

# Department of Motor Vehicles 2022 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 645,000 as well as a significant number of nonresidents.

The Department is comprised of four divisions: Operations, Enforcement & Safety, Finance & Logistics, and Special Programs with 237 FTEs.

# DMV 2018–2023 Achievements

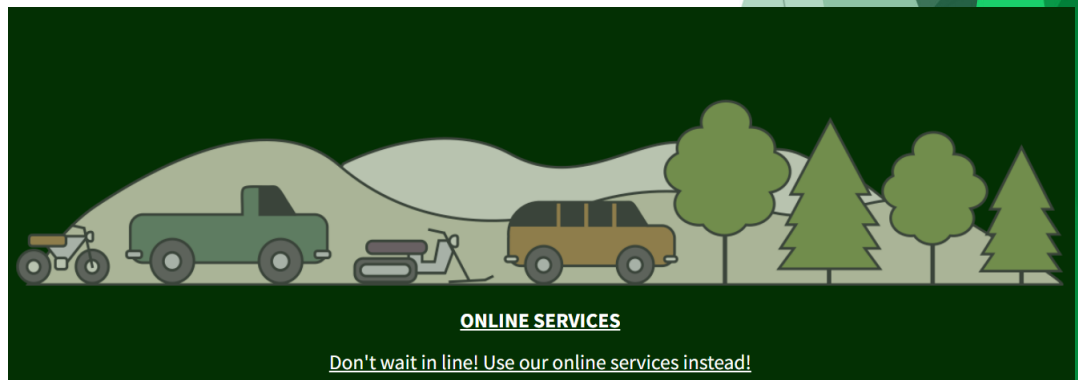


- ▶ Stickers on Demand
- ▶ Electric Motorcycle (Harley Davidson LiveWire)
- ▶ License Credentials
- ▶ Online Scheduler
- ▶ Gender Neutrality (licenses)
- ▶ POS-CVO
- ▶ Core Modernization
- ▶ Use of Interpreters
- ▶ Ubi Duo
- ▶ Automated Testing System
- ▶ Donate Life/Motor Voter
- ▶ Translation of DMV documents
- ▶ 100-year Anniversary of Policing
- ▶ Reclassification of Staff
- ▶ Covid protocols



# DMV - Special Programs Division

**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. Special Programs is the lead on the DMV Core Modernization Project.



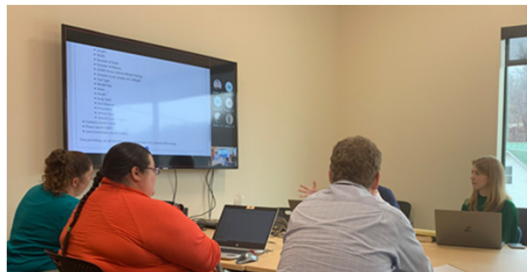
# Special Programs Division Highlights - 2022

- **Core Modernization Project Business Lead**
  - Kickoff for vehicle services module was in June 2022 and go live will be in November 2023
- **Translation of DMV Materials**
  - Continue to translate documents as needed having added Dari and Pashto in 2022 with the goal of adding American Sign Language online in 2023
- **Online Tax Estimator Tool**
  - Now available on MyDMV and it allows customers to know the exact purchase and use tax prior to visiting an office to register a vehicle
- **Accessibility**
  - Working on displaying all accessibility options for the branch offices

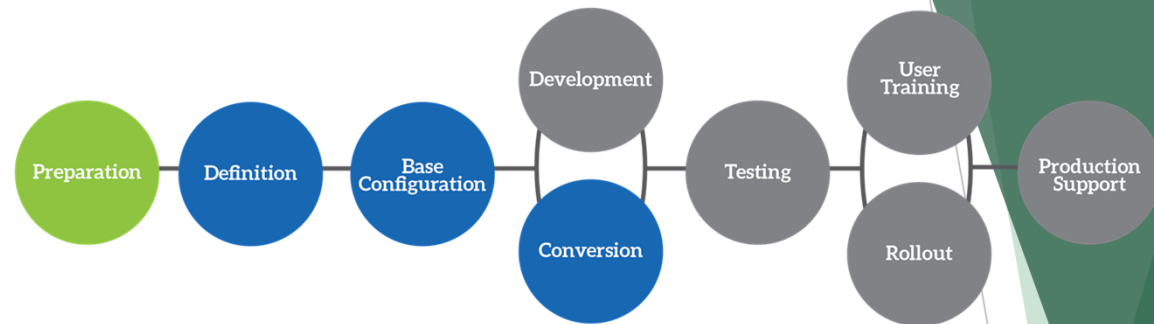


# DMV System Modernization Project

- ▶ DMV is partnering with FAST Enterprises to implement a commercial off-the-shelf solution in a two-phase project to replace existing, disparate systems with a single online system.
  - ▶ Phase 1: Vehicle Services - June 13, 2022-November 13, 2023
    - ▶ Replacing many aging systems in vehicle registration & titling, revenue collection & categorization, image scanning & retrieval, and dealerships
  - ▶ Phase 2: Driver Services - Planned to go live in 2025
  - ▶ Rollout aligns with the Veteran's Day holiday closing where the impact of limited foot traffic will be reduced



