

Vermont Department of Motor Vehicles

Core System Modernization Project

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PRESENTATION TO THE JOINT INFORMATION TECHNOLOGY OVERSIGHT COMMITTEE



Vehicle Services Phase

Project Details and Methodology:

- June 13, 2022 - November 13, 2023
- ADS, DMV, and Fast teams co-located at Barre City Place full-time
 - Team members fully dedicated to the project.
 - Numbers fluctuated depending on project needs.
 - Train the trainer approach created experts from day one
- 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

Benefits:

- Transformed the way DMV does business. Customers can leave with registration, plates, and title.
- System is nimble and able to handle changes – implemented 339 solution requests (SQRs) to date.
- Data integrity – Integrated National Motor Vehicle Title Information System, JD Power vehicle valuations, and VIN decoding within service transactions, eliminating need to perform external checks and reducing opportunities for human error.
- 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.
- eServices –
 - Transitioned issuance of temporary registration certificates and vehicle registration renewal and replacement service from Tyler Technology to VT TRIPS
 - Increased services available online – replacement title, verify lienholder status, vanity plate availability check
- Reporting –
 - Ability to create ad hoc and predetermined reports
 - Data cubes allow the user to perform deeper dives into information to identify root causes

Vehicle Services Phase – Testimonials

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!

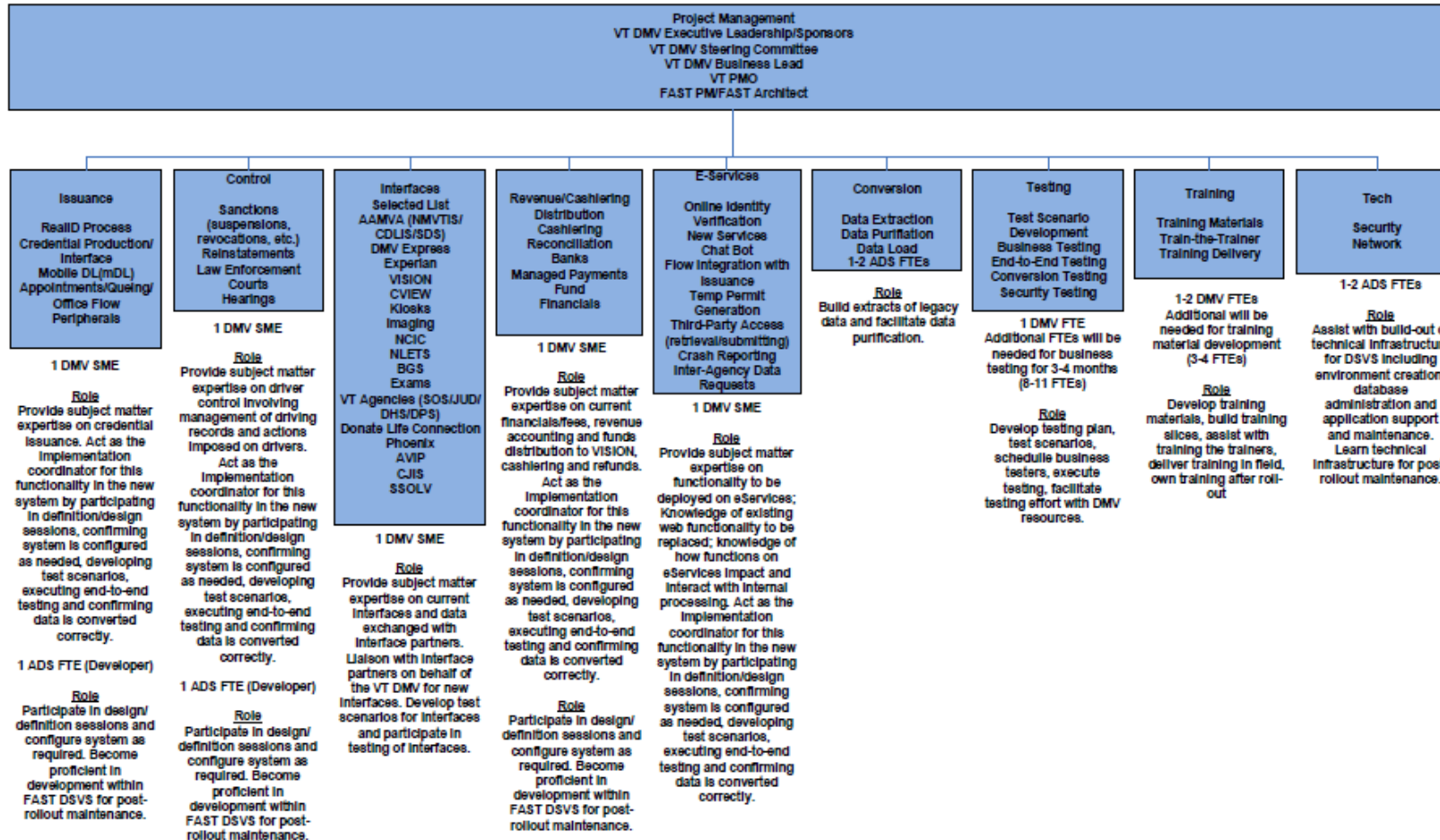
The registration renewal notice is easy to read. I love the options instead of visiting an office!

