

FY22 Department of Motor Vehicles Budget

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Wanda Minoli, Commissioner, Department of Motor Vehicles

Terri Blaisdell, Director of Finance & Logistics, Department of Motor Vehicles

Special Programs & Commissioner's Office Division

- **DMV Website** - Website visits increased by 14% to 2,354,795.
- **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.
- **Improving Accessibility** - Implemented the use of Ubiduo device allowing easier in-person communication for deaf/hard of hearing customers in all branch locations.
- **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.

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

I NEED TO SEE YOUR
LICENSE REGISTRATION INSURANCE OTHER

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

VIOLATIONS
MAXIMUM 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 spot ARRESTED Please follow my direction

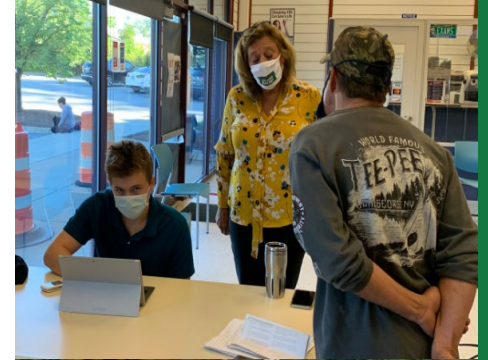
HELP
POLICE MEDICAL LOST
GAS MECHANICAL TOW OTHER

VERMONT DEPARTMENT OF MOTOR VEHICLES
VERMONT DEPARTMENT OF PUBLIC SERVICES
My cell phone number is _____
VG-100 06/2020 MTC



Operations Division

- **COVID-19 Response -**
 - Re-opened 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.
 - Providing call-center support to Department of Labor
- **Performance Measures -**
 - Processed more than 1,000,000 transactions
 - Served more than 236,000 walk-in customers, down from 364,800 in 2019, with an average wait time of 17 minutes,
 - Administered 22,298 in-person
 - Processed more than 239,000 applications received by mail.
 - Answered 107,945 phone calls and responded to 64,034 emails,
 - Issued 27,838 suspensions and processed 13,183 reinstatements.
 - Processed 24,069 permit applications generating more than \$3 million in revenues, collected \$81 million in gas tax, \$17 million in diesel tax, \$2 million in IFTA, and \$10 million in IRP receipts.
 - Processed 398,545 transactions conducted online



Enforcement & Safety Division


8837
Commercial Vehicle
Violations


5354
Commercial
Safety Inspections



572
Dealers Licensed,
2020


1118
Inspection Stations,
2020

- **COVID-19 Response** -
 - Two officers assigned to Department of Health in contact tracing
 - Supported the mission of Vermont Emergency Operation Center's COVID-19
 - Expanded Third-Party driver examination program
- **Putney Scale Project** - Construction on the commercial vehicle scale in Putney was completed
- **Performance Measures** -
 - Significantly reduced the number of emissions failures from high of 18.1% (Dec 2018) to 4.12% (Aug 2020)
 - Completed 5,853 roadside vehicle and driver inspections placing 799 vehicles and 267 drivers out-of-service
 - 13 carrier compliance investigations completed
 - 127 safety audits for new motor carriers completed
 - Supported 37 standard and 6 commercial driver training schools
 - Administered 41 school bus driver clinics
 - 35 motorcycle safety instructors trained 555 students across 8 sites



