

Vermont Agency of Transportation

2020 Performance & Highlights

JOE FLYNN, SECRETARY

JANUARY 13, 2021





Agency of Transportation

Joe Flynn
Secretary of Transportation
joe.flynn@vermont.gov

Vacant
Deputy Secretary
@vermont.gov

Leslie Welts
Legal Section
leslie.welts@vermont.gov

Harriet Johnson
Private Secretary
harriet.johnson@vermont.gov

VTrans Functional Chart

John Zicconi
Transportation Board & New
Mtr Veh Arbitration Board
john.zicconi@vermont.gov

Wanda Minoli
Department of Motor Vehicles
wanda.minoli@vermont.gov

- Vehicle Registration / Titling
- Driver License Exams /Issue
- Tax Collection Services
- Oversize / Overweight Permits
- Driver Improvement
- Branch Offices / Mobile Vans
- Driver Training
- Motor Carrier Safety
- Dealer and Inspection Stations
- Criminal investigations
- Pupil Transport Oversight
- Commercial Vehicle Enforcement
- Vermont Rider Education Program (Motorcycle Training)
- IFTA/IRP/Motor Fuel Tax

Wayne Symonds
Highway Division
wayne.symonds@vermont.gov

- Engineering
- Roadway Program
- Structures Program
- Construction
- Pavement Program
- Highway Safety & Design
- Municipal Assistance
- Environmental Permitting & Hydraulics
- Materials Testing & Certification
- Traffic Research
- Geotechnical Engineering
- ROW / Utilities / Survey
- Asset Management
- Better Back Roads
- Maintenance Districts / Traffic Shop
- Central Garage
- Technical Services
- Governors Highway Safety Program
- Water Quality / Stormwater
- Hazardous Materials & Waste Management

Michele Boomhower
Policy, Planning and Intermodal
Development Division
michele.boomhower@vermont.gov

- Policy, Planning, & Research Bureau
- Transportation Mapping
- Development Review & Permitting Services
- Public Outreach
- Public Transit Program
- Rail / Aviation Bureau

Wayne Gammell
Finance & Administration Division
wayne.gammell@vermont.gov

- Information Technology
- Contract Administration
- Audit
- Budget Operations
- Financial Operations
- Civil Rights & Labor Compliance
- Performance
- VT Transportation Training Center (VTTC)
- Safety
- Hearings
- Vermont Local Roads
- Facilities Management



Mission and Areas of Priority

Mission

Through excellent customer service, provide for the safe and efficient movement of people and goods.

Areas of Priority

- Growing the Vermont Economy
- Making Vermont More Affordable
- Protecting the Vulnerable
- Modernizing & Improving Efficiency of Government

Agency Strategic Plan - Highlights

- **Promote organizational excellence by attracting, developing, and retaining a talented, diverse, and engaged workforce.**
 - Provide employees with access to professional development opportunities.
 - Provide employees with ongoing inclusion / civility training.
 - Provide all new AOT employees with complete State of VT onboarding program and AOT New Employee Welcome orientation.
- **Transition to an energy efficient, advanced technology transportation system.**
 - Ensure every Vermont household is within 30 miles or less of an electric vehicle fast charge station and facilitate transition to electric vehicle utilization in an economically feasible and affordable way.
 - Facilitate deployment and demonstrate benefits of Connected and Automated Vehicles, Unmanned Aerial Systems.

Agency Strategic Plan - Highlights

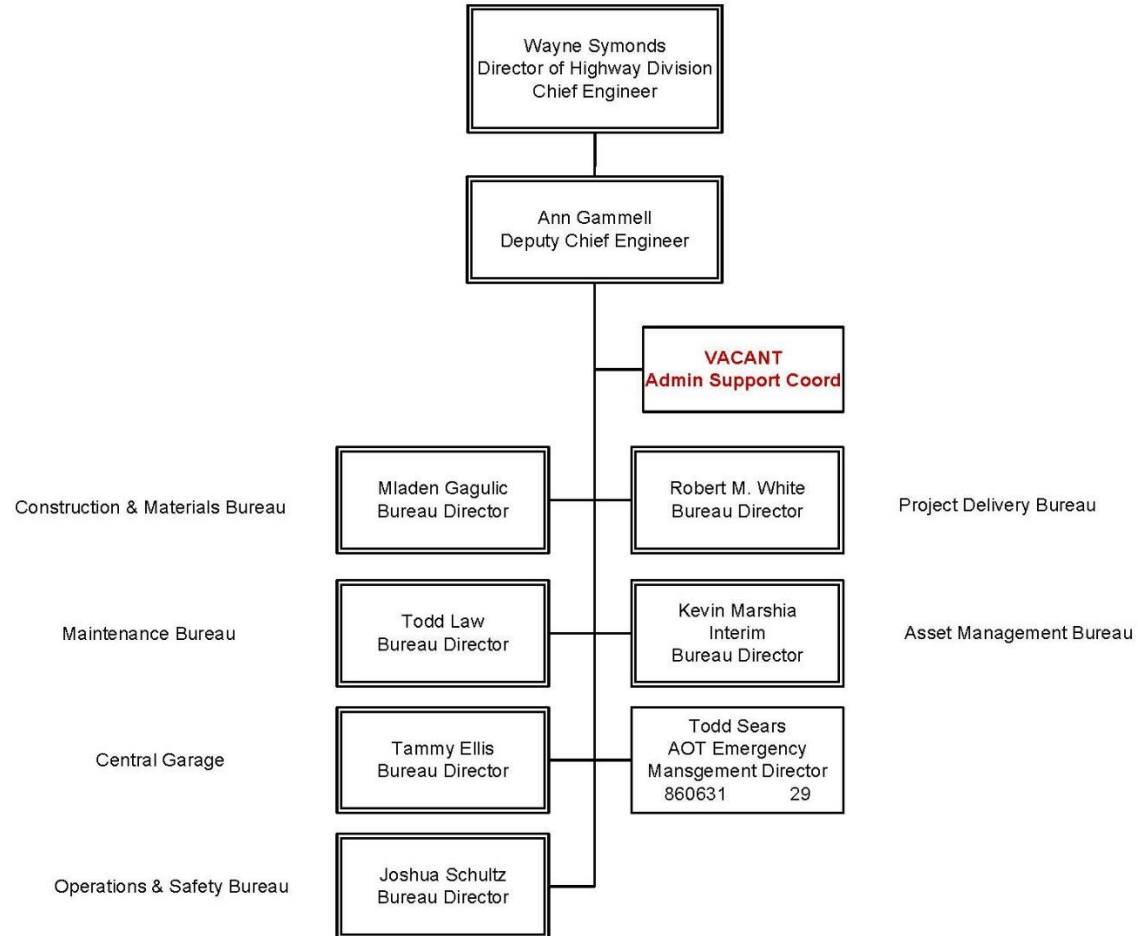
- **Grow Vermont's economy by providing a safe, reliable and efficient transportation system in a state of good repair.**
 - Update the Transportation Project Selection and Prioritization System to emphasize economic growth, road and bridge condition, safety and resilience.
 - Continuously reduce the number of major crashes.
 - Continuously work to increase passenger rail capacity and usage in the Western Corridor.
 - Continuously engage in Corridor Management Planning with local communities.
- **Make Vermont more affordable and serve the vulnerable by providing accessible, convenient and affordable travel choices.**
 - Develop and launch statewide Public Transit Automated Vehicle Location and mobility on demand trip planner.

Agency Strategic Plan - Highlights

- **Modernize and improve government efficiency through innovation, continuous improvement and quality customer service.**
 - Continuously improve project development efficiency by reducing the time and cost for planning, engineering, permitting, right-of-way acquisition and construction management.
 - Complete process improvement for Oversize/Overweight Permit System.
 - Develop an on-line permit application system required for work in the state highway right-of-way (Section 1111 permits).

