

# Vermont Department of Motor Vehicles

## Core System Modernization Project

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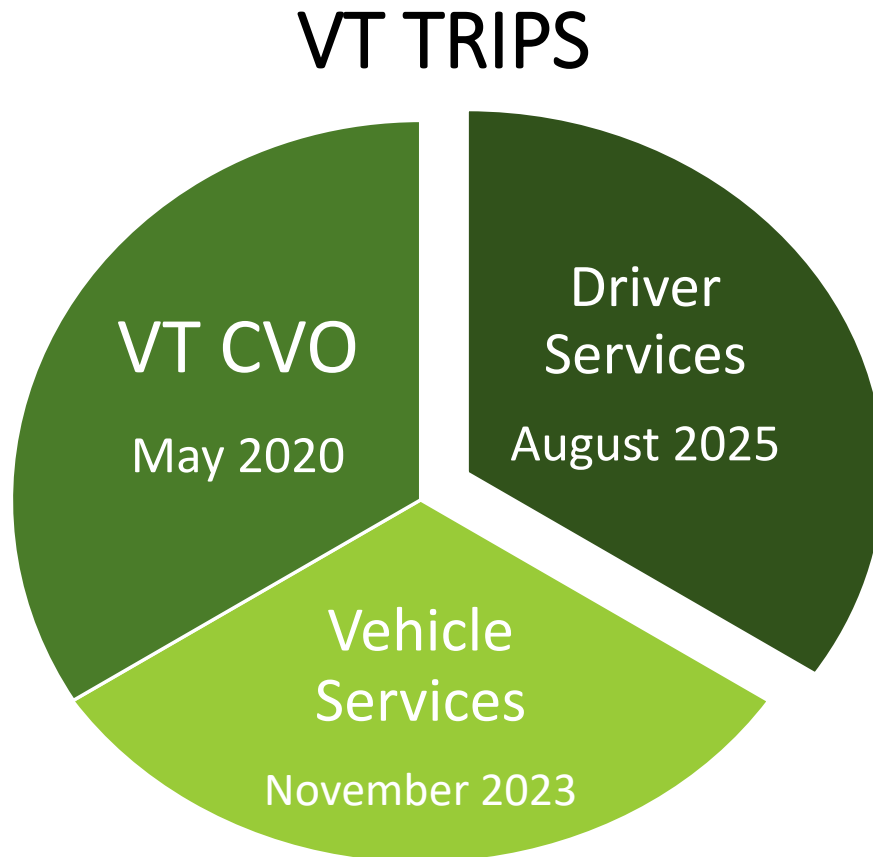
January 8, 2024

PRESENTATION TO THE HOUSE TRANSPORTATION COMMITTEE



# DMV Modernization Project

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## **CVO Online**

- Motor fuel taxes
- International Registration Plan
- International Fuel Tax Agreement

## **Vehicle Services**

- Registration & Title Services
- Dealer Licensing & Management
- Expanded Online Services
- Point-of-Sale

## **Driver Services**

- Driver license & Identification Services
- Disabled Parking Placards

# Vehicle Services Phase

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## **Project Details and Methodology:**

- June 13, 2022 - November 13, 2023
- ADS, DMV, and Fast teams co-located at Barre City Place full-time
- Completed on time and on budget

## **Systems Replaced:**

- 50+ year old mainframe as system of record for vehicle registration and title information
- Image retrieval
- Point-of-Sale
- Microsoft Access 97 databases

# Vehicle Services Phase

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## Benefits:

- Transformed the way DMV does business. Customers can leave with registration, plates, and title.
- System is nimble and able to handle changes – implemented **611** solution requests (SQRs) to date.
- Transparency of data and information – transactions and scanned images can be viewed in real time from anywhere a user can access the system. Information is stored in plain language, not codes.
- Increased services available online – replacement title, verify lienholder status, vanity plate availability check
- Ability to create ad hoc and predetermined reports

# Vehicle Services Phase – Testimonials

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*I don't usually do business online, but this is as easy as sending an email to my grandkids!*

*The lien holder lookup tool has been a huge help and let's me avoid calling DMV!*

*I get my title today? With my plates and registration? This is great!*

*Some things take me a couple of minutes longer since I'm doing all aspects, but my customers don't mind since they leave with everything at the end!*

*I am a huge fan of the new system. Even with the hiccups it is far better than the dinosaur we had before!*

*The registration renewal notice is easy to read. I love the options instead of visiting an office!*

*The plain language and learning tools have been a huge help.*

# Driver Services Phase

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- Planned Project Dates – March 18, 2024 - August 18, 2025
  - Reviewing policies, procedures, statutes, and forms used today.
  - Documenting existing business processes and identifying resources needed from DMV.
- **Systems to be Replaced:**
  - VT Photo Identification Credentialing System (VT PICS)
  - Appointment scheduling and customer queuing
  - 50+ year old mainframe as system of record for driver license suspension/reinstatements & parking placard information
  - Microsoft Access 97 databases