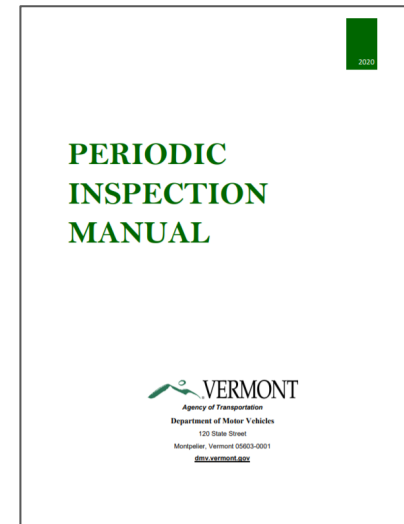
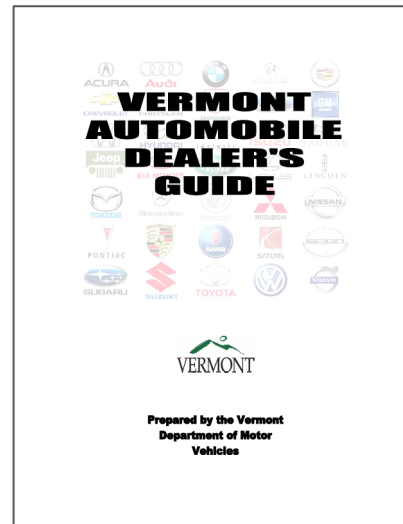


## Jan-Dec 2020 Highlights

- Completed over 5,800 roadside CMV and driver inspections, 13 carrier compliance investigations and 127 safety audits for new motor carriers
- Welcomed Inspector Tyler Jacobs and his K-9 partner Jonah

# Investigations Unit

The investigative unit is comprised of 15 sworn and civilian officers investigate complaints, administer the Vehicle Inspection and Total Abstinence programs and regulate the State's motor vehicle dealers.





# Education Unit

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

- Supported 37 standard and 6 commercial driver training schools
  - 690 students trained
  - Expanded third-party examiner program from 6 to 48 in response to testing backlog due to COVID-19 restrictions
- Administered 41 school bus driver clinics
  - 341 drivers trained
  - 125 new drivers and 216 renewing certification
- 35 motorcycle safety instructors trained 555 students across 8 sites
  - 89.9% passing rate



# Enforcement & Safety Division Highlights

## - 2020

- **Putney Scale Project** - Construction on the commercial vehicle scale in Putney was completed.
- **Motor Vehicle Inspections** - Significantly reduced the number of emissions failures from high of 18.1% (Dec 2018) to 4.12% (Aug 2020).
  - Eliminated conditional pass and implemented use of one-year, one-time waiver for emissions inspection failures
  - Conducted educational outreach on readiness, availability of warranties, OBDII, and waiver programs
  - Implemented initiatives to prevent fraudulent testing through manual overrides and electronic VIN mismatches
  - 80% of vehicles that returned for retest following issuance of waiver passed emissions inspection





# Enforcement & Safety Initiatives for 2021

- **Stickers on Demand** - continuation of the Automated Vehicle Inspection Program. Benefits small business, the public and the State include increased efficiency, reduction in costs, and elimination of waste.
- **Dealer Program** - Modernization of dealer support function and collaboration with business partners on a rewrite of the Vermont Dealer Guide.
- **Online Driver Tutorial System replacement project** - Updating and improving the online interactive learning tool used to study and practice for the learner permit examination. Web-based tutorial will be compatible with desktop, hand-held, and mobile devices, and will be available on CD for customers with limited internet access.

# Enforcement & Safety Initiatives for 2021

- **E&S Vehicle Fleet** - Exploring different vehicle platforms and technologies as the division looks at introducing elective vehicles to their law enforcement mission.
- **Traffic Enforcement** - Improve traffic enforcement operations in critical high-traffic zones



# DMV - Finance & Logistics Division

- Finance division is staffed by 19 full-time employees across four units
- **Finance unit** - Comprised of the **Accounts Payable** and **Accounts Receivable** units, they protect the financial resources of the Department. Responsibilities include 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 FY20



\$314M

Total Revenue



\$35.1M

Revenue for Other  
Programs

(i.e. Education, Wildlife)



196.6K

Pieces of Mail Received

# 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.

## 2020 Highlights

- Critical to supporting branch office operations and readying them for reopening in response to COVID-19; including retrofitting offices with furniture modifications.
- Coordinated mail distribution to branch offices during the closure to the public.
- Maintain and distribute Personal Protective Equipment items and cleaning supplies to branch offices.
- Completed Continuity of Operations Plan (COOP) and Emergency Preparedness Plan in collaboration with BGS.
- Handled more than 1.8 million pieces of outgoing mail



# Audit Division

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

## 2020 Highlights

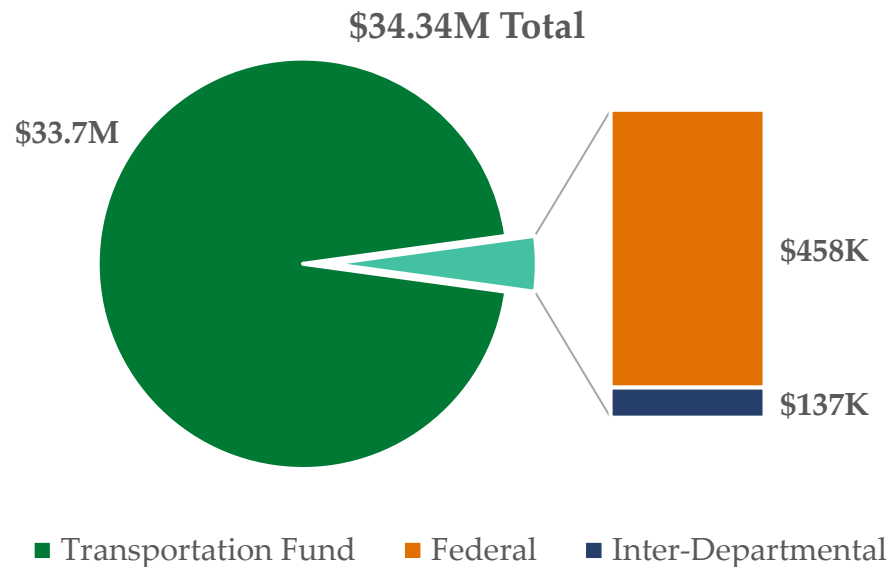
- Modernized and streamlined audit procedures with the launch of the VTCVO online system in May 2020 after 12 months of development
- Participated in the Transportation Climate Initiative as resource for motor fuel reporting information





# FY21 Operating Budget Update

The FY21 Reinstatement budget maintains our 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 - \$100,000
- Motor Carrier Safety Assistance Program - \$358,591

- FY21 Reinstatement Budget = \$34,345,533
- Includes \$250,000 to fund the addition of Limited-Service positions to help meet extra operational demands due to COVID-19.
- As of 12/31/20, spend is on-target at 52%.
- Additionally, DMV spent \$1,050,868 in Coronavirus Relief Funds through 12/31/20, as provided in the CARES Act.
- FY21 Budget Adjustment Act Request = \$750,000 to address unbudgeted expenditures due to COVID-19:
  - Unbudgeted overtime costs
  - Additional service contracts for custodians, branch greeters, and telephone answering services
  - Personal Protection Equipment and cleaning supplies
  - Additional postage charges
  - Additional bank charges