Highway Division – Organizational Structure

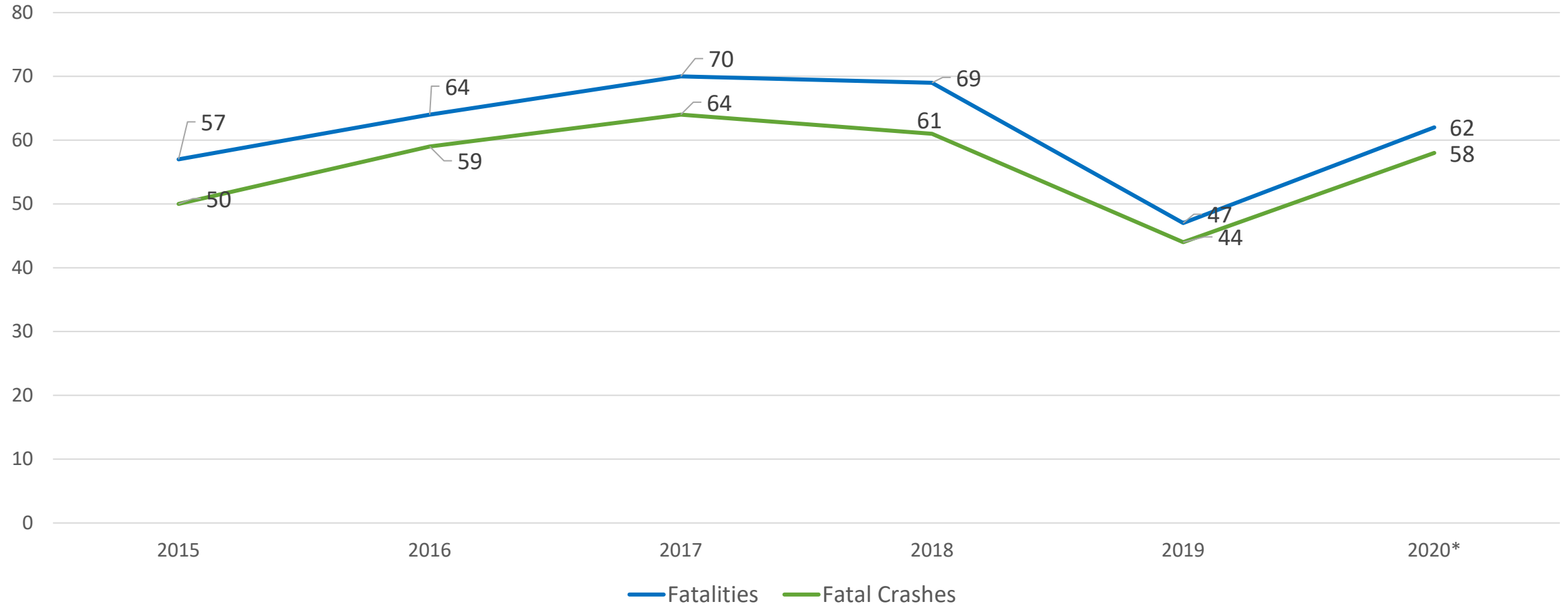
Wayne Symonds, Division Director
wayne.symonds@vermont.gov
(802) 279-8745



Program Highlights: Highway Safety

Fatalities and Fatal Crashes by Calendar Year

Data Current Through 12/28/20



Program Highlights: Highway Safety

- 57% of all fatalities involving vehicles with available seatbelts were unbelted.
- 47% of drivers involved in fatal crashes were suspected of being impaired by alcohol, drugs, or both*.

Fatal Crash Data	2020*	2019	2018	2017	2016	2015
Total Fatal Crashes	58	44	61	64	59	50
Total Fatalities (People)	62	47	69	70	64	57
Double Fatality Crashes	4	3	8	3	2	5
Triple Fatality Crashes	0	0	0	0	1	1
Quadruple Fatality Crashes	0	0	0	1	0	0
Operators Suspected as Driving under the Influence of Alcohol Only	12	5	5	6	14	4
Operators Suspected as Driving under the Influence of Drugs Only	11	15	13	18	10	11
Operators Suspected as Driving under the Influence of both Alcohol & Drugs	4	2	10	11	10	9
Active Cannabis - Delta 9 THC Confirmed**	9	10	16	18	18	11
Operators Suspected of Speeding	13	14	22	27	29	16
Operators with Suspended License/ No License	8	5	7	11	10	5
Junior License Operators involved in fatal crashes	0	1	4	2	0	1
"Older Drivers" involved in fatal Crashes (Older Driver is defined as any person age 65 or older. & "involved" does not imply "fault")	15	16	14	15	14	11
Crashes involving a Large Truck/Bus ("involving" does not imply "fault")	4	10	6	3	5	4
Motorcyclist Fatalities	10	8	7	13	11	11

2020 data is as of the date of this report. These numbers are subject to change.

**Active Cannabis - Delta-9 THC Confirmed is counted in the number of operators that had drugs only or alcohol & drugs.

Data Current Through 12/28/20

*Actual 2020 data will not become official until February 2021 and some crash investigations maybe ongoing or awaiting toxicology reports.

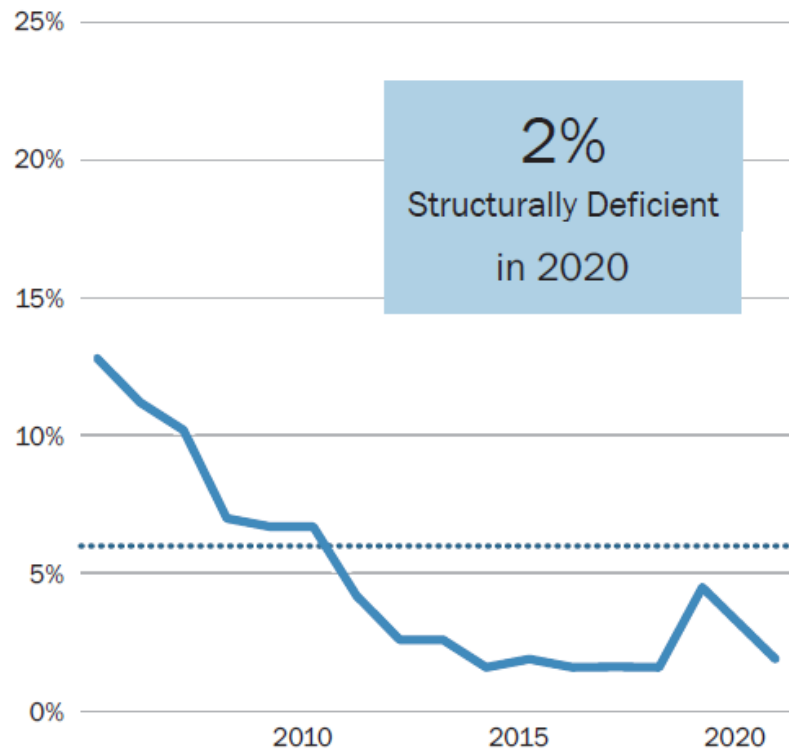
Fatalities by Vehicle Type and Restraint/Safety Equipment Used							
Road User Type	Restraint/Safety Equipment	2020	2019	2018	2017	2016	2015
Motor Vehicle Occupant	Unbelted	23	17	34	24	21	16
	- Driver	19	14	25	17	11	11
	- Passenger	4	2	9	6	10	5
	- UTV Driver			0	1	0	0
	Belted	17	18	21	22	23	17
	- Driver	12	14	15	15	20	13
	- Passenger	5	4	6	7	3	4
	Improper Belt Use/Child Restraint	0	0	0	1	1	0
Motorcyclist/ATV	Wearing Helmet	8	5	5	11	10	11
	Non-DOT Compliant Helmet/Improper	0	1	1	1	1	0
	No Helmet	2	2	1	2	1	1
Vulnerable Users	Pedestrians	7	3	6	9	5	5
	Bicyclists	1	0	0	0	1	4
Unknown	Unknown Belt/Helmet Use	4	1	1	1	2	4
% Unbelted*		57%	49%	62%	52%	48%	48%
Total Fatalities		62	47	69	70	64	58

*Of all fatalities: only occupants in vehicles equipped with seatbelts are used in the calculation for unbelted percentage. Excludes: motorcycles, ATVs, pedestrians, bicyclists and unknowns. (Sum of Belted" & "Unbelted", divided into "Unbelted")

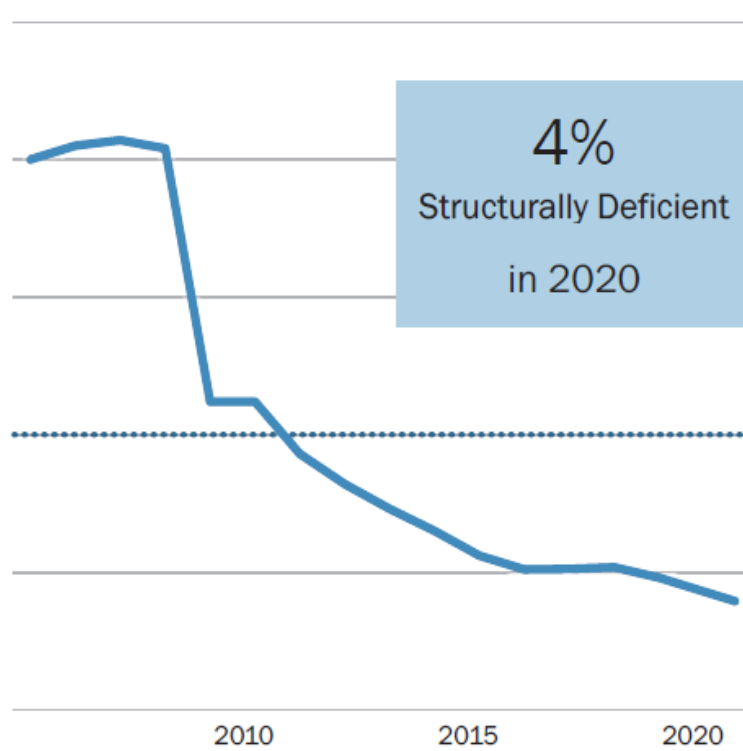
Project Delivery Performance: Structurally Deficient Bridges