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

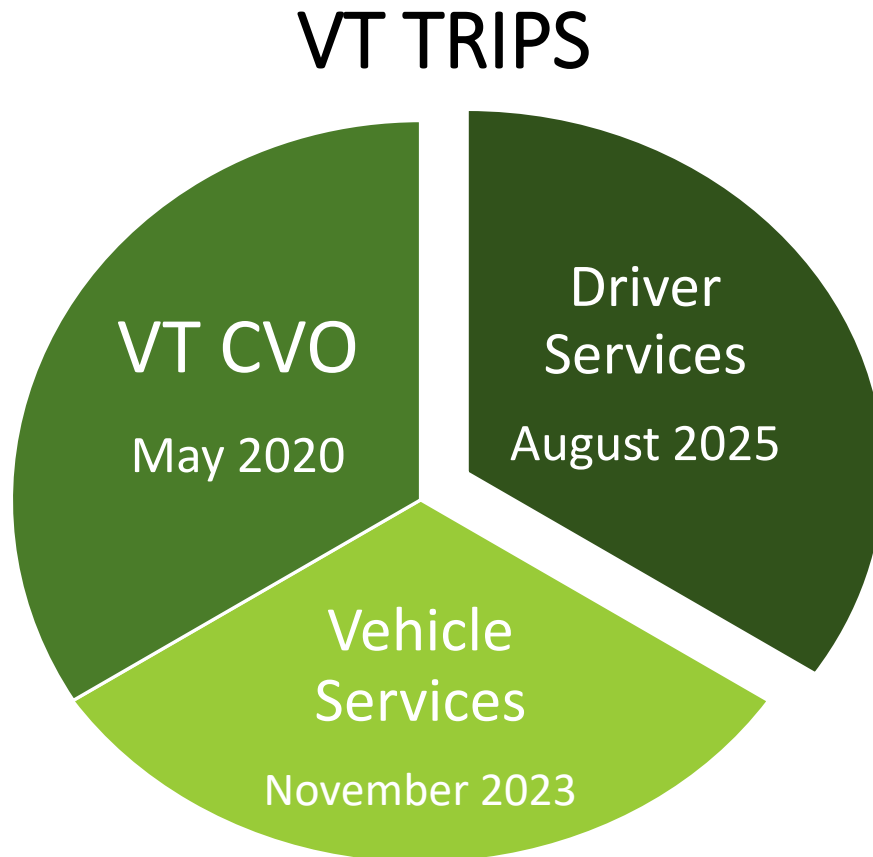
Driver Services Phase

- 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

Driver Services Phase – Org Chart



DMV Modernization Project



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