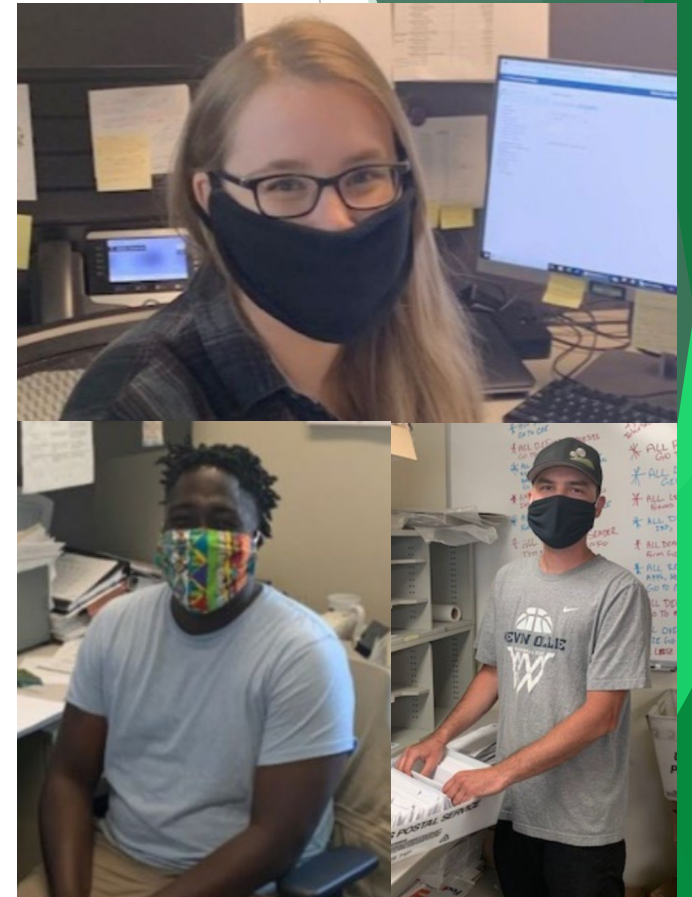
Finance & Logistics Division


\$314M
Total Revenue


\$35.1M
Revenue for Other
Programs
(i.e. Education, Wildlife)


196.6K
Pieces of Mail Received

- **COVID-19 Response** -
 - Facilities team was integral to preparing and enacting the Department's response to COVID-19.
- **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.
 - **Stockroom** - Responsible for more than 1.8 million pieces of outgoing mail
- **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.
 - **Accounts Receivable** - Processed 15,131 refunds for a total of \$2.1 million
- **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