Percent Structural Deficiency Over Time by System

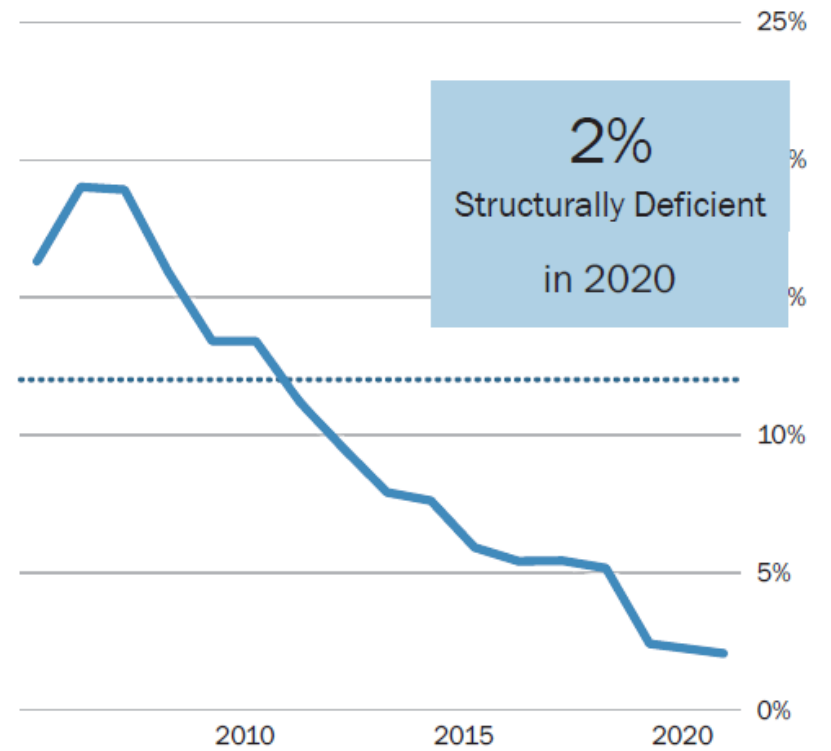
Interstate System (6% target)



State Highway System (10% target)

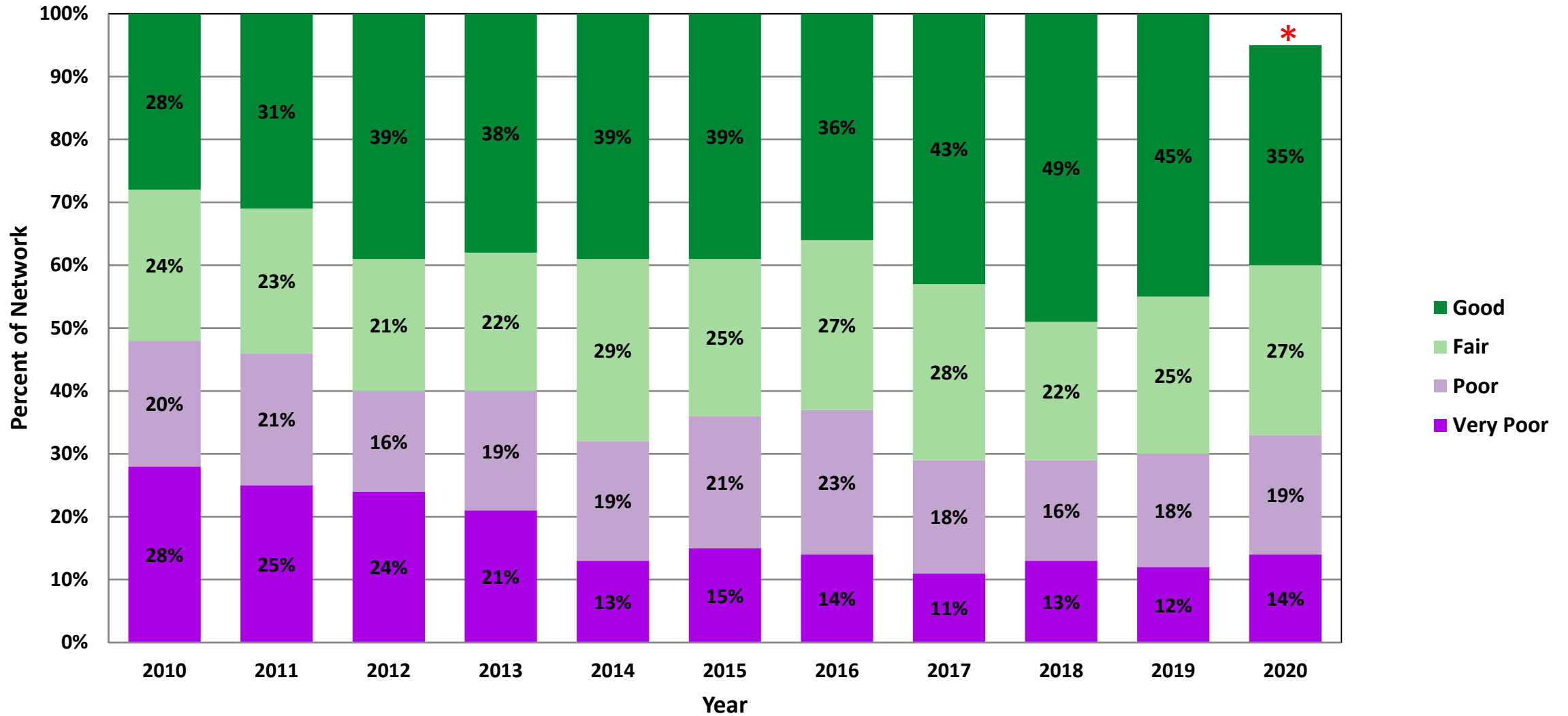


Town Highway System (12% target)



Project Delivery Performance: Pavements

Historic Pavement Condition Distribution – Unweighted*



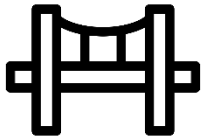
* AOT experienced an electronic profiler equipment breakdown in 2020 which resulted in the inability to collect pavement data on approximately 5% of the network

Asset Management

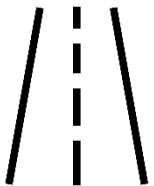
Right Treatment on the Right Asset at the Right Time



- **Culverts & Signs** – VTrans maintains 49,465 culverts and 67,144 signs.



- **Bridge Conditions** - continue to hold steady or slightly improve.
 - Bridge Management System (BMS) being developed to assist the Agency in conducting trade-off analyses between pavements and bridges and to conform with Transportation Asset Management Plan (TAMP) requirements.



- **Pavement Conditions** – maintaining 5-yr average of Very Poor (13%) while achieving/maintaining the amount of pavement in Good/Fair Condition (70%)

2020 Project Delivery Statistics

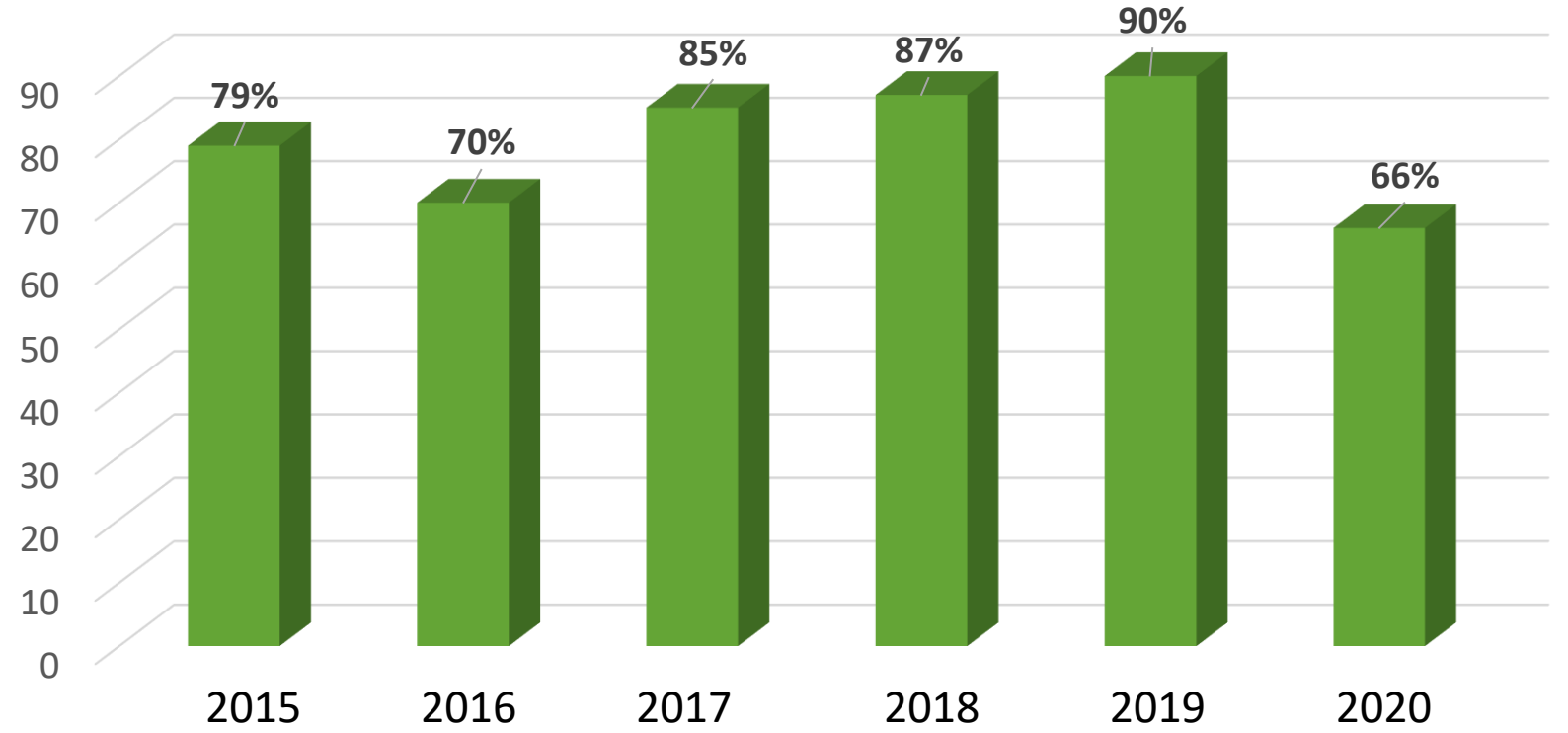
78 projects were advertised
66% advertised on time