# Project Timeline

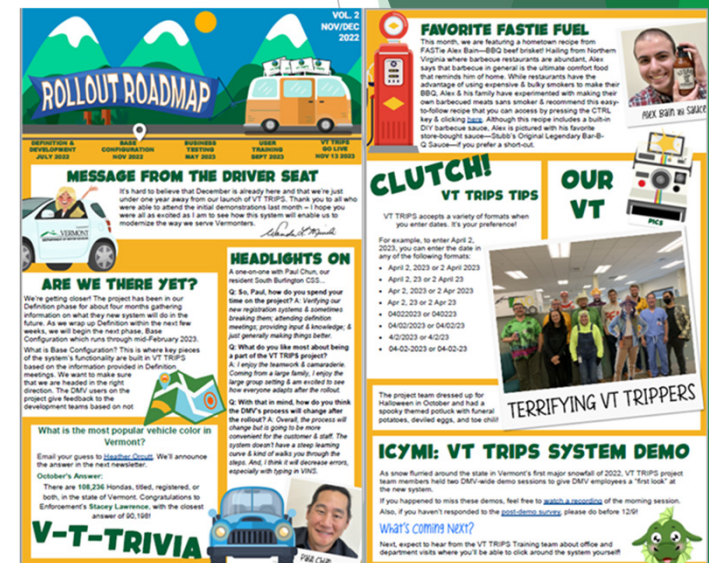


- ▶ Currently completing Definition, Base Configuration, and Conversion tasks
  - ▶ Definition - providing the details for how FAST software will be configured to meet the State's business needs
  - ▶ Base Configuration - confirm the direction being taken using an iterative configure-confirm-review approach
  - ▶ Conversion - iterative process to purify, extract, convert, verify, and reconcile legacy data for use in VT TRIPS
  - ▶ January will see a test drive of the system
  - ▶ Current Status: On time and on budget
  - ▶ Business process evaluation hit key milestones
    - ▶ Single vendor for credit card transactions
    - ▶ Committed to key equipment (scanners)



# Opportunities

- ▶ Increasing number of services available online to the public and Vermont's motor vehicle dealers
  - ▶ Apply for and renew dealer licenses online
  - ▶ Verify whether a vehicle is subject to a lien
  - ▶ Submit vehicle title & registration documents to expedite processing
- ▶ Printing of registration and title documents over the counter in all office locations
- ▶ More timely, accurate data collection
- ▶ Investment in State Employees
  - ▶ Reclassified customer service positions to allow for enhanced flexibility and prepare for realignment of units based on new needs
  - ▶ Streamlining existing business processes
  - ▶ Robust change management strategy utilizing monthly newsletters, Town Hall presentations, and in-office "test drives" to create excitement and encourage buy-in
- ▶ Expand services to all branches (all locations can do all things)

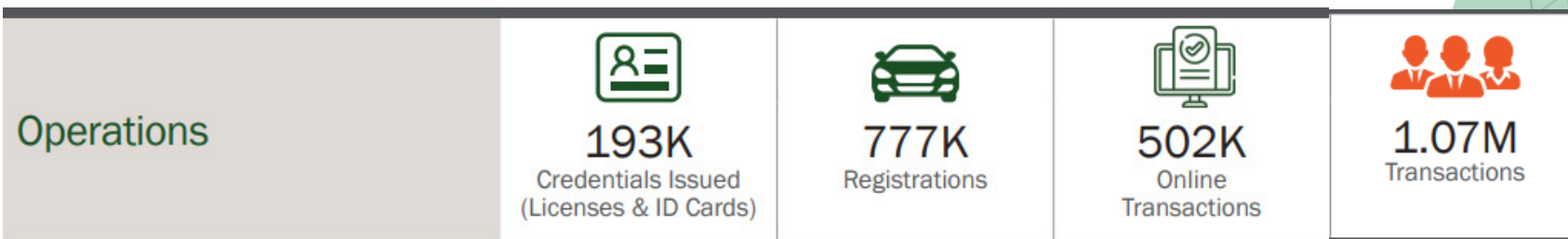




# DMV - Operations Division

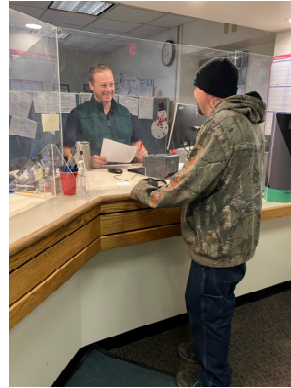
The Operations division is comprised of four sections:

- **Branch Operations** - Operate branch locations across the state providing in-person services including vehicle registration and titling, issuance of credentials, administration of examinations
- **Information Processing** - 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** - 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** - Issue driver license suspensions and reinstatements, process accident reports, manage Ignition Interlock program, and field customer inquiries received across a variety of mediums



# Branch Operations

DMV staffs 10 offices throughout the state providing customer services to individuals and businesses alike



## Jan-Dec 2022 Highlights

- 129,393 customers were served with an appointment and the average wait time was 15 minutes
- 33,457 walk-in customers were served in addition
- 100% of Knowledge Exams were done online (Learner Permit and Motorcycle Permit) with exceptions made for special requests
- 502,000 online transactions
  - ▶ 333,347 Registrations
  - ▶ 16,641 Learner Permit exams taken
  - ▶ 68,640 Temporary registrations issued
  - ▶ 83,340 license transactions
- Issued 7,726 new CDL credentials
- Issued 5,046 CDL renewals

# 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 2022 Highlights

- Processed more than 196,000 applications received by with the standard processing timeframe of 8-10 days.
- Issued 138,931 titles

## Driver Improvement & Information Units

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 2022 Highlights

- Information unit answered 193,037 general phone calls using a third-party vendor as needed
- 11,871 emails were processed
- Driver Improvement unit issued 19,967 suspensions and processed 27,409 reinstatements





# 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 2022 Highlights

- Processed 27,050 permit applications, bringing in over \$4.1 million in revenue
- Collected more than \$89 million in gas tax, \$18.4 million diesel tax, \$1.4 million in IFTA, and \$12 million in IRP receipts



# DMV - Enforcement & Safety Division

The Enforcement & Safety division is comprised of three units, featuring sworn and non-sworn investigators and civilian employees.

- **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, motorcycle and school bus driver training, and third-party testing
- **Administrative unit** - support all units in the division and its programs, including 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				
	9,166 Commercial Vehicle Violations, CY22	5,878 Commercial Safety Inspections, CY22	549 Dealers Licensed, CY22	1,076 Inspection Stations, CY22

# Commercial Vehicle Enforcement (CVE)

CVE Unit is comprised of 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 2022 Highlights

- Responded to commercial vehicle crashes in VSP coverage areas where inspectors not only conducted post-crash inspections but were also tasked with investigating the crash as well
  - Handled 63 crash investigations (12 bus/gov't CMV, 41 property damage, 10 injury)
  - Handled 53 (12 bus/gov't CMVs, 33 property damage, 8 injury) since operationalizing the Governor's 10-point plan on September 5, 2022
- DMV detectives from the northern Criminal Investigative Unit became part of the Chittenden County Gun Violence Task Force
- Celebrated the service of Captain Andrews in his retirement



## Investigations Unit

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

### Jan-Dec 2022 Highlights

- The DMV successfully implemented a new inspection sticker print on demand system
- \$1 million was appropriated from FY '21 for DMV to supply 1,076 inspections stations with the necessary equipment to print stickers on demand
- All 1,076 Vermont State Inspection stations are currently using the stickers on demand system.



# Education Unit

The Education Unit administers the State's Driver Training, Pupil Transport Safety and Motorcycle Safety programs.




- Supported 43 standard and 8 commercial driver training schools
  - 8848 students trained
  - Launched new online driver training tutorial
  - Implemented hybrid driver education model allowing students to take portions of classroom training online while maintaining in-person skills testing and training
- Administered 47 school bus driver clinics
  - 581 drivers trained
  - 265 new drivers and 316 renewing certification
- 32 motorcycle safety instructors trained 1199 students across 8 sites
  - 94.8% passing rate
- Conducted 61 Child Seat Inspections
  - 28 at the South Burlington Branch
  - 33 at the Montpelier Branch.
  - Provided and installed 15 child passenger seats to low-income families.



# DMV - Finance & Logistics Division

Finance & Logistics Division is comprised of five units:

- **Finance unit** - Comprised of the **Accounts Payable, Accounts Receivable and Contract Management units**. They are responsible for the protection of the financial resources of the Department including 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	 <b>\$371M</b> Total Revenue	 <b>\$47.1M</b> Revenue for Other Programs (I.e. Education, Wildlife)	 <b>177K</b> Pieces of Mail Received
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## 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.

### 2022 Highlights

- White River Jct. satellite office reopened in January 2022 in new location owned by the Agency of Transportation.