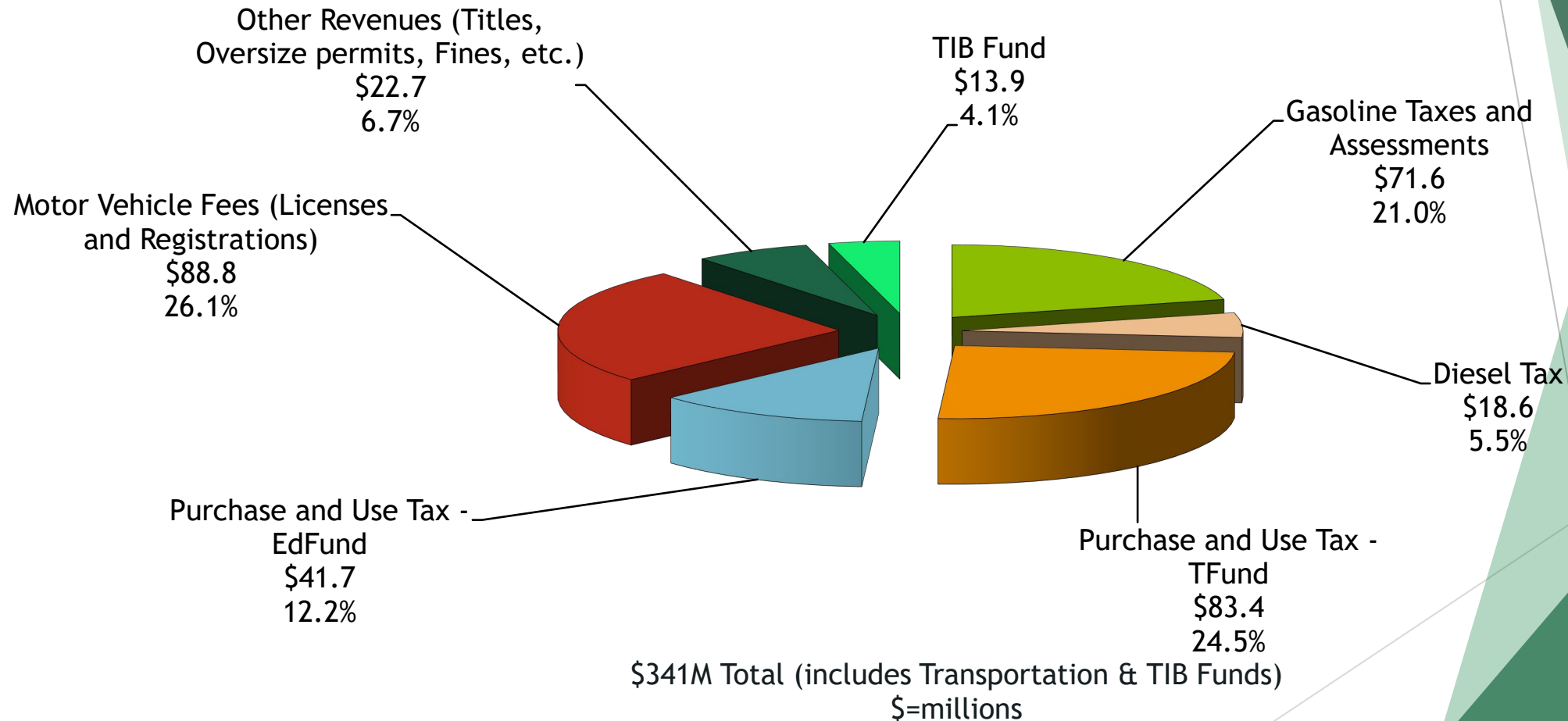
Budgeted vs Actual Spending FY21

Budget Level	FY21 Budget*	FY21 Expenditures**	% Spent	Remaining
Personal Services	\$ 23,500,038	\$ 12,877,248	55%	\$ 10,622,790
Payroll & Benefits	\$ 20,022,038	\$ 10,298,924	51%	\$ 9,723,115
Contracts & 3rd Party Services	\$ 3,478,000*	\$ 2,578,325	74%	\$ 899,675
Operating Expenses	\$ 11,865,495	\$ 4,479,105	38%	\$ 7,386,390
IT/Telecommunications Services	\$ 2,576,518	\$ 416,649	16%	\$ 2,159,869
Property, Maintenance & Rental	\$ 1,975,226	\$ 1,186,549	60%	\$ 788,677
Equipment, Hardware, Software	\$ 856,930	\$ 135,753	16%	\$ 721,177
General Operating/Supplies	\$ 424,850	\$ 184,145	43%	\$ 240,705
Travel	\$ 110,100	\$ 11,653	11%	\$ 98,447
Other Purchased Services	\$ 4,135,074	\$ 1,343,083	32%	\$ 2,791,991
Other Operating Expenses	\$ 1,786,797	\$ 1,201,272	67%	\$ 585,525
Totals	\$ 35,365,533*	\$ 17,356,353	49%	\$ 18,009,180

*Includes Carry Forward of \$1,020,000 for AVIP Contract **Expenditures through 12/31/2020
 FY21 Reinstated Budget "As Passed" - \$34,345,533

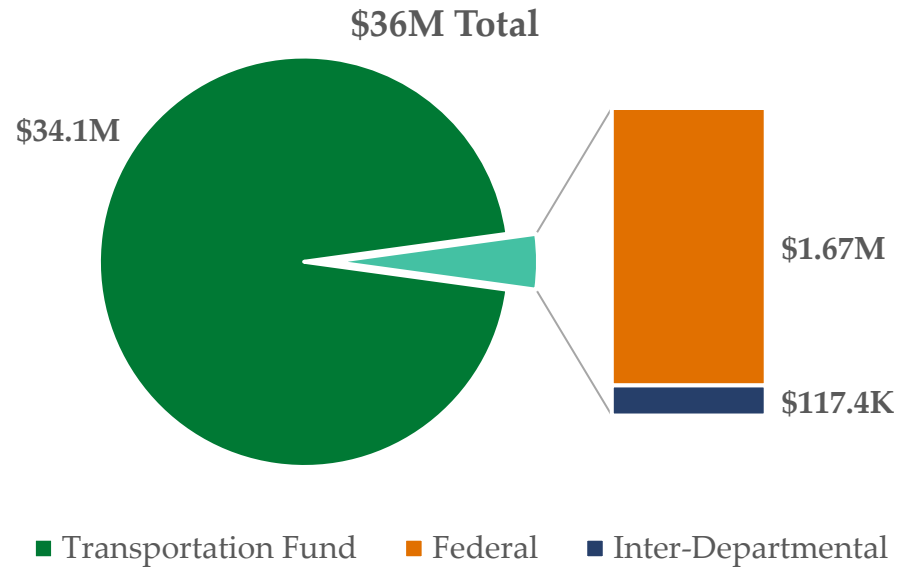
State Transportation Fund Sources - FY22

Source - January 2021 Economic Review and Revenue Forecast Update



Governor's Recommended Budget FY22

The FY22 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 - \$137,500
- Motor Carrier Safety Assistance Program - \$1.5M

- DMV will collect an estimated \$341M in taxes and fees in FY2022
- Increase in overall budget of \$1.6M (4.7%)
- Increase driven by:
 - \$430,000 increase in Salaries and Wages; reflects contractual and other salary increases
 - \$731,000 increase in Fringe Benefits; reflects increased costs of benefits (largely due to Retirement rate impact)
 - \$400,000 increase cost of mail processing and banking service charges
 - \$500,000 enhanced customer service improvements
- Continued support for systems and projects - \$1.75M
 - Down \$500k from \$2.25M in FY21
 - Reductions driven by completion of new commercial vehicle enforcement & safety systems
 - Automated Testing System scheduled for implementation in FY22 - \$600K