34% advertised on schedule or ahead of schedule

32% advertised within 30 days of snapshot date

34% advertised late or delayed out of 2020

Projects Advertised within 30 Days of the January 1 Snapshot Date



17 Highway Projects Advertised Late or Delayed

- 11 impacted due to budget constraints
- 1 impacted by Right-of-Way issues
- 1 delayed by internal program issues
- 4 delayed due to COVID-19 constraints

21 Rail Projects Advertised Late or Delayed

- 6 impacted due to municipal coordination
- 6 impacted due to FEMA coordination
- 7 impacted by internal program issues
- 2 delayed due to Right-of-Way issues

Program Highlights: 2020 Major Roadway Projects

Waterbury FEGC F 013-4(13) – US Route 2

This project is administered under the Roadway program and the scope includes full depth reconstruction of US Route 2 (Main Street), including sidewalks, curbing, street lighting, traffic signals, drainage, and utility relocation. The total estimated construction cost for the project is \$26.3 million, construction of this project began in 2019 and is expected to be completed in 2021.



Program Highlights: 2020 Major Roadway Projects

Pittsford NH 019-3(491) – US Route 7

This project is administered under the Roadway program and the scope includes full depth reconstruction and widening of 1.4 miles of US Route 7 in Pittsford. The project includes drainage and stormwater improvements, geometric improvements and the construction of two bridges. The total estimated construction cost for the project is \$10.6 million, construction of this project began in 2020 and is expected to be completed in 2021.



Program Highlights: 2020 Major Roadway Projects

Hinesburg HES 021-1(19)– VT Route 116

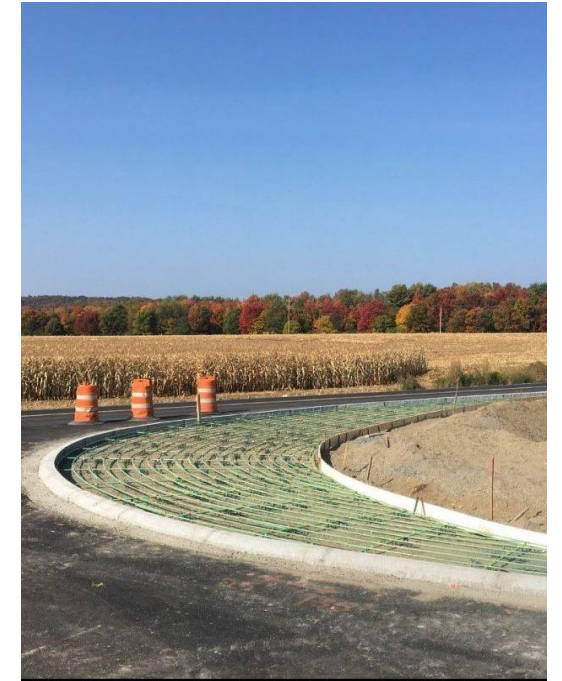
This project is administered under the Traffic and Safety program and the scope includes the rehabilitation and full depth widening of VT Route 116, Shelburne Falls Road, and CVU Road to accommodate turn lanes. This project will also include drainage improvements and the installation of a new traffic signal. The total estimated construction cost for the project is \$3.4 million, construction of this project began in 2020 and is expected to be completed in 2021.



Program Highlights: 2020 Major Roadway Projects

Stowe-Morristown STP PS19(3)– VT Route 100

This project is administered under the Paving program and the scope includes reclaiming 7.6 miles of VT Route 100 between Stowe and Morristown. The project also includes superelevation improvements, signage, drainage improvements and realignment of the Randolph Road / VT Route 100 intersection. The total estimated construction cost for the project is \$11.8 million, construction of this project began in 2020 and is expected to be completed in 2021.



Bridge Program Highlights: 2020 Large Bridge Projects

Rockingham I-91 bridges #24 N & S over Green MT Railroad and the Williams River

Replacement of two long structures along I-91 using Design Build alternative contracting. The bridge deck on the southbound bridge is complete and work continues to complete the project. The project is scheduled to be complete by Summer 2021. Cost to construct this project is \$50 million.



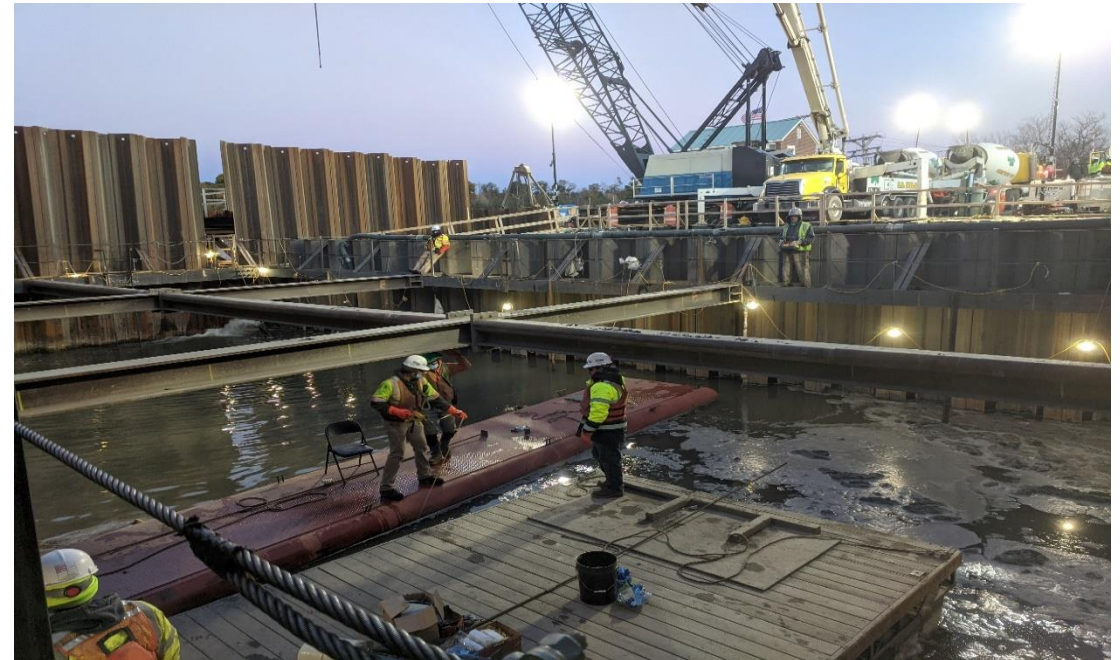
Bridge Program Highlights: 2020 Large Bridge Projects

Middlebury Tunnel – The 10 Week Bridge and Rail line closure was complete in September. The western corridor freight train successfully rerouted to the eastern corridor track for most of the summer. The Middlebury tunnel project accounts for \$67 million in construction spending in the State Highway Bridge program over three years. The use of innovation in project delivery and construction allowed for the increase in Federal funds thus reducing the state share to just 5%. The project is currently on schedule to be completed by August, 2021.



Bridge Program Highlights: 2020 Large Bridge Projects

North Hero – Grand Isle Bridge US RT 2 Br #8 over Lake Champlain (\$84M drawbridge replacement)
Traffic continues to be maintained on temporary drawbridge. The existing drawbridge has been completely removed. Cofferdams have been installed and the pier footings are under construction. Contamination levels (PCB's, Hexavalent Chromium, Lead) found in the soils are non-hazardous, but managing and disposing the material has increased project costs by \$13 million and extended construction by a year. Traffic is scheduled to be on new drawbridge by June 2022.



Bridge Program Highlights: 2020 Large Bridge Projects

Georgia BF 023-1(7) Bridge 1 on VT 104A over Arrowhead lake

A bridge collision reduced traffic to one lane on a causeway located on Arrowhead lake. A new bridge was programmed with an expedited schedule to have plans ready for advertising in 11 months. The causeway was closed for 35 days for the placement of a 90 ft span, metalized, steel girder bridge. Precast concrete abutments and deck panels were used to accelerate bridge construction. The causeway was widened and opened to two lanes of traffic 22 months after the accident.



Bridge Program Highlights: 2020 Large Bridge Projects

Hartland IM 091 - 1(68)

Innovation increased the federal share for construction to 95% on this long span bridge over Interstate 91 in Hartland saving the state nearly \$250,000 in matching funds. A technology called GRS-IBS (Geosynthetic Reinforced soil – Integrated Bridge System) was used to reduce the number of spans needed. The new bridge has a 100-year design life with little maintenance required.



Program Highlights: Municipal Assistance

Local Projects Completed in 2020 (locally managed, with VTrans assistance)

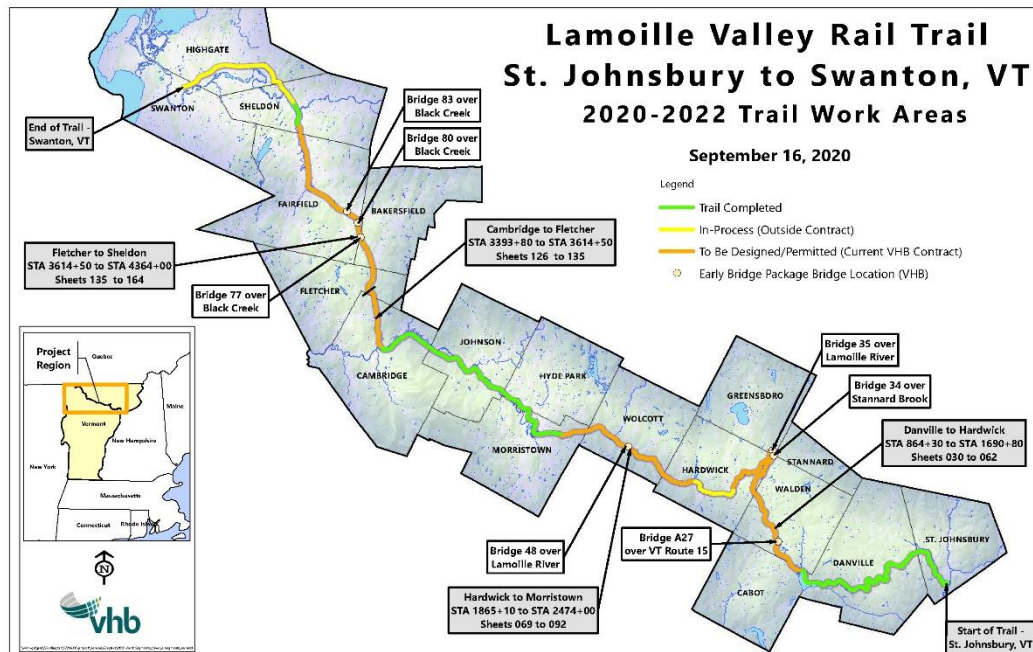
- 27 locally-managed construction projects
- 4 locally managed scoping projects
- 93 Better Roads projects
- 43 road erosion inventories

To Be Advertised / Underway in 2021

- 46 locally-managed construction projects (including Burlington Champlain Parkway, Essex Junction Crescent Connector, and several stormwater projects)
- 2 Park and Ride Lot projects in Berlin (Expansion) and Northfield/Williamstown.
- Awarded grants for 47 Better Roads projects
- Awarded grants for 16 road erosion inventories

Program Highlights: Municipal Assistance

Lamoille Valley Rail Trail – on schedule to be built out over the next two years. Once completed, will span 93 miles in length and will be the longest rail trail in this part of the country. Two sections under construction now, 7 bridges to be advertised mid winter, and remaining trail construction sections to be advertised late winter/ spring 2021 (3 contracts). Website with more specifics at: <https://vtrans.vermont.gov/highway/local-projects/lvrt>



Program Highlights: Municipal Assistance

- New park and ride facilities built in Royalton and Thetford and improvements to park & ride in Cambridge. St. Johnsbury park and ride fully opened in the spring. 175 spaces added.
- Anticipated to go to construction in 2021 – new facilities in Northfield/Williamstown and enlargement of Berlin park and ride at Exit 7, I89 - adding 226 spaces to the system.



Construction and Materials: e-Construction Initiative

What is e-Construction?

- Vision is paperless plans within 4 years.
- Goal is to increase the quality, efficiency, and collaboration with construction industry while increasing transparency for all stakeholders.
- Current and upcoming e-construction initiatives include e-ticketing, digital inspection and model-based design.

Construction Management System (CMS)

- In July of 2018 VTrans signed a contract with ExeVision Inc. to replace its aging enterprise-wide Construction Management System (CMS), comprised of 5 subsystems: (1) Estimation, (2) eContracting, (3) Materials, (4) Construction, and (5) Civil Rights.
- The Estimation and eContracting subsystems have been developed and will deploy through a phased implementation in Spring 2021. The Materials subsystem is currently in design and development. Construction and Civil Rights subsystems will be designed during the next four years, with full deployment of the new CMS expected in 2024.

Program Highlights: Maintenance

FY 20 Salt Tons: 140,463
FY 19 Salt Tons: 208,623
68,160 salt tons less in FY20



Maintenance by the Numbers

- Total acres of mowing: 13,242
- Total lane miles plowed: 1,924,367
- Total linear feet of guardrails repair: 32,117
- Total tons of litter picked up: 391
- Total miles of ditching: 34.08
- Total bridges washed: 591 of 1,008

Program Highlights: Transportation Operations

- **Traffic Signals & ITS Section:**

- Developing a new Intelligent Transportations Systems (ITS) Management Plan in order to more strategically allocate both staff and funds to more efficiently maintain, upgrade, and install new ITS devices (electronic message boards, Roadside Weather Information Stations, Traffic Data Collection Systems – Speed, Volume, Truck Classification, Truck Weight, etc.)
- Increased the number of Traffic Signals with remote communication capabilities from 63 up to 74 (45% of system).

- **Traffic Operations Section:**

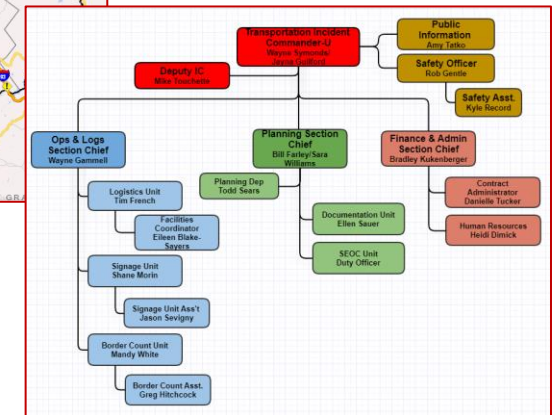
- Wrapping up the rewrite of the Work Zone Safety and Mobility Guidance Document.

- **Data Section:**

- Building improved ways to analyze and display crash data and traffic data to serve various customers (Public, Law Enforcement, Elected Officials, State Agencies, etc.). An example of this improved service is the COVID traffic data dashboards regularly provided to the Governor's Office.

Program Highlights: Emergency Management

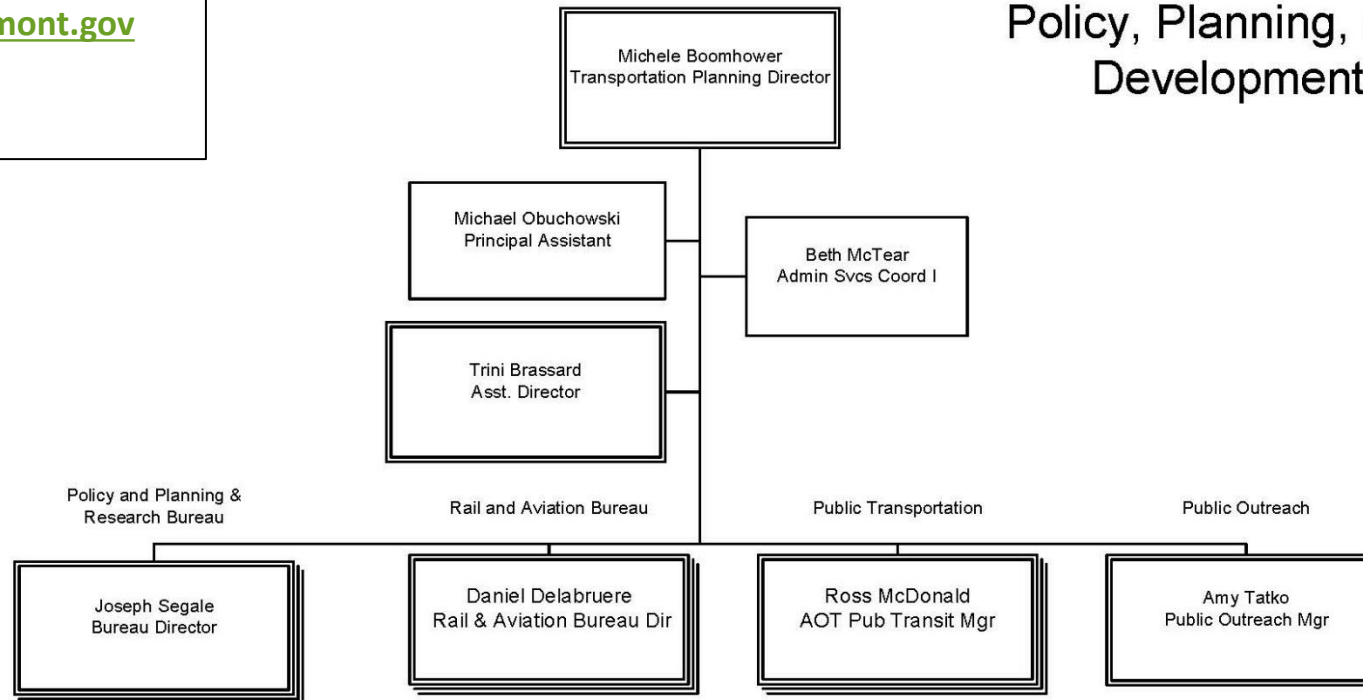
- Executed ICS Transportation Incident Command Center (TICC) to Manage COVID Response
- Successfully Operated ICS System virtually
- Refined and Implemented Continuity of Operations Plan (COOP) for COVID
- Development of Common Operational Picture (COP)
- Development of Agency Resource Tracking Tool