FY22 DMV Crosswalk and Budget Variances

	Transportation Fund	Federal	Interdept	FY22 Total Amount	FY21	Difference Between FY21 & FY22	COMMENTS
Department of Motor Vehicles (8100002100):	34,190,338	1,666,250	117,400	35,973,988	34,345,533	1,628,455	
FY2021 Projected Needs:							
PERSONAL SERVICES							
Salaries and Wages	12,843,946	0	0	12,843,946	12,413,555	430,391	VANTAGE budgeting system wage calculations. Vacancy Savings calculated as a percentage of classified salaries 5%; In addition to across the board salary increases, includes 2 new positions - Executive Director of Enforcement & Safety and Administrative Coordinator for Commissioners office.
Fringe Benefits	7,244,424	1,095,330	0	8,339,754	7,608,483	731,271	Contractually required benefits (health & retirement). Annual allocations provided for internal services such as Workers Comp, Unemployment Compensation, Catamount Health Assessment. Substantial increase in Retirement benefits and additional retirement impact (\$625k)
Contractual & 3rd Party Services	3,607,465	219,100	0	3,826,565	2,458,000	1,368,565	IT and Third Party Contracts-includes education, training, interpreter services and increased IT projects. IT line items include \$900k for CVO system, \$250k for POS system, \$650k for implementation of new automated testing system, \$110k for CVIEW (Commercial Vehicle data sharing), NMVTIS (Title Info System), and funds for e-Permitting proposal. In addition, Third party contractual costs (VALID) of \$800k have been reclassified from Other Purchased Services line below. There is also \$500k included for Customer Service Upgrade initiatives.
Per Diem	0	0	0	0	0	0	
Personal Services Subtotal	23,695,835	1,314,430	0	25,010,265	22,480,038	2,530,227	
OPERATING							
Equipment	423,500	65,500	22,000	511,000	718,730	(207,730)	Reduction based on FY20 actual spend. Includes PC upgrades, replacements, desktop printers and copiers. Office and safety equipment, security systems & maintenance, ergonomic assessment results. Includes funding for VREP (motorcycle program) and MCSAP grants. Interdepartmental Funds \$22k GHSP.
IT/Telecom Services & Equipment	2,191,405	83,325	0	2,274,730	2,586,518	(311,788)	Annual allocations provided for internal services: VISION, DII Telecommunications & Mainframe, ADS. Solutions Thru Software contract. Wireless phones, VoIP expenses. Federal Funds \$35,600 MCSAP reimbursement for ADS & wireless phones/other mobile devices. Reduction largely due to Conduent contractor charges that were previously allocated here.
Other Operating Expenses	2,121,647	0	43,925	2,165,572	1,786,797	378,775	\$400k increase in Bank charges (banking, lockbox, credit card services, courier costs). Also includes Enforcement & Safety drug kits, and annual allocation for single audit
Other Purchased Services	3,312,876	25,500	33,375	3,371,751	4,135,074	(763,323)	Includes annual allocation provided for internal services such as General Liability Insurance, ADS Internal Service Support, and Human Resources, Printing & Binding costs (public announcements, stickers, decals, signs, etc.) Decrease is largely due to reclassification of VALID Contractor expense of \$800k that was properly reallocated to Contracted & 3rd Party Services. Decrease also includes forms and envelopes reallocated to General Operating; Postage increase of \$300k.
Property & Maintenance	129,306	5,500	0	134,806	126,450	8,356	Includes SecureShred services at all DMV branch locations. Cleaning services at leased locations. Leased copier expenses. Enforcement & Safety information technology equipment inside vehicles - maintenance & repairs. Also includes E&S car washes, maintenance, roadcheck portable restrooms. Federal Funds MCSAP \$5,550.
Rental Other	487,500	80,500	0	568,000	674,000	(106,000)	Includes DMV vehicles leased from AOT Central Garage (E&S, Mobile Vans & DMV fleet), parts and repair labor, and police equipment purchases. Auto rentals through BGS Fleet Management auto rentals. Federal MCSAP Funds. Decrease in "Rental of Equipment & Vehicles" line item.
Rental Property	1,223,314	0	0	1,223,314	1,174,776	48,538	Includes leased office space, State-owned building 'Fee For Space' charges, and rental space for CDL and motorcycle testing. Increased Fee-for-Space charges are driving this increase.
General Operating	437,905	58,295	15,300	511,500	424,850	86,650	Includes printed forms and envelopes, office supplies, books, subscription, building utilities (electricity, water propane), and gasoline. Increase due to reclassification of "forms/envelopes" from "printing" line item under Other Purchased Services.
Travel	78,050	33,200	2,800	114,050	110,100	3,950	Includes employee travel, as well as instructors and site assistants for the VREP motorcycle program. VREP \$12,000.
Repair & Maintenance Services	89,000	0	0	89,000	128,200	(39,200)	Maintenance and repairs on hardware and servers used for data storage. ADS: Includes annual hardware maintenance for camera server/storage. Reduction based on actual FY20 Spend.
Operating Subtotal	10,494,503	351,820	117,400	10,963,723	11,865,495	(901,772)	
GRANTS							DMV does not issue grants.
Grants Subtotal	0	0	0	0	0	0	
DMV FY22 Budget Request:	34,190,338	1,666,250	117,400	35,973,988			