Policy, Planning & Intermodal Development Division

Michele Boomhower, Division Director
michele.boomhower@vermont.gov
(802) 505-3480

Policy, Planning, & Intermodal Development Division



Program Highlights: Policy, Planning & Research

- Implemented the Plug-In Electric Vehicle Incentive Program per §34 of Act 59 (2019).
- Coordinated planning and project prioritization with 11 Regional Planning Commissions.
- Completed Legislative studies on Direct to Consumers Motor Vehicles Sales per §22 of Act 121 (2020) and Truck Permit Issues per §26(b) of Act 149 (2020).
- Received Traffic Committee approval and published the *Automated Vehicle Testing Permit Guidance and Application* per the AV Testing Act (2019).
- Completed Better Connection Projects in Hyde Park, Danville and Enosburg Falls.
- Added six watersheds to the Transportation Resilience Planning Tool.
- Developed a process and published guidance to allow temporary demonstration projects to be constructed and evaluated in state highway ROW.
- Published five research reports on a range of topics such as Town Highways, evaluating strategies to enhance floodplain sites along the Lamoille Valley Rail Trail, and held a virtual symposium with 32 research and innovation projects.
- Processed approximately 500 permits for driveways, utilities and other work in the state highway ROW.

Program Highlights: Public Transit

- **Electric Transit Buses –**

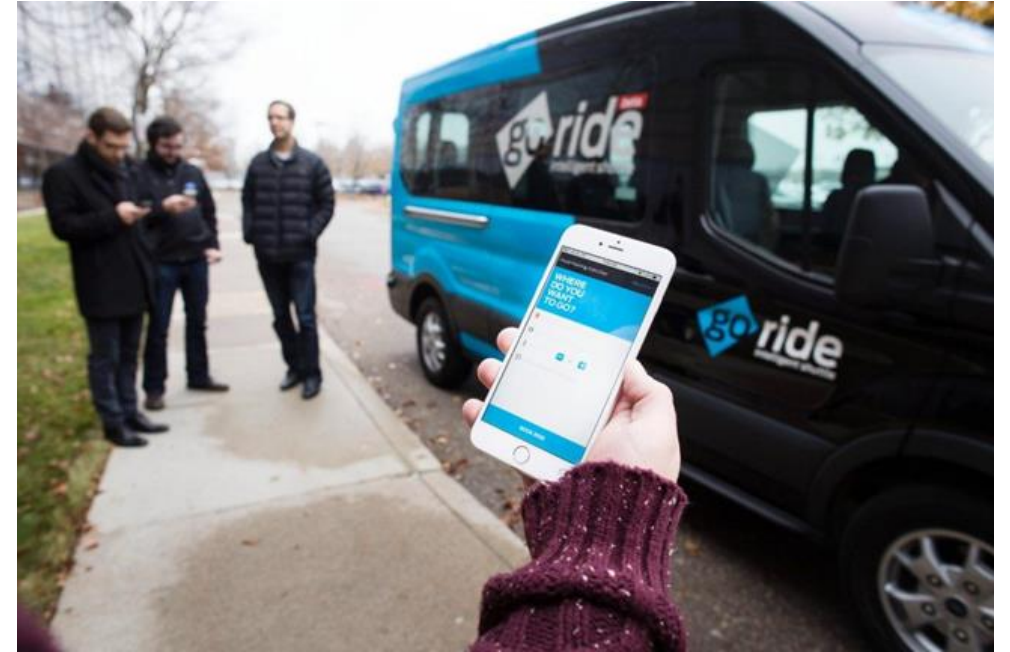
- FTA - Awarded \$793,420 through a federal competitive grant to purchase up to 2 e-buses each for Rural Community Transportation in Lyndonville and Green Mountain Community Network in Bennington. To date, VTrans and its partners have procured 12 e-buses through these grants and are evaluating makes and models to study system-wide operational feasibility.
- VW Funds – Marble Valley Regional Transit District was awarded \$2,031,000 for two large transit e-buses.



- **Transit Facilities –** Tri-Valley Transit is set to break ground on a new bus storage and maintenance facility in Bradford. Expected completion date is Fall '21.

Program Highlights: Public Transit

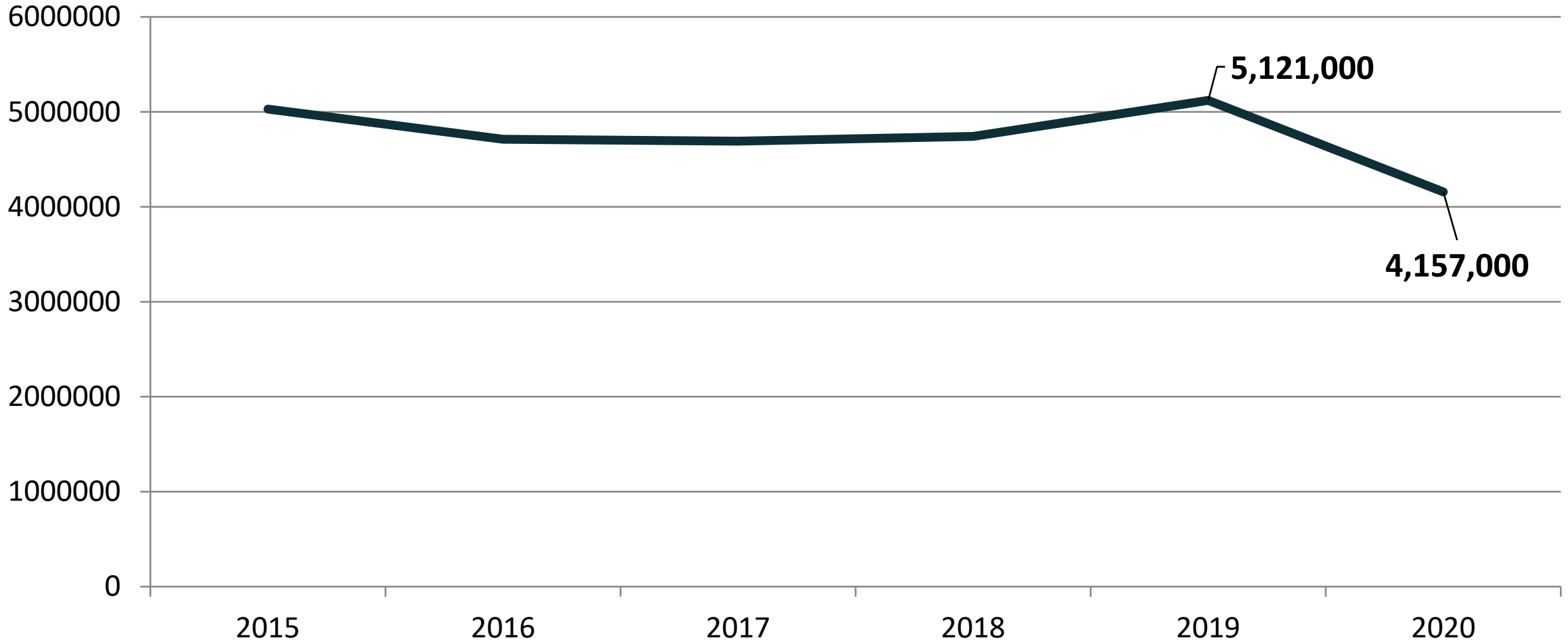
- **Pilot Programs** – continue to assess expanded demand response programs for medical trips (Rides to Wellness) and for those in recovery (Recovery and Job Access Rides).
- **Microtransit Pilot launched this month!** This demand response (or Dial-a-ride) service will replace 3 existing routes and serve a 7.5 square area region in the Montpelier region. “MyRide” will be operated by GMT.



Program Highlights: Public Transit

**18.8% decline from 2019
due to COVID-19**

Public Transit Ridership by State Fiscal Year



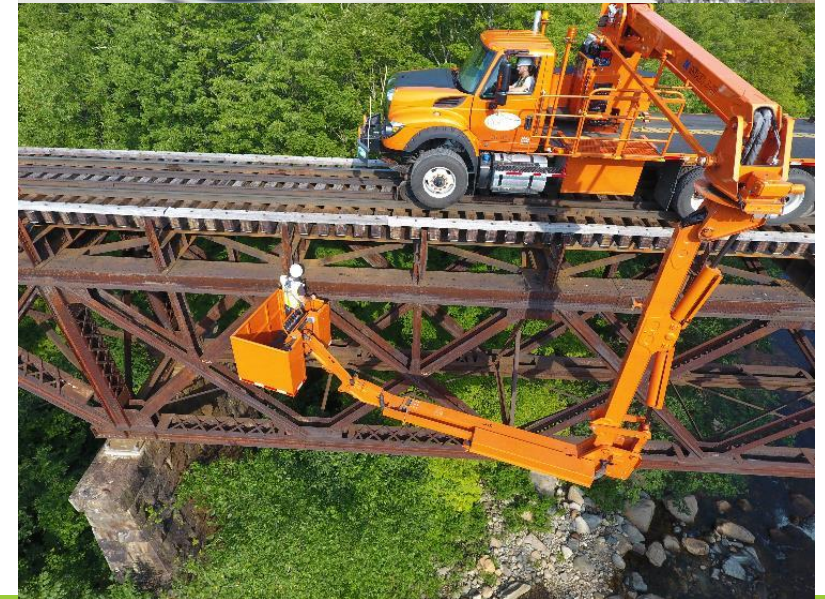
Program Highlights: Aviation

- **Morrisville-Stowe State Airport** – Awarded \$3.1 million Federal grant to construct a parallel taxiway, and a \$1.4 million grant to add 500 ft of runway safety area.
- **Franklin County State Airport** – Design underway for 1,000 ft runway extension.
- **Hartness State Airport** – Design underway for rehabilitation of runway safety surface.
- **Unmanned Aerial Systems** – Acquired 2 UAS and 2 more on the way. Used to conduct damage assessments.
 - Obtained 4-year nighttime operations waiver from the FAA.



Program Highlights: Rail

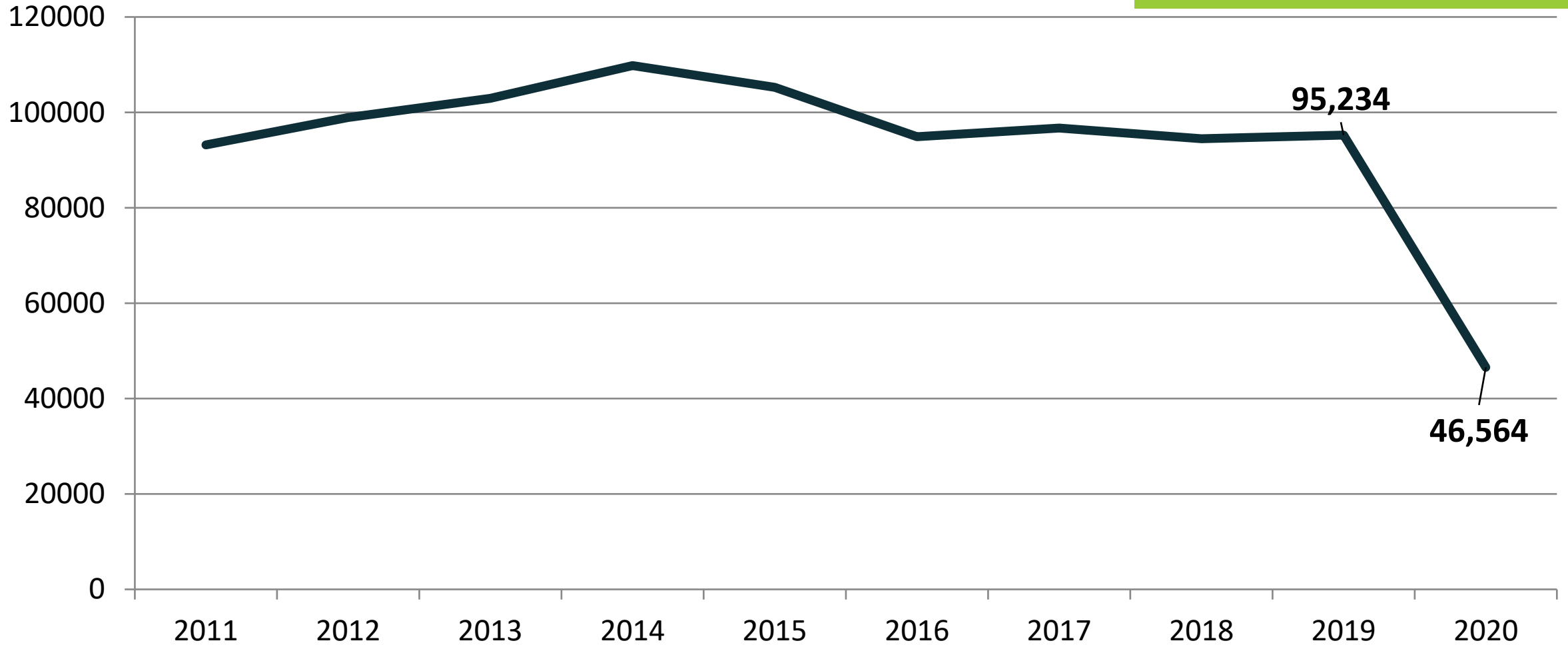
- **Amtrak Service to Burlington** – Grade crossing and track upgrades completed; Vergennes station is complete; Middlebury and Burlington platforms are in final design; Overnight storage track construction in Burlington will begin in the spring of 2021.
- **Amtrak Service to Montreal** - Continuing to work on the agreement for Customs and Border Protection at the Montreal rail station.
- **Rail Bridge Load Ratings** - All 172 rail bridges under state control have a current load rating which is required by the Federal Rail Administration (FRA): 148 (86%) have the capacity to carry 286,000lb rail cars; 24 (14%) do not.
- **Western Corridor Bridges (BUILD Grant)** – Design underway to rehabilitate / upgrade 31 rail bridges along the western corridor between Rutland and Hoosick, NY to the 286,000lbs standard. Project cost is \$31.8 million over 5 years.



Program Highlights: Rail

Intercity Passenger Rail Ridership by Federal Fiscal Year

- 51% decline in ridership from 2019 due to COVID-19
- Estimated \$2.7 million in avoided Amtrak costs.



Program Highlights: Finance and Administration

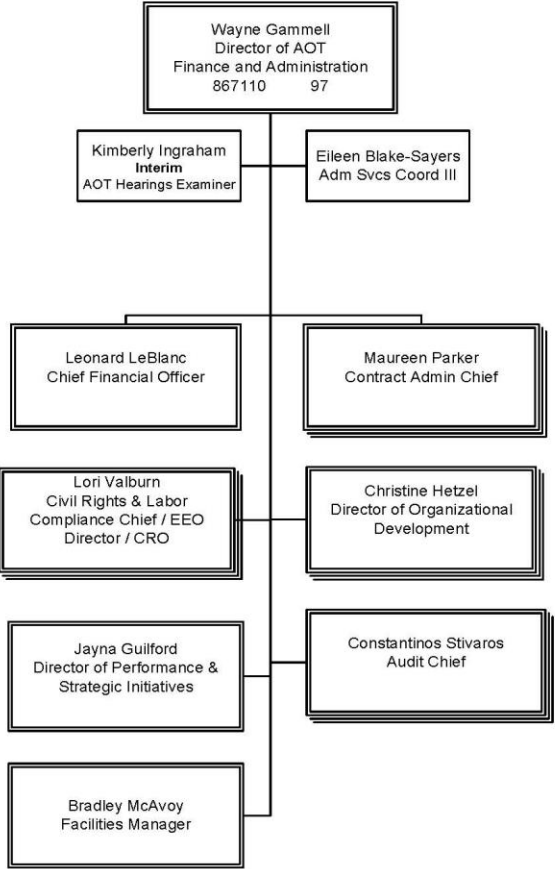
Wayne Gammell, Division Director

wayne.gammell@vermont.gov

(802) 461-7291

Finance and Administration Division

Office of the Director



Program Highlights: Vermont Transportation Training Center

Training - 2020

- In person training (through early March 2020):
 - Employee Development – 416 participants
 - Safety & Health – 205 participants + 9,402 Tailgate Talks participants
 - Technical – 363 participants
 - Vermont Local Roads – 215 participants
 - DMV – 405 participants
- Online training – 5,726 instances
- Pre-Supervisory training - 32 participants
- Transportation Leadership Institute - 37 participants, 80% promotion rate within 2 years.
- Strategic Workforce Committees – over 100 employees from all divisions and all levels
- Conversion of all in person leadership, employee development, technical and safety training to elearning or virtual live training due to COVID pandemic. Significant support on use of virtual teams training and software.
- Significant safety support and iterative safety trainings as the COVID-19 pandemic evolved.
- Vermont Local Roads - offered a wide variety of in person workshops and technical assistance. Converted live trainings to webinars due to COVID pandemic.
- Several employee COVID deployments (TICC, VDOL, DMV, PPE delivery, Availability app, Food drops and Capstone)

Program Highlights: Office of Civil Rights

Employment Diversity in Highway Construction (EDHC)

- During FY 2020, EDHC provided workforce training and support to 78 women & minorities, who entered or advanced careers in Highway Construction. Program components include CDL training, On-the-Job Training, & other skills training subsidies.
- Fourteen (14) On-the-Job Trainees (OJTs) received paid training on 12 construction projects in 7 skilled work classifications in FY 2020.
- Fifty (50) women & minorities participated in CDL training in FY 2020.

Disadvantaged Business Enterprise (DBE) Participation on AOT Contracts

- Women and minority-owned businesses accounted for almost 14% of all federally-funded Agency contract awards.

Contractor Compliance & External Equal Employment Opportunity

- In February of 2020, Civil Rights delivered two sessions of EEO, Sexual Harassment, & Civil Rights training to AOT's highway construction contractors to ensure they understand and meet all FHWA and USDOL requirements.

Program Highlights: Procurement & Contracting

Electronic RFP Solicitation

- Due to the COVID-19 pandemic, Contract Administration transitioned the Request for Proposal (RFP) solicitation process to be 100% electronic. This process has provided considerable cost savings to proposers in both printing and delivery costs.

Contract Directory Dashboard

- A one-stop shop for all AOT staff, the Contract Directory Dashboard was created to enable expeditious and efficient location of AOT and BGS contracts.

Salesforce

- In August 2020, the platform was upgraded and expanded to provide additional functionality to bidders as well as include Rail and Aviation maintenance and repair contracts. With the inclusion of Rail and Aviation maintenance and repair contracts, additional bid opportunities are now available to a greater variety of contractors through the Salesforce platform.

Agency Efficiency – Continuous Improvement

2020 Continuous Improvement Highlights

- Lead efforts to reduce costs in several programmatic areas including the facilitation of an indirect cost rate program with our FHWA partners as well as implementing contracting process improvements.
- Implemented a new expenditure account setup process to reduce error rate and streamline processing.
- Developed business intelligence tools for the Agency and Statewide COVID-19 response, VTrans Training Center, updated the Maintenance Bureau's operations dashboard to include new performance measures, and created a contract directory.

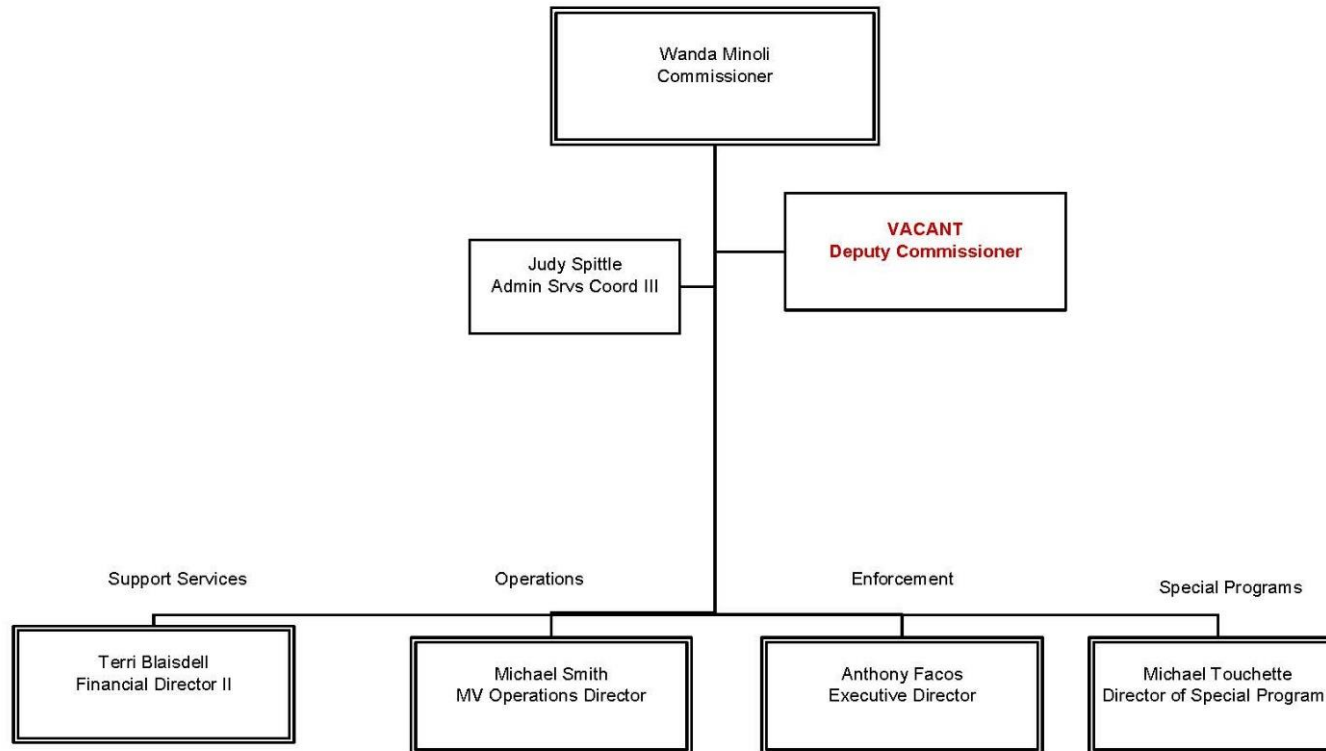
2021 Planned Continuous Improvement Projects

- Engage with several sections to create dashboard tools, creating transparency into operational measures such as inventory tracking and turn around time.
- Process assessment with the Agency's contract administration team to identify opportunities with contract agreement and commodity procurement processes.
- Micro projects with business units to assess and implement small changes.
- Launch revised VTransparency public information portal.

Department of Motor Vehicles

Wanda Minoli, Commissioner
wanda.minoli@vermont.gov
(802) 828-2011

Department of Motor
Vehicles
Commissioner



Department of Motor Vehicles

2020 Year in Review

- **VTCVO** – Successfully launched online system to administer International Registration Plan and International Fuel Tax Agreements and to collect motor fuel taxes.
- **Commercial Vehicle Information Exchange Window** – Began work on creating a centralized dashboard to be used by CVE staff that will aggregate information gathered from various state and federal databases, increasing efficiency and ensuring relevant data is easily accessible at roadside.
- **Use of Interpreters and Translated Materials** – In partnership with US Committee on Refugees & Immigrants – Vermont implemented the use of interpreters for non-commercial road tests and offered non-commercial learner permit exams in 10 languages. Also translated forms used in non-commercial licensing.

Department of Motor Vehicles

2020 Initiatives

- **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, online issuance of temporary vehicle registrations, and an online appointment system for in-person appointments.
- **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.
- **E-Permitting** – The Department is in the preliminary stages of developing an online system to handle the issuance of 15 types of oversize and overweight permits. The system will allow trucking companies or their drivers to apply and pay for permits online and may allow for automatic approval if criteria are met. The automated system will provide increased access for industry, faster response times from DMV, and allow review and printing of permits by the customer.

AOT COVID-19 Emergency Response

Friday, March 13: Gov. Phil Scott declared a State of Emergency due to the COVID pandemic.

Monday, March 16: AOT activated its Transportation Incident Command Center (TICC).

Incident Command System (ICS): AOT is one of Vermont's only agencies with an institutionalized approach to emergencies (ICS), including pandemics.

Mission: Maintain broad and deep awareness of the pandemic and AOT operations in order to provide superior decision-making support to the Secretary and Executive Staff.

Main Objectives:

- Mitigate employee absence
- Sustain mission essential functions
 - Built employee asset tracker and employee accountability app to monitor worksite presence.
 - Analyzed and continue to facilitate opportunities to transition paper-based practices to adapt within a distributed workforce environment.
- Assist State-level containment and mitigation.

AOT COVID-19 Emergency Response

Support of statewide operations:

- Delivery of Personal Protective Equipment (PPE) to hospitals and other medical facilities.
- Collection and analysis of traffic data at state borders to enable the Governor's Office and Health Department to understand the impact of movement on the infection rate.
- On-the-ground assistance with food distribution at AOT-managed State airports and other locations.
- Setting up medical surge and pop-up testing sites.
- Identifying and deploying employees to work in other areas of State government as needed (Labor, Health, etc.)
 - 213 AOT employees during peak, 61 currently.
- Contributing resources to the vaccine planning effort.
- 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, online issuance of temporary vehicle registrations, and an online system for in-person appointments.

AOT COVID-19 Emergency Response

Entity	Support Provided
ACCD	6 employees supported ACCD's Grants Management and Compliance Monitoring for CRF funded grants issuing over 100 grants and continuing collaboration with ACCD to create a monitoring process.
Capstone/ Lamoille Community Action	One full time employee for 3 months to coach and support community organizations developing a local Incident Command response structure for COVID 19.
DOL	31 employees assisted with the DOL Call Center in the late spring, followed by 11 persons supporting the Pandemic Unemployment Assistance Program & associated Tiger Team as well as strategic planning and fraud program development.
SEOC	Initially the Agency provided the SEOC with 1 employee to rotate through the Joint Information Center, 1 employee served as Logistics Branch Chief for several months. We now provide 10 staff to support the SEOC Vaccination Branch.
VDH	The Agency has provided VDH with 71 employees since March, including 16 personnel actively performing contact tracing and PPE deliveries, and 21 in queue to staff vaccine points of distribution. Previous support included negative test callers, and staff who have rotated off of active support.